

# Buildings Insurance

Policy Excess FAQs



**L&Q**

### ➤ **What is the excess under the Buildings insurance policy?**

The excess is currently £350 for each and every claim made with the exception of claims for subsidence damage. The excess for subsidence damage claims is £1,000 for each and every claim made.

### ➤ **How does the excess work?**

Only costs over and above the policy excess are covered by the insurance. So, for the excess of £350, only claims where damage to your home exceeds £350 are covered. For claims where damage exceeds £350, you will be responsible for payment of the first £350. This will either be deducted from the settlement amount paid to you by the insurer or, in cases where the insurer appoints one of their approved repairers, you will need to pay this amount to the approved repairer prior to work commencing.

### ➤ **Why is there an excess under the Buildings insurance policy?**

The excess is a standard feature of all insurance policies and is imposed by the Buildings insurer. The current excess is in line with what you will see across the UK home insurance market. The excess is kept as low as possible whilst also being set at a level to keep the overall premium paid by all Leaseholders as low as possible.

### ➤ **Who is responsible for payment of the excess?**

As you are responsible for the repair and maintenance of your home, you will also be responsible for payment of the excess in the event that you need to make a claim under the Buildings insurance policy.

### ➤ **The damage was not my fault so why should I pay the excess?**

There are many instances where damage can occur accidentally and where nobody is at fault. You will always be responsible for payment of the excess if you wish to make a claim for damage to your home.

### ➤ **Can I still make a claim if I refuse to pay the excess?**

Payment of the excess is a requirement of the insurance policy responding to a claim for damage to your home. Your claim can only be met if the policy excess is paid.

➤ **Can I recover the excess payment from someone else if the damage was their fault?**

As mentioned above, there are many instances where damage can occur accidentally and nobody is at fault. If you live in a flat, a leak can occur in a flat above resulting in damage to your own home and the need to make a claim under the Buildings insurance. You would still need to pay the policy excess to enable the claim to be progressed. Whether you can recover the excess payment will depend upon the precise cause of the damage to your home and whether this was due to anyone else's negligence. Using the leak from a flat above as an example, most plumbing problems are generally unforeseeable and do not involve negligence. However, if someone was to leave a bath running and allowed this to overflow then this would be negligence. Similarly, if it was established that a plumber did not undertake a proper repair and this caused a leak shortly afterwards then this would also be negligence. Each case would have to be considered individually and usually after you have paid the excess (to enable the Buildings insurance claim to be progressed).