

Appendix 1: Summary of Leaseholder Observations

Below is a summary of the questions and responses to the 1st Section 20 Consultation (Notice of Intention) for the Leasehold Buildings Insurance Procurement Exercise.

NB - The summary provides details of the observations relating to the service provision, cover specification and market but may exclude those related to non-insurance related procurement or Section 20 consultation procedural issues only.

No.	Question	Summary of Response Provided
1	Questions whether the new insurance policy will cover leaseholders for criminal and accidental damage?	<p>As part of the tender process we are requesting industry standard buildings insurance perils which include:</p> <p>Theft or attempted theft Malicious damage Accidental damage</p>
2	Question regarding an existing claim with the existing Insurer and seeking assurance that the claim will be handled by any new Insurer should the matter be unresolved.	<p>The new policy will only be concerned with incidents occurring in the new policy period.</p> <p>Existing claims will be honoured by the insurer on risk at the time of the loss, subject to the terms and conditions of the policy. So if the subject incident occurred during the period Ocaso was at risk, they will still be the applicable insurer for the claim.</p>
3	A request that vandalism will be included in this list of insured perils.	Vandalism would fall under the peril of Malicious Damage which we are requesting via the tendering process
4	Request that Climate Change can be included in the specific wording of the intended perils to be insured against to ensure that everything related to climate change eg. excessive heat, or heavy rainfall can be captured.	<p>Whilst climate change may increase the likelihood of certain incidents such as flooding or fire occurring, it isn't in itself a standard policy peril on a building insurance policy. As part of the tendering process we are requesting standard policy perils to include:</p> <p>Fire, Smoke, Lightning, Explosion, Earthquake, thunderbolt, and subterranean fire Storm, Tempest or Flood</p>
5	Enquiry regarding the tendering process, and whether leaseholders can see the tenders and comment on preferred bidders?	Response provided explaining the procurement and consultation process

6	<p>A request for the following documents;</p> <ul style="list-style-type: none"> ● Fire risk assessment ● Buildings insurance block policy 	<p>Existing Insurance Schedules, and details of any Fire Risk Assessments that are not specifically related to this insurance tender exercise. The enquirer has been signposted to the appropriate Service and an internal request sent for action.</p>
7	<p>An ongoing and site specific referral relating to concerns arising from vehicles parked in the vicinity of insured property and the potential fire risks arising.</p>	<p>The leaseholder is the insured entity in the Leasehold Buildings Insurance. Any actions of third parties (including the London Borough of Hackney) will have limited or no effect on the perils that the leaseholder is covered for.</p>
8	<p>A request for a copy of the latest Policy Schedule</p>	<p>Schedules were sent to all leaseholders in March 2021</p> <p>The enquirer has been signposted to the appropriate Service and an internal request sent for action.</p>

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