



# My Home Contents Insurance

A special service for tenants and leaseholders

Application Pack



Two Rivers Housing **does not insure** your furniture, belongings or decorations against theft, fire, vandalism and burst pipes and other household risks.

Two Rivers Housing and Thistle Insurance Services Ltd can offer tenants and residents the chance to insure the contents of their homes.

The National Housing Federation My Home Contents Insurance Scheme is a pay as you go home contents insurance policy and has been designed to meet the demands and needs of those living in social housing who wish to insure their possessions.

Based on the information which has been provided to you if you are unsure whether this insurance policy is right for you please contact Two Rivers Housing also referred to as the Administrator.

### **Payment of the premium**

**Tenants:** For your convenience you can pay your insurance premium weekly, fortnightly or monthly with your rent.

**Leaseholders:** You can pay your premiums monthly.

### **Insurance for your furniture, TV, clothing, carpets, electrical items and general household goods**

When you take out this insurance most of your household goods and contents will be insured in your home. The insurance also covers replacement of external locks if your keys are lost or stolen and the contents of your fridge/freezer. There is also cover for personal liability, and cover for damage to your landlords fixtures and fittings which you may be legally responsible for under the terms of your tenancy agreement. Full details of the policy cover and exclusions, which include a £50 excess for all Accidental Damage claims, are available on request before you apply for cover.

### **Insurance against fire, theft, vandalism, water damage and other household risks**

These are examples of the types of risk your contents will be insured for.

Full details of the policy cover and exclusions are available on request before you apply for cover. Enclosed with this application pack is an Insurance Product Information Document.

### **Optional Extras**

In addition to your standard contents cover, you have the option to add any of the following additional covers at an extra cost:

- Extended accidental damage cover *A £50 excess applies in respect of Accidental Damage Claims.*
- Personal possessions cover (cover for possessions away from the home)
- Cover for the structure of garden huts, greenhouses and garages
- Hearing aid cover
- Wheelchair cover

## 'New-for-Old' insurance

All your home contents are covered by the policy on a 'new for old' basis, with the exception of linen and clothing which will be replaced at their current cost, less an amount for wear and tear. When you are working out the cost of your insurance, you will need to work out how much it will cost to replace all of your contents as new.

## Special low minimum sums insured

The lowest amount that can be insured is:

- £6,000 if you are over the age of 60.
- £9,000 for all other people.

## Payment Methods

Pay As You Go – If you select to pay by (weekly, fortnightly or monthly) this is called a Pay As You Go policy. This means your insurance cover is in place as long as you continue to pay your premiums.

## Cost of Insurance

You can work out the cost of your insurance by following these easy steps:

1. Use the do-it-yourself valuation sheet opposite to work out how much cover you need.
2. Now refer to the premium tables on pages 5, 6 & 7 to select the premium you will pay.

## You can use the below to work out your Premium

Standard Cover or	£	<input type="text"/>	1	Insert in box 1 or 2 depending on the cover selected the premium for your sum insured.
Standard Cover plus Accidental Damage	£	<input type="text"/>	2	
Personal Possession	£	<input type="text"/>	3	If you have selected any of the optional covers insert the premium in boxes 3 to 6.
Wheelchairs	£	<input type="text"/>	4	
Hearing Aids	£	<input type="text"/>	5	
Sheds & Garages	£	<input type="text"/>	6	If you need help working out your premium you can contact your the Administrator on 0800 316 0897.
Total Weekly Premium	£	<input type="text"/>	7	



### How to apply

**Option 1:** Complete the form enclosed with this booklet. Make sure that you answer all the questions, and sign the declaration. If you want help filling in the form, please contact the Administrator.

Return the application form, either post or hand it in to:

Two Rivers Housing, Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS.

Tel: 0800 316 0897.

**Option 2:** Complete the application form. Make sure that you answer all the questions, and insert all applicants names in the signature box(es) on the declaration page. Once you have completed the form, use the CLICK & SUBMIT button on the declaration page. Or save the form and email to: [incomecollection@2rh.org.uk](mailto:incomecollection@2rh.org.uk)

### Keeping up the payments

- To make sure that you are always covered you must keep up to date with your payments.
- You will not be allowed to make a claim unless your payments are up to date.
- Your insurance may be cancelled if you don't keep your premiums up to date.

### Start date

Two Rivers Housing will write to you with details of your new rent, insurance premium and the date when it starts which will be the date the insurance cover starts.

- Cover will start as soon as your application has been accepted.
- A welcome letter, policy wording, Insurance Product Information Document and certificate of insurance detailing the sum insured, premium and cover will be sent to you as soon as possible. Your premium will be added to your rent account.

### What is a Pay As You Go policy?

- By choosing a Pay As You Go policy, we will endeavour to provide you with your policy terms including your Certificate of Insurance prior to the Scheme Anniversary.
- The Scheme Anniversary will be the point when we communicate any changes to the terms of your policy, it will also contain a statement of price and information about cancellation.

### Special Notes

- If during the period of your insurance cover your home is likely to be unoccupied (e.g. through hospitalisation, extended holiday) for more than 60 days in a row, or if there is any change in your risk circumstances such as a change of address, you will have to advise the Administrator either in writing or by phone.
- Remember, it is your responsibility to establish that the sum insured is sufficient to cover all your household items and personal effects as new.
- You do need to have a clear rent account to be accepted on the scheme.

**Two Rivers Housing suggests all tenants take out home contents insurance, either through our specialist scheme or by making your own arrangements.**

**If you wish to apply complete the application form attached.**

## COST OF INSURANCE FOR TENANTS PAYING OVER 52 WEEKS

Sum Insured	Standard Cover Weekly Premium	Standard Cover inc Extended Accidental Damage Weekly Premium
£6,000	£0.76	£0.96
£7,000	£0.89	£1.11
£8,000	£1.02	£1.27
£9,000	£1.15	£1.43
£10,000	£1.27	£1.59
£11,000	£1.40	£1.75
£12,000	£1.53	£1.91
£13,000	£1.66	£2.07
£14,000	£1.78	£2.23
£15,000	£1.91	£2.39
£16,000	£2.04	£2.55
£17,000	£2.17	£2.71
£18,000	£2.29	£2.87
£19,000	£2.42	£3.03
£20,000	£2.55	£3.18
£21,000	£2.68	£3.34
£22,000	£2.80	£3.50
£23,000	£2.93	£3.66
£24,000	£3.06	£3.82
£25,000	£3.19	£3.98
£26,000	£3.31	£4.14
£27,000	£3.44	£4.30
£28,000	£3.57	£4.46
£29,000	£3.70	£4.62
£30,000	£3.82	£4.78
£31,000	£3.95	£4.94
£32,000	£4.08	£5.10
£33,000	£4.20	£5.25
£34,000	£4.33	£5.41
£35,000	£4.46	£5.57
£36,000	£4.59	£5.73
£37,000	£4.71	£5.89
£38,000	£4.84	£6.05
£39,000	£4.97	£6.21
£40,000	£5.10	£6.37

## Optional Covers

### Personal Possessions (cover for items away from the home)

Sum Insured	Weekly Premium
£1,000	£0.51
£2,000	£1.02
£3,000	£1.53

### Hearing Aids

Sum Insured	Weekly Premium
£1,000	£0.81
£2,000	£1.61
£3,000	£2.42

### Wheelchairs

Sum Insured	Weekly Premium
£1,000	£0.81
£2,000	£1.61
£3,000	£2.42

### Structure Cover for: Sheds, Garages & Greenhouses

Sum Insured	Weekly Premium
£500	£0.74

All premiums include Insurance Premium Tax at the current rate.

**£6,000 - £40,000 available to tenants aged 60 and over.**

£9,000 - £40,000 available to all other tenants

A £50 excess applies in respect of Accidental Damage Claims.

## COST OF INSURANCE FOR TENANTS PAYING OVER 48 WEEKS

Sum Insured	Standard Cover Weekly Premium	Standard Cover inc Extended Accidental Damage Weekly Premium
£6,000	£0.82	£1.03
£7,000	£0.96	£1.21
£8,000	£1.10	£1.38
£9,000	£1.24	£1.55
£10,000	£1.37	£1.72
£11,000	£1.51	£1.90
£12,000	£1.65	£2.07
£13,000	£1.79	£2.24
£14,000	£1.92	£2.41
£15,000	£2.06	£2.59
£16,000	£2.20	£2.76
£17,000	£2.34	£2.93
£18,000	£2.47	£3.10
£19,000	£2.61	£3.28
£20,000	£2.75	£3.45
£21,000	£2.89	£3.62
£22,000	£3.02	£3.79
£23,000	£3.16	£3.96
£24,000	£3.30	£4.14
£25,000	£3.44	£4.31
£26,000	£3.57	£4.48
£27,000	£3.71	£4.65
£28,000	£3.85	£4.83
£29,000	£3.99	£5.00
£30,000	£4.12	£5.17
£31,000	£4.26	£5.34
£32,000	£4.40	£5.52
£33,000	£4.54	£5.69
£34,000	£4.67	£5.86
£35,000	£4.81	£6.03
£36,000	£4.95	£6.21
£37,000	£5.09	£6.38
£38,000	£5.22	£6.55
£39,000	£5.36	£6.72
£40,000	£5.50	£6.90

## Optional Covers

### Personal Possessions (cover for items away from the home)

Sum Insured	Weekly Premium
£1,000	£0.55
£2,000	£1.10
£3,000	£1.65

### Hearing Aids

Sum Insured	Weekly Premium
£1,000	£0.87
£2,000	£1.75
£3,000	£2.62

### Wheelchairs

Sum Insured	Weekly Premium
£1,000	£0.87
£2,000	£1.75
£3,000	£2.62

### Structure Cover for: Sheds, Garages & Greenhouses

Sum Insured	Weekly Premium
£500	£0.80

All premiums include Insurance Premium Tax at the current rate.

**£6,000 - £40,000 available to tenants aged 60 and over.**

£9,000 - £40,000 available to all other tenants

A £50 excess applies in respect of Accidental Damage Claims.

## COST OF INSURANCE FOR LEASEHOLDERS PAYING MONTHLY

Sum Insured	Standard Cover Monthly Premium	Standard Cover inc Extended Accidental Damage Monthly Premium
£6,000	£3.31	£4.14
£7,000	£3.87	£4.83
£8,000	£4.42	£5.52
£9,000	£4.97	£6.21
£10,000	£5.52	£6.90
£11,000	£6.07	£7.59
£12,000	£6.63	£8.28
£13,000	£7.18	£8.97
£14,000	£7.73	£9.66
£15,000	£8.28	£10.35
£16,000	£8.83	£11.04
£17,000	£9.39	£11.73
£18,000	£9.94	£12.42
£19,000	£10.49	£13.11
£20,000	£11.04	£13.80
£21,000	£11.60	£14.49
£22,000	£12.15	£15.18
£23,000	£12.70	£15.87
£24,000	£13.25	£16.56
£25,000	£13.80	£17.25
£26,000	£14.36	£17.94
£27,000	£14.91	£18.63
£28,000	£15.46	£19.32
£29,000	£16.01	£20.01
£30,000	£16.56	£20.70
£31,000	£17.12	£21.39
£32,000	£17.67	£22.08
£33,000	£18.22	£22.77
£34,000	£18.77	£23.46
£35,000	£19.33	£24.15
£36,000	£19.88	£24.84
£37,000	£20.43	£25.53
£38,000	£20.98	£26.22
£39,000	£21.53	£26.91
£40,000	£22.09	£27.60

## Optional Covers

### Personal Possessions (cover for items away from the home)

Sum Insured	Monthly Premium
£1,000	£2.21
£2,000	£4.41
£3,000	£6.62

### Hearing Aids

Sum Insured	Monthly Premium
£1,000	£3.49
£2,000	£6.98
£3,000	£10.48

### Wheelchairs

Sum Insured	Monthly Premium
£1,000	£3.49
£2,000	£6.98
£3,000	£10.48

### Structure Cover for: Sheds, Garages & Greenhouses

Sum Insured	Monthly Premium
£500	£3.22

All premiums include Insurance Premium Tax at the current rate.

**£6,000 - £40,000 available to leaseholders aged 60 and over.**

£9,000 - £40,000 available to all other leaseholders

A £50 excess applies in respect of Accidental Damage Claims.



# Important Information

## What is Pay As You Go Home Contents Insurance and what does it cover me for?

Pay As You Go Home Contents Insurance is a tenants insurance policy that provides standard contents cover for your belongings within your home.

## What happens if I take out cover and then change my mind?

The policy provides you with a 14 day cooling-off period to decide whether you wish to continue. This is subject to certain terms, full details are shown in the full policy wording which is available on request.

## How do I notify a claim under Pay As You Go Home Contents Insurance

To make a claim please contact Ergo Claims Team, MPL Claims Management Limited. Their details can be found in the policy booklet which will be sent to you.

## How do I make a complaint about my Pay As You Go Home Contents policy?

If your complaint is about a claim, you should refer the matter to MPL Claims Management Ltd.

Their contact details are provided below.

Ergo Claims Team  
MPL Claims Management Limited  
The Octagon  
27 Middleborough  
Colchester CO11TG

**Email:** [qunderwriting@mplclaims.com](mailto:qunderwriting@mplclaims.com)

**Tel:** 0345 060 0030

Alternatively, you can ask your Administrator to refer the matter on for you.

Please quote your policy number in all correspondence so that your concerns may be dealt with speedily.

If we have not resolved your complaint at the end of eight weeks, or if after receiving our final response you remain dissatisfied, you may be able to refer your complaint to the Financial Ombudsman Service. You will have six months from the date of the final response to make this referral.

- The Application Form is a record of the information you provided us with. This information is used to apply terms and conditions to your policy.
- You must ensure that all questions have been fully completed and the answers are true and correct to the best of your knowledge and belief.
- If there are any inaccuracies or omissions let the Administrator know immediately.
- **FAILURE TO DO THIS MAY MEAN THAT YOUR POLICY BECOMES INVALID OR DOES NOT OPERATE IN THE EVENT OF CLAIM**
- You should keep a copy of all information and correspondence you supply to the administrator in connection with your application. A copy of this form will be supplied on request for a period of three months after its completion.
- You are not covered until your application has been accepted by the Administrator.

## Personal Details

PLEASE USE CAPITAL LETTERS WHEN FILLING IN THIS FORM

Are you a tenant or leaseholder of Two Rivers Housing?

Your Full Name (Mrs/Ms/Miss/Mr/other)

(Joint tenants + Co-habitees must be named)

Address

Mobile No:

Email address

Post Code

Telephone no.

Date of Birth

Required start date (this must be a Monday): \_\_\_\_\_

Contents Sum Insured required\* £ \_\_\_\_\_

If you require any of the additional covers below (at extra cost) please tick the appropriate box and specify the amount of cover you require

a) Personal Possessions (cover away from the home)  
(available in bands of £1,000 up to max £3,000)

£

b) Gardens Huts, Garages & Greenhouses

£500

c) Hearing Aids (available in bands of £1,000 up to max £3,000)

£

d) Wheelchairs (available in bands of £1,000 up to max £3,000)

£

Do you require extended Accidental Damage Cover (at extra cost)?  
*A £50 excess applies in respect of Accidental Damage Claims.*

Yes  No

Where did you hear about this insurance scheme?

\*It is important that the sum insured chosen (in round sums of £1000) is sufficient to cover the full replacement cost of all your household goods and personal effects.

### For Office Use Only

Date Received: \_\_\_\_\_ Premium £ \_\_\_\_\_

Start Date: \_\_\_\_\_ Policy No. \_\_\_\_\_

## To be answered by the applicant

**PLEASE ANSWER ALL THE QUESTIONS BELOW.  
WE CAN ONLY CONSIDER YOUR APPLICATION ONCE ALL  
THESE QUESTIONS HAVE BEEN ANSWERED.**

(Please tick the correct box in answer to the questions below)

- |  | <b>Yes</b>            | <b>No</b>             |
|--|-----------------------|-----------------------|
| 1. Is your home self-contained with its own separate lockable front door?  | <input type="radio"/> | <input type="radio"/> |
| 2. Is this property your permanent home and occupied only by yourself and members of your immediate family normally living with you? | <input type="radio"/> | <input type="radio"/> |
| 3. Does the amount of insurance you have chosen cover the full cost of replacing all your household goods and personal belongings?   | <input type="radio"/> | <input type="radio"/> |

If you have answered NO to any of the above questions, please give more details below (use a separate sheet if more space is needed).

- |   | <b>Yes</b>            | <b>No</b>             |
|---|-----------------------|-----------------------|
| 4. Do you ever leave your home empty or unattended for more than 60 days in a row?                            | <input type="radio"/> | <input type="radio"/> |
| 5. Is your home used for running a business?  | <input type="radio"/> | <input type="radio"/> |
| 6. Have you or anyone living with you ever been refused insurance or had special terms imposed by an insurer? | <input type="radio"/> | <input type="radio"/> |

If you have answered YES to any of the above questions, please give more details below (use a separate sheet if more space is needed).

- |   | <b>Yes</b>            | <b>No</b>             |
|---|-----------------------|-----------------------|
| 7. Have any incidents occurred in the last three years which would have caused you to make a claim for household contents or personal effects, whether or not you were insured at the time? | <input type="radio"/> | <input type="radio"/> |

If you have answered YES to the above question, please give us the following information (use a separate sheet if more space is needed)

Date(s) of incident(s)

What caused the loss (theft, water damage etc.)?

Value of goods lost or damaged?

- |  | <b>Yes</b>            | <b>No</b>             |
|--|-----------------------|-----------------------|
| 8. Do you or anyone living with you have any unspent criminal convictions other than motoring convictions, or have any prosecutions pending? | <input type="radio"/> | <input type="radio"/> |

If you have answered YES to the above question, please tell us:

Date of conviction or charge?

Nature of offence?

Penalty received (fine, custody etc.)?

Your age at the time?

# Declaration

**PLEASE READ THE DECLARATION BELOW CAREFULLY BEFORE SIGNING IT**

(to be completed after entering the information requested opposite and overleaf)

1. I/We agree to advise the Administrator if any of the answers to questions 1-8 above should change.
2. I/We declare that all questions have been fully completed and the answers are true and correct to the best of my/our knowledge and belief. Failure to answer truthfully and completely may mean that your policy becomes invalid or does not operate in the event of a claim. If you are in any doubt please contact Two Rivers Housing on 0800 316 0897.
3. I/We declare that we understand the contents of this completed application including the important information for applicants on page 8 of this form.
4. I/We declare that Great Lakes Insurance UK Limited may contact my/our present insurer for further information.
5. I/We undertake to pay the premium when called upon to do so.
6. I/We understand that any incident we give details of in this application may be checked against the Claims and Underwriting Exchange Register run by Insurance Database Services Limited (IDS Ltd). The aim is to help check the information provided and also to prevent fraudulent claims. When you tell us of an incident that occurs in the future, we will pass information relating to this to this register.

## Special Note

If during the period of your insurance cover, your home is likely to be unoccupied (e.g. through hospitalisation, extended holiday) for more than 60 days in a row you must contact the Administrator to establish whether cover can continue.

Signature(s)

Joint tenants should both sign unless they are married to each other

Signature(s)

Joint tenants should both sign unless they are married to each other

Date

**This document is available in large print and Braille if required.**

Submit your application using the button above, or save the form and email to: [incomecollection@2rh.org.uk](mailto:incomecollection@2rh.org.uk)

*Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.*

# Great Lakes Insurance UK Ltd - Important Notice

## Privacy Notice

Full details of the Great Lakes Insurance UK Limited Privacy Notice are contained in the policy wording.

The National Housing Federation working in partnership with Thistle Insurance Services Ltd. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419.

Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group.

Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>