

ami

We're right here

**Market
Value Rental
Property
Insurance**



About your policy.



Thank you for choosing to insure your rental property with us.

We have designed this document to help you clearly understand the terms of your policy, but if you are unsure about anything, please pop into your local AML store to discuss it or call us on **0800 100 200** – we're happy to explain.

Contents

- 1 About your rental house policy
- 2 Our definition of 'rental house'
- 3 Cover for your rental house
 - What you are covered for
 - What we will pay
 - What we will not pay
 - Bonus covers
 - Optional covers
 - Cover if you damage other people's property
- 10 What is not covered by this policy
- 12 If you need to make a claim
- 13 Your excess
- 13 Your responsibilities
- 15 Changing or ending your policy
- 15 General policy information
- 16 Definitions

Important bits to read

We agree to provide you with insurance cover as long as you meet certain conditions. If you do not meet these conditions, we may decide not to accept a claim or to cancel your policy or treat it as if never existed.

You must:

- do what you can to **protect your rental house** against loss or damage
- **be truthful and correct** in everything you tell us
- meet the landlord's obligations (*see page 13*)
- let us know if there is any **change of ownership** or use of your rental house
- let us know if your **rental house is unoccupied** for more than 60 consecutive days
- let us know if you make any **substantial alterations** to your rental house.

Other stuff to know

Are my carpets and drapes covered?

Your policy covers your rental house, which includes fitted carpets as they are a floor covering fitted specifically to your house. It does not cover rugs or drapes. However, you can add cover for these items and other contents in your rental house if you wish by selecting 'Landlord's contents' optional cover.

Does my policy protect my tenants' possessions?

No – your policy does not cover any item owned by a tenant.

We strongly recommend you encourage your tenants to take out their own contents insurance, including liability cover for damage to your property. This can make it easier for you to recover costs, rather than trying to collect money from the tenants themselves.

Important notes

If your rental property is managed by an agent (e.g. a management company), you are responsible for making sure they comply with the terms of this policy.

See 'Your responsibilities' on page 13 for our requirements for you to inspect your rental property.

About your rental house policy

About this policy

- a.** This policy document forms part of the insurance contract between you and us.
- b.** Your insurance contract (referred to as 'this policy' or 'your policy') consists of:
 - this policy document
 - the Policy Schedule
 - the information you provided in the proposal
 - the premium notice
 - any changes that we write to you about
 - any changes you request and we agree to in writing.
- c.** Your insurance contract begins when we accept the proposal, and ends on the expiry date stated on the Policy Schedule. You can renew your policy as from the expiry date by paying a renewal premium.
- d.** You must pay your insurance premium by the date stated on the premium notice. You cannot make a claim until you have paid your premium. If you do not pay your premium your policy will cease to operate.

If you change your mind

If you do not want to continue with this policy, provided you tell us within 15 days of the start of this cover, we will cancel the contract effective from the beginning of the period of cover and we will fully refund the premium you have paid. This clause will not apply if any claim has been made.

Headings

The headings in this policy are for reference only and do not form part of it. They must not be used when interpreting the policy.

Words in italics

Any words in italics do not form part of the policy and are provided by way of explanation only.



Our definition of 'rental house'

Property automatically covered



The house sum insured you nominate is the most we will pay in total for any one claim for your 'rental house'. This should allow for all aspects that automatically form part of the definition of rental house.

This includes not only the rental house itself, but also your driveway, fences, paths, recreational features such as swimming pool, or retaining walls.

For definitions of other words used in this policy, please see page 16.

- a. By 'rental house' we mean the residential dwelling(s) situated at the address shown on the Policy Schedule, that you own and rent out as a residential rental property, including:
- outbuildings within the residential boundaries of the situation on which the residential dwelling(s) is situated. This includes any fixed domestic: garage, carport, glasshouse, animal shelter
 - fixtures and fittings permanently attached to the residential dwelling(s) or any outbuilding included above. This includes kitchen stove, hob or range hood, any other home appliance that is permanently wired, permanently plumbed or permanently built-in
 - kitchen oven, whether permanently attached or not
 - fitted floor coverings (including glued, smooth edge or tacked carpet and floating floors) of the residential dwelling(s) or its outbuildings included above
 - driveway of permanent construction that provides sole and direct access to the residential dwelling(s) or any outbuilding included above
 - patio, paths and paving of permanent construction, deck, steps, gate or fence, within the residential boundaries in which the residential dwelling(s) is situated
 - freestanding walls (excluding any retaining wall)
 - permanently sited water storage tank, septic tank or heating oil tank and its associated equipment (excluding its contents)
 - public utility services which supply the residential dwelling(s) and/or any of its outbuildings included above. This includes power and telephone lines, data cables, water supply and waste disposal pipes
 - solar power and solar water heating systems.

Retaining walls, recreational and special features not covered unless shown on the policy schedule



To have cover for these items, they must be specified with a sum insured. Simply contact us to arrange cover.

- a. 'Rental house' does not include any of the following unless it is shown on the Policy Schedule under the house sum insured as having a cover limit applied:
- recreational features (*by recreational features we mean any tennis court and/or permanently fixed swimming pool or permanently fixed spa pool including its ancillary fixed equipment and/or pump*),
 - retaining walls.
- b. 'Rental house' does not include any of the following unless it is shown on the Policy Schedule as a special feature with a corresponding special feature sum insured:
- private utility plant and associated equipment including, but not limited to, wind or water mills, or diesel generators
 - cable car and its associated equipment
 - bridge or culvert, permanent ford or dam
 - wharf, pier, landing or jetty.

Property not covered

- a. 'Rental house' does not include any of the following:
- part of the rental house that is used for business or commercial purposes, except where it is rented out as a residential rental property
 - part of the rental house that is built for or used for farming or rural lifestyle purposes, whether commercial or not, including but not limited to any shed storing animal feed, machinery or produce, livestock handling yards or shelters
 - part of the rental house being constructed, de-constructed or undergoing alterations and not suitable for permanent residential use or occupation
 - gravel or shingle, bark, shell or any other loose material, including those found in any driveway, path, patio or paving
 - loose floor covering, including mats, rugs or runners
 - temporary structure
 - fittings that are not permanently attached, such as curtains and blinds

- appliances that are not permanently wired, permanently plumbed or permanently built-in, other than a kitchen oven
- well or bore hole, including its pump, lining or casing
- household goods and personal effects
- any property belonging to any tenant of your rental house, or any visitor or guest
- any portable swimming pool or portable spa pool owned by you, unless 'Landlords's contents' (see page 7) has been chosen
- live plants, including any tree, shrub, hedge or grass
- land, earth or fill
- structure or property not at the situation shown on the Policy Schedule.

Cover for your rental house

What you are covered for

- a.** You are covered for any sudden and accidental physical loss of or damage to your rental house that occurs during the period of cover.

What we will pay

The most we will pay



House
Sum Insured



Any special
features



Total Sum
Insured

House sum insured

- a.** The most we will pay for loss of or damage to your rental house for any event that occurs during the period of cover is:
- i the market value of your rental house at the time of the loss or damage, or
 - ii the house sum insured shown on the Policy Schedule,
- whichever is the lesser.
- b.** The most we will pay under a. above includes any:
- i Compliance costs,
 - ii Professional and other fees,
 - iii Demolition and removal costs,
 - iv bonus covers and optional covers unless stated otherwise,
- but does not include any special feature (see special feature sum insured below).
- c.** However, if you have requested and we have agreed to cover any recreational feature or retaining wall, the most we will pay in total for any event that occurs during the period of cover is the cover limit shown on the Policy Schedule.

Special feature sum insured

- d.** The most we will pay for loss or damage to any special feature shown on the Policy Schedule for any event that occurs during the period of cover is its special feature sum insured. This includes any:
- i Compliance costs,
 - ii Professional and other fees,
 - iii Demolition and removal costs.

Total sum insured

- e.** The most we will pay for loss or damage under 'Cover for your rental house' in total for any event that occurs during the period of cover is the total sum insured. This includes the:
- i house sum insured, and
 - ii any special features' sums insured, and
 - iii bonus covers and optional covers unless stated otherwise



If your rental house is economic to repair

- a. If, in our opinion, it is economic to repair the loss or damage to your rental house, we may choose to:
 - i pay the reasonable cost to repair the part of your rental house that suffered the loss, or
 - ii pay you the estimated reasonable cost to repair the part of your rental house that suffered the loss or damage, with allowance for depreciation and wear and tear.

If your rental house is uneconomic to repair

- a. If, in our opinion, it is uneconomic to repair the loss or damage to your rental house, we will pay the lesser of:
 - i the total sum insured, and
 - ii the estimated reduction in the market value of the rental house caused by that loss or damage, based on the difference in the market value of your rental house immediately before and immediately after the loss or damage, plus demolition and removal costs we determine are necessary.

Settlement of your loss

The following are subject to the provisions outlined above in 'The most we will pay'.

Standard of repair

- a. We will pay the reasonable cost to repair the part of your rental house that suffered the loss or damage to a condition as similar as possible to the condition it was in immediately before the damage occurred, using current industry accepted building materials and construction methods, but excluding additional materials, work and expense required solely to comply with Government or local authority bylaws and regulations.

Fitted floor coverings

- b. We will pay the present value of fitted floor coverings.

Compliance costs

- c. If we are paying to repair your rental house, we will also include the reasonable cost of additional materials, work and expense required solely to comply with Government or local authority bylaws and regulations. We will only pay these costs of compliance:
 - i if the rental house complied with all requirements that existed at the time it was originally built and at the time of any alteration, and
 - ii for the part of the rental house that has suffered loss or damage covered by this policy.
- d. We will not pay any costs of compliance if notice of non-compliance had already been served before the loss or damage occurred.
- e. These costs are only payable under a. i of 'If your rental house is economic to repair' above.

Professional and other fees

- f. If we are paying to repair the part of your rental house that suffered loss or damage, we will also include the reasonable costs of:
 - i design, engineer's, surveyor's and building consultant's fees, and
 - ii consents and associated legal fees.
- g. These costs must be necessary to repair the part of your rental house that has suffered loss or damage, and approved by us before they are incurred.
- h. These costs are only payable under a.i of 'If your rental house is economic to repair' above.

Demolition and removal costs

- i. If we accept a claim for loss or damage to your rental house, we will also pay the reasonable costs of:
 - i the demolition of the part of your rental house that suffered the loss or damage, and the necessary removal of associated debris to effect the repair of that loss or damage, and
 - ii removing your landlord's contents when this is required to enable your rental house to be repaired, and returning them to your rental house once repairs or rebuilding is completed. This does not include the cost of storing your household contents.



- j.** These costs must be necessary and approved by us before they are incurred.
- k.** If we pay to demolish any part of your rental house this gives us the choice to take the debris and dispose of it as we see fit and retain any salvage obtained.

What we will not pay

- Costs not covered**
- a.** We will not pay for any costs that are incurred for:
 - i** any part of your rental house that has not suffered loss or damage, or
 - ii** repairing or replacing floor coverings that are not in the room(s) where the loss or damage happened, or
 - iii** stabilising, supporting or restoring land, earth, or fill, or
 - iv** anyone you engage to prepare, advise on, or negotiate a claim made under this policy.

- Unoccupied rental houses**
- a.** If your rental house is unoccupied for more than 60 consecutive days, we will only pay for loss or damage that is:
 - i** caused by fire, explosion or lightning, or
 - ii** covered under 'Natural disaster' cover
 unless you have notified us and we have agreed in writing to cover your rental house while unoccupied.
This restriction will end as soon as your tenant, or a person authorised by you, is living in your rental house again.

Bonus covers

The following bonus covers are automatically included on the same basis as 'Cover for your rental house' on page 3. The amounts shown in these bonus covers are included within the total sum insured unless expressly stated otherwise.

- Electric current damage**
- a.** You are covered for burning out during the period of cover caused by electric current to:
 - i** the permanent wiring in your rental house, and
 - ii** electric motors 5 years old and under that form part of your rental house or are solely used to provide services to your rental house.
 - b.** You are not covered for any loss or damage caused by electric current to lighting or heating elements, fuses or protective devices.
 - c.** You must contribute your excess as shown on the Policy Schedule towards the cost of any claim under 'Electric current damage' cover.

- Hidden gradual damage**
- a.** You are covered for the reasonable costs to:
 - i** repair any hidden gradual deterioration, rot, mildew or mould damage to your rental house caused by the leaking of any internal water pipe or internal waste disposal pipe, and
 - ii** repair damage necessarily caused to locate the leak.
 - b.** The leak must first have occurred while you owned and insured your rental house with us.
 - c.** The most we will pay for any one claim is \$1,500.
 - d.** You must contribute your excess as shown on the Policy Schedule towards the cost of any claim under 'Hidden gradual damage' cover.

- Methamphetamine contamination**
- a.** You are covered for contamination damage to:
 - i** the rental house, or
 - ii** landlord's contents at the rental house,
 that first occurs and that you discover, during the period of cover, subject to the following;



There is no cover for any contamination damage where any contamination existed or occurred prior to the current period of cover unless the pre-existing contamination was disclosed to and accepted by us in writing. If you have insured your rental house with us (or any other brand underwritten by IAG New Zealand Limited) continuously since the earlier period when the contamination damage first occurred, we will waive the requirement for the contamination damage to have first occurred during the period of cover.

Damage by you and certain others

- b.** You are not covered for any contamination damage that is caused or contributed to, directly or indirectly, by or in connection with you, or your husband or wife, or any person with whom you are living in the nature of a marriage, or any member of your or their family.

For the purposes of this exclusion, you includes any trustee or beneficiary of the trust if the rental house is owned by the trust, or any director or shareholder of the company if the rental house is owned by the company, or any unit title holder.

Where you do not live in the rental house

- c.** Where the contamination damage happens in connection with any tenancy or occupancy of:
- i** more than 90 days, there is no cover unless you, or the person who manages the tenancy on your behalf, have fully met the landlord's obligations; or
 - ii** 90 days or less, there is no cover unless the contamination damage was caused by an accidental incident in connection with the manufacture, distribution or storage (but only where the storage is in connection with supply or distribution) of methamphetamine at the rental house.

What we will pay

- d.** We will:
- i** reimburse the reasonable costs you have incurred during the period of cover for testing provided that:
 - a)** the testing is carried out in accordance with New Zealand Standard NZS 8510 or by an operator approved by us; and
 - b)** the testing confirms contamination damage to the rental house; and
 - ii** pay to remediate that part of the rental house that suffered contamination damage subject to the provisions below.
- e.** We may choose to:
- i** pay the reasonable costs to remediate the part of the rental house that suffered the contamination damage, or
 - ii** pay you the estimated reasonable cost to remediate the part of the rental house that suffered the contamination damage.
- f.** The most we will pay is \$30,000 per contamination claim for each residential dwelling shown on the Policy Schedule as covered by this policy.
- g.** An excess of \$2,500 applies per contamination claim for each residential dwelling shown on the Policy Schedule as covered by this policy.

Natural disaster

- a.** This policy is extended to cover any sudden and accidental physical loss of or damage to your rental house that occurs during the period of cover caused by a natural disaster, subject to the following.

Where EQC Cover applies

- b.** If the loss or damage is covered under the EQC Act, and the cost to repair or rebuild the part of your rental house that suffered the loss or damage exceeds your maximum entitlement available under the EQC Act for that event, we will pay the difference between that maximum entitlement and the cost to repair or rebuild the part of your rental house that suffered the loss or damage.
- c.** Where the loss or damage would have been covered under the EQC Act but there is no claim paid because:
- i** you failed to correctly notify a claim to the Earthquake Commission within the time required under the EQC Act, or



- ii the Earthquake Commission decline the claim or limit its liability for that loss or damage in whole or in part and for any reason whatsoever, or
- iii of any act or omission on your part, the part of your agent, or the part of the Earthquake Commission,

we will only pay the difference between the maximum entitlement that would have been payable (but for the reasons outlined in c. i to iii or the application of an excess) had the Earthquake Commission agreed to accept a claim, and the cost to repair or rebuild the part of your rental house that suffered the loss or damage.

- d. There is no cover for the excess payable by you under the EQC Act.
- e. The most we will pay under this cover is the difference between that maximum entitlement and the total sum insured.

Where no EQC Cover applies

- f. Where your claim for loss of or damage to your rental house under this cover is for, or includes, any part of your rental house that is not covered under the EQC Act, then the excess will be the higher of:
 - i the excess shown on the Policy Schedule for items not covered by the Earthquake Commission, and
 - ii the excess applying to any claim unless specifically mentioned.

Some examples of parts of your rental house not covered under the EQC Act are:

- *fence, gate or driveway,*
- *patio, path, paving, tennis court or other artificial surface,*
- *swimming pool or spa pool.*

Sale and purchase

- a. Where loss or damage occurs after you have entered into a contract to sell your rental house, the purchaser is covered by this policy for that loss or damage up until the final settlement date, or until they take possession of your rental house, whichever happens first as long as:
 - i they meet all the same conditions of this policy that you must meet, and
 - ii they have not otherwise insured the rental house at the time of the loss or damage.

Security after loss

- a. If a claim is accepted under 'Cover for your rental house', we will pay reasonable costs approved by us to temporarily secure your rental house against further loss or damage if it is unoccupied immediately following the loss or damage.
- b. The most we will pay for any one claim is \$2,000.
- c. You do not have to pay an excess for any claim under 'Security after loss' cover.

Optional covers

The following optional covers are available if you pay an additional premium. The Policy Schedule shows which optional covers you have chosen. The optional covers are provided on the same basis as 'Cover for your rental house' on page 3.

Landlord's contents

What you are covered for

- a. You are covered for any sudden and accidental physical loss of or damage to landlord's contents that occurs during the period of cover caused directly by:
 - i burglary, or
 - ii fire, explosion or lightning, or
 - iii storm or flood, or
 - iv burning out of electric motors in domestic appliances 5 years old and under, or
 - v damage to electronic equipment or domestic appliances caused directly by a surge or fluctuation in the supply of electricity, or
 - vi water or oil discharged, overflowing or leaking from your normal household water system or fixed central heating system, or
 - vii impact with a motor vehicle, aircraft or other aerial device, or



- viii falling trees or branches, or
 - ix the actions of wild birds or wild animals, except for rodents, or
 - x deliberate act by persons other than a tenant or their guests, or you or your agent, or
 - xi riot or other public disturbance.
- b.** You are covered for loss or damage to landlord's contents that occurs during the period of cover caused directly by any of the causes listed under a. above while they are temporarily removed from your rental house to be cleaned, renovated or repaired.
- However, your landlord's contents are not covered when removed from your rental house while they are:
- i in transit, or
 - ii in the open air, or
 - iii being carried by any person.

What we will pay

- c.** We will pay present value for all items of landlord's contents.
- d.** The most we will pay for any one claim under 'Landlord's contents' cover is the landlord's contents sum insured shown on the Policy Schedule.
- e.** We will only pay for damage to curtains, drapes, indoor blinds, carpets and floor coverings in the room or rooms where damage occurs.
- f.** You must contribute your excess as shown on the Policy Schedule towards the cost of any claim under 'Landlord's contents' cover.

How we will settle a claim

- g.** We may choose to either:
 - i pay you either the present value of the item or the replacement cost to us, whichever is the lesser, or
 - ii provide you with a voucher to the present value of the item, or
 - iii replace the item with the nearest equivalent available in New Zealand, up to its present value.

Unoccupied rental houses

- h.** If your rental house is unoccupied for more than 60 consecutive days, we will only pay for loss or damage that is caused by fire, explosion or lightning.
- i.** This clause does not apply if the Policy Schedule shows that we have agreed to extend cover before your rental house becomes unoccupied.

Lost rent

- a.** If your rental house becomes unfit to live in as a result of an event or contamination damage to your rental house during the period of cover, that:
 - i is covered by this policy, or
 - ii would have been covered by this policy, but is covered by the EQC Act instead,
 you are covered for lost rent while the rental house is occupied by a tenant or you have a lease agreement for occupancy to commence.
- b.** We will reimburse you for the actual net rent (excluding any property management or other fees) you do not receive until the earlier of the date on which we:
 - i settle your claim for loss or damage or contamination damage, or
 - ii have paid you 6 months' lost rent costs.
- c.** Where we have settled your claim for loss or damage or contamination damage by payment of the estimated costs to repair or remediate, we will cover the amount of lost rent for the reasonable estimated period that it would take to repair or remediate that part of the rental house that suffers the loss or damage or contamination damage.
- d.** You do not have to pay an excess for any claim under 'Lost rent' cover.



No excess for glass or sanitary fixture claims

- a.** If we agree to pay your claim under 'Cover for your rental house' on page 3, you will not have to pay any excess for damage to:
 - i** windows (including skylight or leadlight), door glass, fixed glass panes and glass splash backs, and
 - ii** baths, hand basins, shower doors, moulded shower cabinet units, bidets, toilet cisterns and bowls, and
 - iii** mirrors permanently fixed to your rental house.

Tenants vacating without notice

- a.** You are covered for lost rent as a direct result of your tenant vacating your rental house without giving the required notice.
- b.** We will pay the actual net rent (excluding any property management or other fees) lost up to a maximum period of 8 weeks.
- c.** We will not cover any lost rent if:
 - i** you have given notice of eviction, or
 - ii** a tenant fails to commence their occupancy of your rental house.
- d.** Whenever a tenant's rent is 7 days in arrears, you must:
 - i** notify your tenant in writing, and
 - ii** confirm the tenant is still in occupation.
- e.** You must find a new tenant as soon as practicable.
- f.** You must contribute your excess as shown on the Policy Schedule towards the cost of any claim under 'Tenants vacating without notice' cover.

Theft or deliberate damage by tenants

- a.** We will cover the theft of any part of your rental house or deliberate damage to your rental house caused by your tenants and/or their guests.
- b.** If you have also chosen 'Landlord's contents' cover, we will cover the theft of or deliberate damage caused by your tenants and/or their guests to items of your landlord's contents insured under this policy.
- c.** The most we will pay for any one claim is \$3,000.
- d.** You must contribute your excess as shown on the Policy Schedule towards the cost of any claim under 'Theft or deliberate damage by tenants' cover.

Cover if you damage other people's property

What you are covered for

- a.** You are covered for your legal liability as owner of your rental house to pay for sudden and accidental physical loss of or damage to other people's property occurring in or about your rental house within the period of cover.

What we will pay

- a.** We will pay up to \$1 million for any one claim or series of claims arising from any one event which includes:
 - i** any reasonable legal, expert and witness expenses you incur to defend, including investigation in preparation for defending, civil proceedings taken against you in a New Zealand court or tribunal that are first approved in writing by us, and
 - ii** any costs that are recoverable from you by any claimant in a New Zealand court or tribunal, and
 - iii** up to \$250,000 for your legal liability to pay compensation as owner of your rental house for fire fighting costs under the Forest and Rural Fires Act 1977.

However, if you are legally liable for damage to your tenant's property at your rental house, we will only pay up to \$20,000 for any claim or series of claims arising from any one event.
- b.** If this policy covers more than one residential dwelling on the same property as agreed by us, the most we will pay for any one event is \$1 million.
- c.** You do not have to pay an excess for any claim under this cover.



What we will not cover

- a.** We will not cover legal liability for loss or damage:
 - i** to any property owned by you or in the custody or control of you or your agent, or any person who normally resides with you, or
 - ii** caused intentionally by you or your agent or any person who normally resides with you, or
 - iii** caused directly or indirectly by any motor vehicle or lift, or
 - iv** caused directly or indirectly by any animal, or
 - v** arising out of or in connection with any profession, business (other than renting the house as a residence) or trade, or
 - vi** arising out of or in connection with any seepage, pollution or contamination (including costs of removing nullifying or cleaning up), or
 - vii** if you have agreed to accept liability for that loss or damage when you would not otherwise have been liable, or
 - viii** if you have created liability for that loss or damage by a contract or agreement when you would not have been liable otherwise, or
 - ix** if you do not comply with your obligations under the tenancy agreement.

What is not covered by this policy

The following exclusions and limitations apply to all parts of this policy.

Breakdown

- a.** There is no cover for mechanical, electrical or electronic breakdown, other than the cover provided under 'Electric current damage' cover on page 5.

Confiscation

- a.** You are not covered for any loss, expense or liability connected in any way with the confiscation, nationalisation, requisition, acquisition, or destruction of or damage to property by any order of government, public or local authority or under any statute or regulation.

Deliberate damage

- a.** There is no cover for any deliberate damage caused directly or indirectly by:
 - i** you or your agent or any person who normally resides with you, or
 - ii** any person who normally resides in your rental house or any guest to your rental house (except for the damage by fire or explosion) other than the cover provided under 'Methamphetamine contamination' cover or 'Theft or deliberate damage by the tenants' cover on pages 5 and 9.

Earth movements

- a.** There is no cover for loss or damage, expense or liability caused directly or indirectly by subsidence, erosion, landslip, settlement, ground shrinkage, ground expansion, any other earth movement, and vibration.
- b.** This exclusion does not apply to damage which is covered under 'Natural disaster' cover on page 6.

Electronic data

- a.** You are not covered for any liability, loss of or damage to electronic data from any cause whatsoever including, but not limited to, a computer virus. This includes loss of use, reduction in functionality or any other associated loss or expense in connection with electronic data.
- b.** However, this exclusion does not apply to physical damage to other insured property that results from that loss or damage to electronic data, and which is not otherwise excluded.

Excluded damage

- a.** There is no cover for loss of or damage caused directly or indirectly by:
 - i** wear and tear (including scratching, denting, chipping), seepage or corrosion, or
 - ii** gradual deterioration, rot, mildew or mould other than the cover provided under 'Hidden gradual damage' cover on page 5, or
 - iii** pollution, or
 - iv** contamination unless it occurs to your rental house following a sudden, unforeseen and external event, or



- v hydrostatic pressure to swimming and spa pools, or
- vi insects, vermin or larvae.
- b.** There is no cover for any loss or damage caused directly by rodents, although you are covered for any resulting damage.
- c.** There is no cover for loss or damage caused directly or indirectly by any:
 - i criminal or reckless act or omission, or
 - ii disregard for, or failure to comply with any provision, notice or order under any Act of Parliament,
 by you or your agent or any person who normally resides with you.

Excluded financial loss

- a.** There is no cover for consequential loss, loss of income or additional costs you incur from not having the use of your rental house, other than the cover provided under 'Lost rent' cover on page 8.
- b.** There is no cover for depreciation or any reduction in value of your rental house.

Excluded uses

- a.** There is no cover if any part of your rental house is being used for any profession, business (other than renting the house as a residence) or trade, unless we have agreed to extend cover as shown on the Policy Schedule.

Faults or defects

- a.** There is no cover for any loss or damage, cost or expense arising from any fault, defect, error or omission in:
 - i design, plan, or specification, and/or
 - ii workmanship, construction or materials.

First 48 hours of cover

- a.** You are not covered for loss or damage that occurs during the first 48 hours of this policy, caused by storm, flood or landslip. This only applies when you first take the policy out with us.
- b.** However, this exclusion does not apply where this policy:
 - i started immediately following another policy that also insured the same property against the risks of storm, flood and landslip, or
 - ii was taken out at the time you purchased the rental house.

Natural disaster

- a.** You are not covered for loss of or damage to your rental house caused by natural disaster, other than the cover provided under the 'Natural disaster' cover on page 6.

See bonus cover for natural disaster cover on page 6.

Nuclear

- a.** You are not covered for any loss or damage, liability, prosecution or expense of any type in connection with:
 - i ionising radiation or contamination by radioactivity from:
 - a) any nuclear fuel, or
 - b) any nuclear waste from the combustion or fission of nuclear fuel.
 - ii nuclear weapons material.

Structural alterations or additions

- a.** There is no cover for any loss or damage caused directly or indirectly by the following events:
 - i structural additions or structural alterations, unless we have been notified of the additions or alterations beforehand and we have agreed in writing to cover this, or
 - ii water in any form (including hail and snow) entering your rental house because any roofing material, exterior cladding, window or door has been removed by:
 - a) you, or
 - b) any other person, who is legally on the property.



Terrorism

- a.** You are not covered for any loss or damage, liability, death, prosecution or expense of any type in connection with an act of terrorism, including in connection with controlling, preventing, suppressing, retaliating against, or responding to an act of terrorism.

Unlawful substances

- a.** You are not covered for any loss or damage, expense or liability in connection with the presence at the rental house, of any 'controlled drug' as defined in the Misuse of Drugs Act 1975.

This exclusion does not apply to:

- i** the cover provided under 'Methamphetamine contamination' cover or 'Lost rent' cover on pages 5 and 8.
- ii** loss or damage caused by accidental spread of fire or explosion.
- iii** liability as a residential landlord caused by, through or in connection with your ownership of the rental house and/or landlord's contents, provided that:
 - a)** you, or the person who manages the tenancy on your behalf, have fully met the landlord's obligations i to iv under 'Your responsibilities' on page 13; and
 - b)** you, or the person who manages the tenancy on your behalf, have tested for the presence of methamphetamine before and after each tenancy of the rental house, such testing having been completed in accordance with the New Zealand Standard NZS 8510 or by an operator approved by us, and such testing confirmed that methamphetamine contamination at the rental house does not exceed the contamination level for a methamphetamine manufacturing laboratory.

War

- a.** You are not covered for any loss or damage, liability, prosecution or expense of any type in connection with any of the following, including controlling, preventing or suppressing any of the following: war, invasion, act of foreign enemy, hostilities or war like operations (whether war is declared or not), civil war, mutiny, rebellion, revolution, civil commotion assuming the proportions of or amounting to an uprising, insurrection, military or usurped power.

If you need to make a claim

These are your responsibilities when making a claim. If you do not fulfil these obligations we can decide not to accept a claim.

Your obligations

- a.** If it is likely that you will make a claim, you must contact us immediately. You may be asked to fill out a claim form.
- b.** You must get our permission before you incur any expense in respect of any claim.
- c.** If there has been any deliberate damage, or burglary or theft, you must notify the Police immediately.
- d.** You must do what you can to prevent any further loss or damage.
- e.** You must immediately tell us of any communication you receive that relates to an event which has resulted, or could result, in a claim.
- f.** You must help us to manage your claim as we request, including after your claim is settled. This may involve:
 - i** providing us with any further information, documents or authorities we ask for, including proof of ownership or value, and/or
 - ii** meeting with us or our representatives, and/or
 - iii** attending court or a tribunal to give evidence, and/or
 - iv** supporting us in taking proceedings in your name.

Your entitlements

- a.** You are entitled to:
 - i** have your claim acknowledged and dealt with in a professional and efficient manner, and
 - ii** receive a fair settlement of your claim as quickly as circumstances allow, and
 - iii** receive a clear explanation why any claim has not been met, and
 - iv** have free access to our formal complaints procedure, and
 - v** have free access to an independent review by the Insurance and Financial Services Ombudsman.



- Our entitlements**
- a.** We are entitled to:
 - i** inspect your rental house by entering any land or building where loss or damage has occurred, and
 - ii** take and keep possession of your damaged or recovered items, and
 - iii** deal with any salvage in a reasonable manner, and
 - iv** settle any claim against you for anything covered by this policy, and
 - v** defend you and take legal action in your name against anyone else for anything covered by this policy, and
 - vi** complete all necessary documents and authorities as your agent.
-

- Other insurance**
- a.** There is no cover for loss, damage or liability where you have other insurance covering the same loss, damage or liability. We will not contribute towards a claim under any other policy.
-

- Application of bond**
- a.** If you make a claim under this policy, any rent paid in advance and bond money you are entitled to receive as landlord at the end of the tenancy, is to be applied to the following in that order:
 - i** rent owing to you,
 - ii** costs of repairing damage to your rental house,
 - iii** costs of repairing or replacing your landlord's contents if you have chosen 'Landlord's contents' optional cover.

Your excess

- What you must pay**
- a.** Your excess is the first amount you must pay towards the cost of any claim you make. The Policy Schedule or this policy document shows the excess that applies.
 - b.** It is your responsibility to pay your excess prior to the settlement of your claim. Your excess can be:
 - i** paid to the repairer or supplier and we will deduct the excess from our payment to them, or
 - ii** paid to us, or
 - iii** deducted from any sum paid to you.

Your responsibilities

These are your responsibilities as a policyholder. If you do not fulfil these responsibilities, we may decide not to accept a claim or to cancel your policy or treat it as it never existed.

- Protecting your property**
- a.** You, and anyone else covered by this policy must take every care to protect all property covered by this policy.
 - b.** You must keep your property in a good condition at all times.
-

- Landlord obligations**
- a.** You, or your agent, must:
 - i** exercise reasonable care in the selection of tenant(s) by at least obtaining satisfactory identification and written or verbal references for each adult tenant and when a reasonable landlord would consider it appropriate also check their credit and Tenancy Tribunal history, and
 - ii** keep written records of the pre-tenancy checks conducted for each adult tenant, and provide to us a copy of these if we request it, and
 - iii** collect:
 - a)** at least 1 week's rent in advance, and
 - b)** at least 2 week's rent in the form of a bond that will be registered with Tenancy Services, or
 - c)** any combinations of a) and b) to a total of 3 week's rent, and
 - iv** complete an internal and external inspection of the rental house at a minimum of 3 monthly intervals and upon every change of tenants, and



- v keep photographs and a written record of the outcome of each inspection, and provide to us a copy of these if we request it, and
 - vi monitor rents on a weekly basis with written notification being sent to the tenant(s) whenever rent is 14 days in arrears, together with a personal visit to determine if the tenant(s) remain in residence, and
 - vii apply to the Tenancy Tribunal for vacant possession in accordance with the provisions of the Residential Tenancies Act 1986 if:
 - a) the rent is 21 days in arrears, or
 - b) you become aware of any illegal activity by the occupant(s) at the rental house, or
 - c) deliberate damage to the rental house is caused by one of its occupant(s).
-

Disclosure

- a. All information supplied by you or on your behalf must be truthful and correct.
 - b. Your insurance contract is based on information supplied to us either by you or on your behalf:
 - i in the proposal, or
 - ii within the period of cover, or
 - iii at renewal, or
 - iv when you make a claim under this policy.
 - c. You must tell us about any circumstance that may affect our decision:
 - i whether to accept your proposal and on what terms, or
 - ii whether to continue or to renew this policy, or
 - iii whether to reinstate this policy, or
 - iv about any claim made under this policy.
 - d. If any information supplied is untruthful or incorrect, or if you do not disclose all of the information you should have, the policy will be treated as though it never existed and we will refuse to accept a claim.
 - e. If you make a fraudulent claim, the claim will be declined and the policy will be cancelled with immediate effect.
-

Keeping us informed

- a. You must immediately tell us if:
 - i you change your address, or
 - ii you sell your rental house or your interest in it ceases, or
 - iii your rental house is used in connection with any profession, business or trade, or
 - iv your rental house will be unoccupied for more than 60 consecutive days, or
 - v another person's financial or security interest in your rental house is created or ceases, or
 - vi you are about to alter the structure of your rental house.



Changing or ending your policy

Changing your policy

- a. You can ask to change your policy at any time. We must agree in writing to any changes before they become effective.
- b. We can change the terms of your policy by writing to or emailing you at the last known address we have for you. Any changes will become effective from the 14th working day after the date of the notice.

Changing the sum insured

- a. Paying your premium means that you have accepted any new sum insured shown on the Policy Schedule.

Ending your policy

- a. You can cancel your policy at any time. If you do, we will refund the unused part of your premium.
- b. We can cancel your policy by writing to or emailing you at your last known address we have for you. Your policy will be cancelled on the 14th day after the date of the notice. If this happens, we will refund the unused part of your premium.
- c. Your policy will be automatically cancelled if you do not pay the premium. Cancellation under this clause will be effective from the date to which the policy was paid up to.
- d. If, in our opinion it is uneconomic to repair the loss to your rental house, your policy will be automatically cancelled on the date we pay your claim. We will not refund you any premium for the unused portion of the period of cover.
- e. Your policy will end immediately if you sell your rental house or your interest in your rental house ends. If this happens, we will refund the unused part of your premium.

This means you will need to make new insurance arrangements on any replacement house.

General policy information

Assignment

Except as outlined in 'Financially interested parties' below, you must not otherwise transfer any of your entitlements or benefits under this policy to any person or entity without our prior written consent.

Disputes

We have a formal complaints procedure to help resolve any aspect of our policies or our service that you are unhappy with. For information, please ask at any **AMI store** or call us on **0800 100 200**.

Dollar amounts

Any dollar amount stated in this policy or in the Policy Schedule is in New Zealand dollars.

Financially interested parties

If we know of anyone with a financial or security interest over your rental house, we may make payment in settlement of a claim direct to the interested party. Any person shown on the Policy Schedule as an interested party is not covered by this policy and has no right to make a claim.

Goods and Services Tax

All amounts referred to in this policy include any GST that may apply.

Joint insured

If this policy is issued to more than one person, then the policy is a joint policy. This means that if one person does, or fails to do, something which breaches the policy or forfeits the right to cover, no cover will be available for any person under the policy.

Jurisdiction

This insurance contract is governed by New Zealand law. The New Zealand courts and tribunals will have exclusive jurisdiction over any legal proceeding or action arising out of or in relation to the insurance contract.

Legislation changes

Any reference to any Act of Parliament or subordinate regulations or rules referred to in this policy includes any amendments made or substitutions to that law.



Definitions

In this policy some words have special meanings and they apply to the plural and derivatives of those words. Wherever these words are mentioned in this policy, they have the following meaning:

accidental	unforeseen and unintended by you.
act of terrorism	<p>an act, or preparation in respect of action, or threat of action designed to influence or coerce the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological, or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and that:</p> <ul style="list-style-type: none"> – involves violence against one or more persons, or – involves damage to property, or – endangers life other than that of the person committing the action, or – creates a risk to health or safety of the public or a section of the public, or – is designed to interfere with or disrupt an electronic system.
agent	means any person who acts on your behalf in your capacity as landlord.
computer virus	a set of corrupting, harmful or otherwise unauthorised instructions or code, including a set of maliciously introduced unauthorised instructions or code, programmatic or otherwise, which propagate themselves through a computer system or network of whatsoever nature. This includes but is not limited to Trojan Horses, Worms and Time or Logic Bombs.
contamination claim	contamination damage arising out of or attributable to an event or multiple events regardless of the number of acts, persons, tenancies, occupancies or incidents involved.
contamination damage	physical loss or damage caused by methamphetamine contamination that exceeds the contamination level.
contamination level	the relevant guideline value for indoor surface contamination as set out in the most recent version of the New Zealand Standard NZS 8510 (and until that is published, the recommended levels for remediation published by the Ministry of Health in its Recommendations for Methamphetamine Contamination Clean-up on 26 October 2016).
electronic data	facts, concepts and information converted to a form usable for communications interpretation or processing by electronic and electromechanical data processing or electronically controlled equipment. It includes programs, software and other coded instructions for the processing and manipulation of data or the direction and manipulation of such equipment.
EQC Act	Earthquake Commission Act 1993 and any Act in substitution of that Act.
house sum insured	the amount shown in the Policy Schedule of the same name. This includes any increased cover limits for retaining walls and recreational features.
incident	something that happens at a particular point in time, at a particular place and in a particular way.
landlord's contents	<p>any of the following owned by you and situated at the situation shown on the Policy Schedule for the use of tenants:</p> <ul style="list-style-type: none"> – household furniture and furnishings – loose floor covering, including mats, rugs or runners – curtains, drapes and indoor blinds – light shades – domestic appliances – portable swimming or spa pool.
methamphetamine	the Class A controlled drug Methamphetamine or Class B controlled drug Amphetamine as defined by the Misuse of Drugs Act 1975 or any of their precursor chemicals and by-products.

motor vehicle	any type of machine on wheels, or caterpillar tracks, that is made or intended to be propelled by its own power, as well as anything towed or intended to be towed by the machine.
natural disaster	an earthquake, natural landslip, volcanic eruption, hydrothermal activity, tsunami or natural disaster fire, as defined in the EQC Act.
period of cover	the period of cover shown in the Policy Schedule.
policy schedule	means the most recent Policy Schedule we have produced for you.
present value	means the value of an item immediately before the loss or damage occurred, taking into account wear and tear and depreciation.
recreational features	any tennis court and/or permanently fixed swimming pool or permanently fixed spa pool including its ancillary fixed equipment and/or pump(s).
remediate	to reduce the level of methamphetamine contamination to below the contamination level. <i>This means that we will not pay to remove all traces of methamphetamine contamination and will not restore the house to its condition when it was new.</i>
rental house	please see 'Our definition of rental house' on page 2.
special feature	any item that is listed in the Policy Schedule with a corresponding special feature sum insured.
special feature sum insured	the sum insured amount shown in the Policy Schedule that corresponds with the special feature.
tenancy agreement	means any written, oral or implied agreement where you grant or agree to grant to another person or persons occupancy of your rental house.
tenant	means the person or persons who leases your rental house under a tenancy agreement, and includes where appropriate a prospective tenant, a future tenant, a sub-tenant and the agent of a tenant.
total sum insured	the amount shown in the Policy Schedule of the same name inclusive of the: <ul style="list-style-type: none"> i house sum insured which includes any retaining walls and recreational features, and ii any special features' sums insured, and iii bonus covers and optional covers unless stated otherwise within such cover(s).
we, us or our	means AMI Insurance (AMI), a business division of IAG New Zealand Limited.
you or your	means the person or persons or corporate body to whom the Policy Schedule is addressed.

If you are unsure about any of the information contained in this policy, please visit your nearest AMI store, or call us on 0800 100 200. We will be happy to explain.

**Thanks
for insuring
with AMI,
we're here
to help.**

Got any questions?

0800 100 200

