


Peace-of-mind with our

Rent & Legal Protection Service

Exclusively available to Landlords with our Fully Managed service.



**Charters**



What is our Rent & Legal Protection Service?

Our Rent & Legal Protection service is designed to remove the worry, stress and hassle out of letting a property.

Rent and Legal Protection service does exactly what it says on the tin, it protects the income (rent) of a property that has been let to a tenant.

Sometimes things can go wrong, even when you've taken measures to protect yourself. Rent arrears can be disastrous for a landlord, who might rely on this income to pay a mortgage and other expenses.

With our Rent and Legal Protection service, landlords will be protected by insurance designed to protect the income they expect. If they need legal representation to recover it, our RLP service can help.

For a monthly charge, starting from £40.80 per month inclusive of VAT we'll ask our insurer to note your interest on our insurance policy. This means that we will be able to provide you with the protections listed on page 3 of this brochure.

After the tenancy is signed you can claim immediately for missed payments, even in the first month, without impacting future claims.

"Charters rent protection service is a must for any landlord. It's just peace-of-mind, simple as that."

William Ackerman | landlord

Our Services

Everything you need to protect your investment

Rent protection & recovery

We'll cover the costs and expenses of legal proceedings. Including the cost of appeals and also provide legal representation from one of our trusted partners. We'll appoint a legal representative for the duration of the proceedings and support throughout the process.

We'll have your interest noted on our master insurance policy and make claims for rent arrears, payable until vacant possession is obtained, irrespective of how long the claim takes, providing cover up to £100,000 for arrears and legal expenses combined. After vacant possession has been obtained, we will cover up to 90% of the rent until the property is re-let through Charters for a maximum of six weeks. We'll also cover the costs and expenses of recovering rent from a tenant or ex-tenant, if the rent has been overdue for at least one month.

If a tenant disputes a valid Section 13 rent increase, the policy will cover the difference between the previous and new rental amounts for up to six months, or until a First-tier Tribunal decision. Please note that exclusive to Lomond, if the tribunal rules that the rent cannot be increased, landlords will not have to pay the increased amount.

Standalone legal expense cover

Under our Master Policy we can claim for a landlord's legal expense cover to evict a tenant, should the tenant breach any part of their tenancy agreement that allows grounds for possession.

Legal expenses for property damage cover

Should the property sustain physical damage of more than £1,000, caused by the tenant during the tenancy, we'll claim under our policy to cover your legal expenses for pursuing a civil dispute. We also offer up to £1,000 of damages where damage exceeds the deposit held.

Legal expense cover

Our Master Policy can cover the costs and expenses of legal proceedings, including the cost of appeals and also provide legal representation from one of our trusted partners. We'll appoint a legal representative for the duration of the proceeding and provide support throughout the process.

Alternative accommodation

Costs will be paid for up to 30 days in the event you want to move back into your property but are unable to. Our service also covers storage costs for 30 days.

To support landlords during extended repossession proceedings, the policy also covers up to £175 per night for accommodation and up to £15 per day for storage for a period of up to 3 months.

Contract dispute cover

Our Master Policy can cover against costs and expenses relating to the dispute of a contract entered into for the buying or hiring of any goods and services relating to the landlord's property, providing the amount in dispute is over £100 and the agreement was entered into during the period the service was in place.

Eviction of tenants & squatters

If there are squatters or ex-tenants in the property without the landlord's consent, our cover will assist with the costs of eviction.

Exceptions and Exclusions

A claim for rent arrears can only be submitted once a rental payment is at least one month late, from the due date set out in the tenancy agreement. We will claim under our policy and once the insurer agrees to the claim, you will be paid.

You will remain responsible for paying Agents fees, as per our Terms of Business and Schedule of fees, plus any contractor invoices and bills you are responsible for relating to the property.

If you have an existing tenancy and you wish to add Rent and Legal Protection, you can only benefit from the service after 60 days. You will be subject to charges as per our schedule of fees. Once this period ends you will be protected, subject to the time scale, or the service will be **cancelled on day 61**.

This service does not include:

- Any costs which exceeds the maximum pay-out limit of £100,000
- Any legal problems which started prior to the commencement of this service
- Property damage legal expenses where the amount in dispute is £1,000.00 or less
- The cost of any property damage caused by the tenant
- Pay-outs where the legal representative we appoint does not believe that we will be more likely than not to win the case
- Any costs if you appoint your legal representative. Any legal action you take, which we or the appointed legal representative have not agreed to, or where you do anything that hinders us, or the appointed legal representative
- Costs relating to everyday maintenance of the property for which the tenant is not liable under the tenancy agreement, for example general wear and tear
- Any fines, penalties, compensation or damages you are ordered to pay by a court or other authority
- Rent arrears once the property is re-let
- Contract disputes where the agreement entered into is dated before the commencement of this service
- Contract disputes where the amount in dispute is less than £100.00 (Including VAT)
- The non-performance of your obligations under the tenancy agreement and the Housing Act 1988 (excluding defence costs)
- The payment or non-payment of service charges as defined within the Landlord and Tenant Act 1985

Please note:

Any breach of contract or statute law could affect your cover. So please make sure that you talk to Charters before taking any action, in order to avoid invalidating your service.

Further exclusions may apply. Please contact us should you have any questions regarding this service. Charters is not an insurer or an insurance broker. The cover is provided under our master policy.

How to Make a Claim




You don't need to do anything to make a claim,
because we do it all for you.

However, if you would like to discuss your
service please contact us.

Call: 02382 358 888
[chartersestateagents.co.uk](https://www.chartersestateagents.co.uk)

**"The whole process was
so simple, they made
everything go smoothly,
I couldn't be happier!"**



Emma Longfield | landlord

FAQs on Rent Protection



What are the referencing criteria for the service?

If the prospective tenant passes our robust reference criteria then you will qualify for our comprehensive RLP service. However if, for any reason, the tenants should not pass our criteria, we will talk to you about proceeding with the let without RLP in place.

How do I serve notice on my tenants?

In the event of a claim, we will arrange for any notices required to be served. Leave it to us and enjoy the peace of mind.

Can I have RLP for my existing tenants?

Yes, you can. However, you will only benefit from the service after 60 days, unless there was a similar protection service in place. After that initial 60 day period, you will be protected from any issues that may occur going forward. Although it must be noted that this is subject to the tenant not accruing any rent arrears, which has not been paid in full by the tenant before the 60 day time scale, or the service will be **cancelled on day 61**.

What kind of tenancies are covered?

Rental values up to £10,000 per calendar month, subject to terms and conditions. The initial tenancy agreement must be either an Assured Shorthold tenancy or a Company Let.

How long does the Rent & Legal Protection service cover last?

The service is in place for a 12 month period which we will renew annually, unless we are instructed to cancel the service.

How will this show on my statements?

It will show as a separate item on your statement as Rent and Legal Protection (RLP).

How Much Will the Service Cost?

Enjoy complete peace of mind

Monthly Rental Value	Cost+ VAT	Net Cost
£0 - £500	£40.80	£34
£501 - £1000	£42	£35
£1001 - £1500	£44.40	£37
£1501 - £2000	£44.40	£37
£2001 - £2500	£45.60	£38
£2501 - £3000	£50.40	£42
£3001+	3% plus VAT of the monthly rent - eg. 3% plus VAT of £3,500 pcm = £126	£105

Terms & Conditions Apply

Got a question?

If you have any other questions not covered above, get in touch with Charters via email.

02382 358 888



Rent & Legal Protection Service

Get in touch

02382 358 580

chartersestateagents.co.uk

