



# Pay As You Go

## Home Contents Insurance

**APPLICATION**

London Borough of Hillingdon **does not insure** your home contents such as household goods and personal belongings against theft, fire, vandalism and burst pipes and other household risks.

London Borough of Hillingdon with Thistle Tenant Risks (Thistle) can offer, tenants and residents the chance to insure the contents of their homes.

This contents insurance policy has been designed to meet the demands and needs of those living in social housing who wish to insure their home contents.

If you are unsure whether this insurance policy is right for you please contact London Borough of Hillingdon also referred to as the Administrator.

### Summary of the Home Contents Insurance Policy

Key Benefits and Exclusions.

- Covers loss or damage to your contents caused by specific events such as, theft, water damage, fire and many more household risks.
- Covers theft or attempted theft of contents in sheds, outbuildings and garages that form part of your home (up to £3,000).
- We will pay up to £500 for replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- Accidental damage to TV's, aerials fixed to your home, home computers, home entertainment equipment and home working equipment. *A £50 excess applies in respect of accidental damage claims.*
- We will pay up to £500 for loss of or damage to food in a fridge/freezer but we do not cover damage caused if the electricity supplier deliberately cuts off the supply to your homes.
- Tenant's liability – We will pay up to 35% of the contents sum insured for damage to your landlord's fixtures and fittings which you are legally liable for as a tenant. There is no cover available if your home is unoccupied for more than 60 days in a row.
- Your home contents will be covered on a 'new for old' basis, meaning if something gets damaged or lost, we will replace the item as new. The only exceptions are linen and clothing, which will be replaced at their current value minus wear and tear. When figuring out your insurance cost, you need to calculate how much it would cost to replace everything as new.
- Sums insured start at £4,000 for residents who live in sheltered accommodation and from £5,000 for all other tenants.
- Extended Accidental Damage is covered as standard. *A £50 excess applies in respect of accidental damage claims.*

### Optional Covers

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

- Personal possessions cover (cover for possessions away from the home)
- Cover for the structure of garden huts, garages & greenhouses
- Hearing aid cover
- Wheelchair cover

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.

Payment of the premium

This is a “pay as you go” policy. This is a rolling short-term contract which provides cover for one month and will remain in force for as long as you continue to pay. Premiums can be paid alongside your rent. 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 to select the premium you will pay.

You can use the below to work out your Premium

Standard Cover including Extended Accidental Damage	£	<div><div></div><div>1</div></div>	Insert in box 1 depending on the cover selected the premium for your sum insured.
Personal Possession	£	<div><div></div><div>2</div></div>	If you have chosen to include an optional cover such as “Personal Possessions” please insert the premium in boxes 2-5.
Wheelchairs	£	<div><div></div><div>3</div></div>	
Hearing Aids	£	<div><div></div><div>4</div></div>	
Structure cover for garden huts, garages & greenhouses	£	<div><div></div><div>5</div></div>	
Total Premium	£	<div><div></div><div>6</div></div>	Add boxes 1 to 5 together and place the total in box 6.
			If you need help working out your premium you can contact the Administrator on 01895 277252.

## Do-it-yourself valuation of your household contents

Most people find that their home contents are worth more than they think. To help calculate the total replacement cost of all your contents as new within your home, follow these steps:

1. Use the list below to help calculate the replacement cost of each item as if you were buying it new.
2. Add up the values in the Total Value column.
3. Round the total figure up to the nearest £1,000.
4. Enter this rounded figure on the application form.

This will ensure you have an accurate estimate of the total replacement cost of your home contents.

**Please keep this sheet for future reference**

### Rooms/Items:

**Items in living room 1.** e.g. TV, Electrical Equipment, Games Console, Satellite Equipment, Computer, Suite, Carpet, Tables, Other Furniture, CD's, Videos, Light Fittings, Books, Ornaments, Curtains etc.

**Items in living room 2.** e.g. Dining Table, Chairs, Sideboard, Other Furniture, Carpets, Curtains, Light Fittings, Ornaments etc.

**Items in kitchen.** e.g. Cooker, Washer, Fridge, Freezer, Pots & Pans, Crockery, Table, Chairs, Floor Covering, Light Fittings, Ornaments, Microwave, Toaster, Kettle, Other Electrical Items etc.

**Items in bedroom 1.** e.g. Bed, Bedroom Furniture, Carpet, Curtains, Light Fittings, Clock, Bedding, Jewellery, Ornaments, Games, Toys, Towels, Computer, Clothing etc.

Items in bedroom 2. e.g. Bed, Bedroom Furniture, Carpet, Curtains, Light Fittings, Clock, Bedding, Jewellery, Ornaments, Games, Toys, Towels, Computer, Clothing etc.

**Items in bedroom 3.** e.g. Bed, Bedroom Furniture, Carpet, Curtains, Light Fittings, Clock, Bedding, Jewellery, Ornaments, Games, Toys, Towels, Computer, Clothing etc.

**Other items.** e.g. Vacuum Cleaner, Tools, Lawnmower, Gardening Equipment etc.

## Total Value

£

## How to apply

The quickest way to apply for this insurance scheme is to complete a digital form:

**Option 1:** Complete the application form in this pack. Once you've completed the form, click the SUBMIT button on the declaration page. Or save the document and email to: [housingcharges@hillingdon.gov.uk](mailto:housingcharges@hillingdon.gov.uk)

To complete the form in writing and by post:

**Option 2:** Email [housingcharges@hillingdon.gov.uk](mailto:housingcharges@hillingdon.gov.uk) to receive a hard copy form.

Once you've completed it, please post or hand the form to: London Borough of Hillingdon, Housing Charges Team - Tenants Insurance Team, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW.

### Important

- Please make sure that you answer all the questions, including the declaration and insert all applicants names in the signature box(es) on the declaration page.  
Please download or open the editable PDF file directly in Adobe Reader to complete the application pack.
- If you are submitting this form via email, please first save a copy of the completed form to your desktop and attach it to your email noting "Application Form" in the subject header.

If you want any help filling in the form, please contact the Administrator.

## Important information about your "Pay As You Go" Policy

- Cover will start as soon as your application has been accepted.
- A welcome letter, policy wording, Insurance Product Information Document and certificate of insurance will be sent to you as soon as possible.

### If you choose our "Pay As You Go" Policy:

- **Please make sure you keep up to date with your payments.** If you don't, you may not be able to make a claim or your insurance policy may be cancelled.
- **Keeping your cover in place:** We will write to you at least 21 days before the anniversary of the Scheme with an updated quote for you to review. This will notify you of any increases to your payments or any changes to your policy. To ensure you have continuous cover we will automatically collect payment by the same means and renew your policy unless you advise us otherwise.

## Weekly Cost of Insurance

Standard Cover including Extended Accidental Damage	
Sum Insured	Weekly Premium
* £4,000	£0.50
£5,000	£0.63
£6,000	£0.76
£7,000	£0.88
£8,000	£1.01
£9,000	£1.13
£10,000	£1.26
£11,000	£1.39
£12,000	£1.51
£13,000	£1.64
£14,000	£1.76
£15,000	£1.89
£16,000	£2.02
£17,000	£2.14
£18,000	£2.27
£19,000	£2.39
£20,000	£2.52
£21,000	£2.65
£22,000	£2.77
£23,000	£2.90
£24,000	£3.02
£25,000	£3.15
£26,000	£3.28
£27,000	£3.40
£28,000	£3.53
£29,000	£3.65
£30,000	£3.78
£31,000	£3.91
£32,000	£4.03
£33,000	£4.16
£34,000	£4.28
£35,000	£4.41
£36,000	£4.54
£37,000	£4.66
£38,000	£4.79
£39,000	£4.91
£40,000	£5.04

All premiums include Insurance Premium Tax at the current rate.

\* £4,000 - £40,000 for residents who live in sheltered accommodation.  
£5,000 - £40,000 for all other tenants.

Optional Covers - Weekly Premiums

Option Type	Sum Insured	Weekly Payments
Personal Possessions (Cover away from the home)	£1,000	£1.05
	£2,000	£2.11
	£3,000	£3.16
	£4,000	£4.22
	£5,000	£5.26
Hearing Aids	£1,000	£1.29
	£2,000	£2.57
	£3,000	£3.86
Wheelchairs	£1,000	£1.29
	£2,000	£2.57
	£3,000	£3.86
	£4,000	£5.16
	£5,000	£6.45
Structure cover for: Garden Huts, Garages, Greenhouses	£500	£0.39

All premiums include insurance premium tax at the current rate.

### 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.
- Remember, it is your responsibility to establish that the sum insured is sufficient to cover all your home contents including any optional covers such as personal possessions and wheelchairs as new.
- You do need to have a clear rent account to be accepted on the scheme.

**London Borough of Hillingdon suggests all tenants to take out home contents insurance, either through our specialist scheme or by making your own arrangements.**

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



# 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 scheme is an insurance policy for those those living in social housing who wish to insure their home contents.

## 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 Insurance Product Information Document enclosed or the 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.  
Telephone 0345 060 0030 or  
<https://thistle-wrpolicyholderportal.co.uk/>

## How do I make a complaint about my Pay As You Go Home Contents Insurance 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 0010

If your complaint is about the way in which the policy was sold to you or whether it meets your requirements, you should contact Thistle. Their contact details are provided below:

Thistle Tenant Risks,  
Thistle Insurance Services Limited,  
Southgate House,  
Southgate Street,  
Gloucester, GL1 1UB  
Email: [tenantscontents@thistleinsurance.co.uk](mailto:tenantscontents@thistleinsurance.co.uk)  
Tel: 0345 450 7286

You can ask the Administrator to refer a complaint on for you.

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

- 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.
- **It's important that the information you provide is correct to the best of your knowledge, as any inaccurate information could result in changes to your premium or a potential claim being declined.**
- 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 of London Borough of Hillingdon?

Your Full Name (Mrs/Ms/Miss/Mr/other)  
(Joint tenants + Co-habitees must be named)

Address

Mobile No:

Email addressPost Code

Telephone no.Date of Birth

Contents Sum Insured required\* £  
*A £50 excess applies in respect of Accidental Damage Claims.*  
If you require any of the optional covers below **(at an extra cost)**  
please tick the appropriate box

a) Personal Possessions (cover away from the home)  
(Please choose a total value of £1,000, £2,000, £3,000, £4,000 or £5,000)

☐

£

b) Structure cover for Garden Huts, Garages & Greenhouses

☐

£500

c) Hearing Aids (Please choose a total value of £1,000, £2,000 or £3,000)

☐

£

d) Wheelchairs (Please choose a total value of £1,000, £2,000, £3,000, £4,000 or £5,000)

☐

£

Where did you hear about this insurance scheme?

\* It is important that you insert the amount it would cost to replace all the contents in your home as new and is rounded to the nearest £1,000.  
Sums insured start at £4,000 for residents who live in sheltered accommodation and from £5,000 for all other tenants.

For Office Use Only

Premium £Rent number

Input Date / /Sent Date / /

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)		
1. Is your home self-contained with its own separate lockable front door?	Yes	No
2. Is this property your permanent home and occupied only by yourself and members of your immediate family normally living with you?		
3. Does the sum insured amount you have chosen cover the full cost of replacing all your contents as new?		
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).		
4. Do you ever leave your home unoccupied for more than 60 days in a row?	Yes	No
5. Is your home used for running a business?		
6. Have you or anyone living with you ever been refused insurance or had special terms imposed by an insurer?		
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).		
7. Have you made a claim, or had any incidents occur in the last three years which would have caused you to make a claim for contents or personal property whether or not you were insured at the time?	Yes	No
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?		
8. Do you or anyone living with you have any unspent criminal convictions other than motoring convictions, or have any prosecutions pending?	Yes	No
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)

PLEASE READ THE DECLARATION CAREFULLY

**You have, in agreeing to cover, declared:**

**The Administrator has given you access to information which enabled you to decide if this policy suits your own personal circumstances.**

**You have a duty to take reasonable care when you are providing information to us and to the best of your knowledge and belief, the below statements are true and accurate.**

- 1. I/We agree to advise the Administrator if any of the information given above should change.
- 2. To the best of My/Our knowledge and belief, I/We have correctly completed the application. 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 need assistance please contact London Borough of Hillingdon, Housing Charges Team - Tenants Insurance Scheme, Tel: 01895 277252.
- 3. I/We understand that this application will be incorporated into the insurance contract.
- 4. I/We undertake to pay the premium when called upon to do so.
- 5. I/We understand that the information on this form and information about any incident I/we may give details of may be passed to IDS Ltd so that they can make it available to other insurers. I/We also understand that, in response to any searches that may be made in connection with this application or any incident I/we have given details of, IDS limited may pass my/our insurers information it has received from other insurers about other incidents involving anyone insured under the policy.

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 if required.**

**If you are completing the application form electronically please make sure the form is fully completed and click the 'SUBMIT' button to submit your application. Or save the document and email to: [housingcharges@hillingsdon.gov.uk](mailto:housingcharges@hillingsdon.gov.uk)**



# DIRECT DEBIT

## Make Life Easier

Direct Debit Is the easiest way to pay your bills. It is quick and easy, and avoids having to wait in queues or remember to post payments on time.

Unlike a banker's standing order, your instruction does not have to be renewed each year. We tell you in advance of the amounts and dates of the payments.

**Direct Debit payers have a choice of payment dates; you can pay weekly (Monday to Friday) or 1<sup>st</sup> Monday of the Month or any day of the month (excluding 1,2,3,4,5,6 & 7).**

Please complete the form below and send it to: **Housing Charges Team, 2N Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW**

**Please remember to enter your name and address on the other side of the slip.**

This guarantee should be detached and retained by the Payer.

### The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the London Borough of Hillingdon will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the London Borough of Hillingdon to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by the London Borough of Hillingdon or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when the London Borough of Hillingdon asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



## Instruction to your Bank or Building Society to pay Direct Debit



Please fill in the form and send to: Housing Charges Team  
2N Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW,

Originator's Identification number

9 2 2 6 4 7

Housing Services Acc number

To: The Manager Bank/Building Society

Address

Postcode

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

### FOR LONDON BOROUGH OF HILLINGDON

This is not part of the instruction to your Bank or Building Society.

Please enter Day/Date to show when you want to pay.

Weekly Day  1<sup>st</sup> Monday  Monthly Date excluding 1,2,3,4,5,6,7

Instruction to your Bank or Building Society  
Please pay London Borough of Hillingdon Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this Instruction may remain with London Borough of Hillingdon and if so, details will be passed electronically to my Bank / Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account.



# DIRECT DEBIT

## Make Life Easier



Name

\_\_\_\_\_

Address

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode

\_\_\_\_\_

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