

Buildings Insurance Premium for 1 April 2024 - 31 March 2025

Frequently Asked Questions

Under the terms of the lease, we are required to provide buildings insurance. You will recall that at the last renewal in 2023 renewal cover was placed with Protector Insurance on a 1-year contract. This was due to the withdrawal of the previous insurer, Avid Insurance Service, from the leasehold building's insurance market.

Tender of Residential Leasehold Buildings insurance contract 2024

We initially tendered the contract last year. We only received one response, but some providers indicated they may consider working with us if additional information was made available.

We made the information available, and opened the tender again to the whole market so that any insurance company could bid for the contract. We told potential bidders that we were open to all options, including block-by-block cover and various levels of deductibles.

At present not many insurance companies are available and willing to provide local authority leasehold buildings insurance. This is affecting many local authorities meaning leaseholders in other boroughs are in a similar position.

Despite our efforts we received only one bid from Protector Insurance.

Who will be the insurers from 1 April 2024?

Protector Insurance, 7th Floor, 3 Hardman Street, Manchester, M3 3HF.

How long is the new contract?

The contract is projected to run for a period of five years from 1 April 2024.

Why is the premium increasing?

The residential leasehold buildings insurance market for local authority risks has seen significant change over recent years. Three of the four insurers who bid at the last tender in 2019 have now exited the market.

What is the new excess?

Subsidence claims will continue to carry an excess of £1,000. However, all other claims will now be subject to a £250 excess. This is an increase from the previous excess of £100.

As the market is very limited at present and small claims are costly for insurers to administer, the higher excess was a means of moderating the scale of the premium.

How do I make a claim from 01 April 2024?

Claims arising 01 April onwards will be handled by Sedgwick International UK on behalf of Protector Insurance. Sedgwick are available 24/7 365 days a year. Details for making a claim will be updated on the website shortly [Insurance | Westminster City Council](#)

What if I need to make a claim before 1 April 2024?

If you need to make a claim before 01 April 2024 please contact Sedgwick International UK. Sedgwick are available 24/7 365 days a year. Details for making a claim are on the website.

Will the policy cover my contents?

This policy will only cover the physical building and permanent fixtures and fittings (e.g. kitchen units, bathroom units, permanent fixed flooring).

It will not cover your contents (e.g. electronic devices, carpets, furniture). You are therefore advised to make your own arrangements for contents insurance.

What if I have financial difficulty meeting the increased costs?

If you are concerned about paying your service charges, please contact Leasehold Operations on 0800 358 3783 to speak to a dedicated leasehold advisor who will be able to discuss ways we can assist you with your invoice.

We also have a dedicated service charge support page on our website which can be found using the following link <https://www.westminster.gov.uk/housing/leaseholders/service-charges/service-charge-support>