



# Residential Landlords' Emergency Solutions

## Statement of Customer Demands and Needs

Please consider the following questions in order to decide whether ARAG Residential Landlords' Emergency Solutions meets your demands and needs. This statement is not a summary of cover.

- Are you a landlord of private residential property (but not a House of Multiple Occupancy)?
- Would you like to have access 24 hours a day, 365 days a year, to an emergency helpline to arrange for a contractor to help you if an unexpected event requires immediate attention to prevent damage or avoid further damage to your property and/or to make it safe and secure, to alleviate any health risk to your tenants or restore main services to the property?
- Could the following emergencies occur at your let property?
  - Failure of the main heating system, electricity or gas supply
  - Blocked, broken or flooded drains or plumbing systems
  - Damaged or faulty doors windows or locks
  - Breakage or complete failure of the only toilet in the property
  - Loss of the only available keys if access to the property is not possible
  - Vermin inside the property

- Would you wish to be insured against the contractor's call-out and labour costs, replacement parts and repair materials up to the limits specified in the policy document?
- Is the central heating system in your let property serviced annually?
- Is the central heating boiler less than 15 years old?

Please note that the cover provided for the main heating system will not meet your demands and needs if your let property has LPG, oil-fired, warm-air or solar-powered heating.

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