



Apartment Cover for private clients ES3

PRODUCT DESCRIPTION
Effective 1 July 2025

 LOCALTAPIOLA

LocalTapiola – putting your finances, health and security first

For many of us, a secure life for our loved ones is a priority. Feeling secure gives you the confidence to live more and to the fullest. We are a customer-owned lifelong security company. It means that we put our customers' and their loved ones' security, finances and health first.

Be a LocalTapiola owner-customer – enjoy benefits and contribute

Mutual companies are special, because it's the policyholders who own them. As an owner-customer, you benefit from our results and can contribute to how we do business.

Insurance information in our online service

Find all information on your insurance contract and the related terms and conditions in our online service. The service also allows you to update your policies whenever need be.

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Apartment Cover

Apartment Cover protects landlords against surprising costs that may arise from damage caused to rental apartments or, for example, from legal expenses in an apartment-related dispute. It is a good idea to take out Apartment Cover as soon as you purchase a buy-to-let apartment.

Property damage to a rental apartment will primarily be covered by the building's real estate insurance policy or the tenant's own home insurance cover. If your tenant does not have a valid insurance policy, Apartment Cover provides additional cover. It includes Landlord insurance, designed for private buy-to-let investors, as well as specific insurance solutions for foundations and rental housing companies. For these you can find separate product descriptions.

Apartment Cover will not replace a real estate insurance policy or your tenant's own home insurance cover – it supplements them by providing additional protection for exceptional situations.

Landlord insurance

Our Landlord insurance product is intended for private buy-to-let investors. It protects investors against unexpected expenses related to rental apartments, whether arising from property damage caused to your apartment, or from apartment-related disputes or liability claims brought against the apartment owner in matters related to the apartment's maintenance.

On a Landlord policy, you can also add rental income interruption cover as an optional cover, which will indemnify for rental income lost in connection with a covered property damage incident.

Landlord insurance
Landlord's Premium property cover
Landlord's legal expenses cover
Landlord's liability cover
Rental income interruption cover (optional)

You need to take out Landlord insurance cover separately for every apartment. A dedicated property insurance sum insured will be determined for each apartment. For rental income interruption cover, we will indicate the annual rental income received from each apartment.

Property cover, Premium

This property cover insures the components and fixtures that, under the Limited Liability Housing Companies Act, apartment owners are responsible for maintaining, such as the flooring, wallcoverings and kitchen and WC fixtures including policyholder-owned kitchen stoves, kitchen hoods, refrigerators, sauna heaters, dishwashers and washing machines.

The sum insured can include up to €2,000 in other policyholder-owned movables kept at the insured location.

Example

An apartment you own contains a free-standing kitchen cupboard, a dining table and a microwave for the tenant's use. In the event of damage, damaged movables can be covered up to €2,000, but the total maximum indemnity amount is in any case limited to the sum insured stated in the policy schedule.

Perils insured against

Cover applies to sudden and unexpected property damage caused during the period of cover if your tenant does not have insurance against this kind of damage. The most common types of sudden and unexpected damage include fires, water leaks and breakdown incidents.

While cover is in force, it also applies to damage caused to your apartment intentionally by a tenant if it results from a single, sudden event which you have had to report to the police.

In cases where the tenant is at fault and the damage is covered by a real estate insurance policy, this insurance may cover the increased real estate insurance deductible or age reduction.

When damage occurs in a condominium unit, the housing company's real estate insurance policy will also usually cover any damage caused to the permanent fixtures of the unit. If a real estate insurance policy covers the repair or replacement of permanent fixtures only up to the standard that all apartments in the building had at the time of construction, this insurance will cover the difference in costs that arises from repairing or replacing the fixtures to the pre-damage condition.

Examples

- 1) Vinyl flooring is the standard flooring installed in the building, but the apartment owner replaces it with parquet at her own expense. After damage has occurred, Apartment Cover covers the difference in costs between vinyl flooring and parquet because the relevant real estate insurance policy covers the costs of installing vinyl flooring only.
- 2) Your tenant's negligence causes water damage. The damage is covered by the building's real estate insurance policy, but it has an increased deductible for water damage resulting from any other cause than pipe breakage. If the cost borne by the housing company is not covered by the liable party's insurance, Apartment Cover will cover it.
- 3) Neighbours call in the police due to noise. It turns out that a tenant has fallen into a fit of rage, running amok in the apartment with a baseball bat and cracking some of the WC fixtures. Your insurance will cover the damage caused to the apartment.

Liability cover

The apartment owner is responsible for maintaining their rental apartment and the building even if the apartment is rented out to someone else. The rental apartment owner's or the property owner's activities may also cause harm to the tenant or the housing company. The liability cover included in a Landlord insurance policy will cover claims that the apartment owner is held legally liable to compensate and that are discovered during the period of cover.

Furthermore, the liability cover always includes assessing the basis for liability, that is, whether the policyholder really is liable for the harm caused, and if so, then what the actual amount of liability is. Covered incidents include property damage and bodily injury claims as well as related indirect financial losses.

Examples

- 1) The landlord has removed the dishwasher from his rental apartment without plugging the inlet water pipe. Water has been dripping from the pipe onto the apartment floor, causing damage to the housing company and the tenant's furniture.
 - The liability cover will cover the damage caused to the housing company's structures and the tenant's furniture.
- 2) In between tenants, the apartment owner is renovating the bathroom by himself, and when drilling a wall, he causes a water leak.
 - The liability cover will cover the damage caused to the housing company's structures.
- 3) A tenant falls asleep in the shower, and this causes water damage to the apartment and the housing company's structures.
 - As apartment owners are not liable for damage caused by tenants, the damage will not be covered by the apartment owner's liability cover. This damage will be covered by the tenant's own home insurance policy.

Legal expenses cover

This legal expenses cover will cover legal fees and courts costs if you need to use legal aid in a dispute, criminal case or non-contentious civil case that concerns any buy-to-let apartment stated in the policy schedule. A condition for this is that you must appoint as your attorney an attorney-at-law or a licensed legal counsel. If the courts order you to pay some of the opposing party's courts costs, they will also be covered within the limits of the sum insured. Cover does not include legal advice. The sum insured is €10,000, and there is a deductible of 15% of the covered costs.

This legal expenses cover will cover claims arising during the period of cover, when the agreement or another matter on which the dispute is based has also been concluded or performed during the period of cover. If the cover has been in force uninterruptedly for more than two years, the claim will be covered even if the basis of the dispute – for example, a lease agreement – came into existence already before the cover took effect.related indirect financial losses.

Examples

- 1) Your tenant has failed to pay rent for four months. You, the landlord, are seeking to recover the unpaid rent. The tenant contests the claim, and you hire an attorney to pursue the dispute at the district court.
 - Your legal expenses cover will cover your attorney's fees.
 - NOTE: For expenses to be covered, the grounds for or the amount of the claim must have been contested. If non-payment is due to the tenant's unwillingness or inability to pay, legal fees will not be covered. The cover does not include costs relating to the enforcement of any judgments.
- 2) The apartment owner has the bathroom refurbished in between tenants. A dispute arises with the contractor as to the outcome of the refurbishment. The owner loses the dispute at the district court, and she is also ordered to pay the contractor's attorney's fees.
 - Her legal expenses cover will reimburse the apartment owner's own legal fees and those ordered to be paid to the contractor, within the limits of the sum insured.
- 3) You, the apartment owner, signed a works contract two months before your Landlord insurance policy took effect. The works contract is contested when the Landlord policy has been in effect for a year.
 - As the policy had been in effect for less than two years when the claim arose, and because the dispute is based on a works contract signed before your cover took effect, your legal expenses cover will not cover the attorney's fees.
- 4) The apartment owner sells a buy-to-let apartment stated in the policy schedule and, the same day, terminates a Landlord insurance policy that has been in effect for six months. Three months later, the buyer detects moisture damage, and brings a price reduction claim against the seller. The seller disputes the claim.
 - As the apartment was sold while cover was in effect and the Landlord policy had been in effect for six months before the apartment was sold, the legal expenses cover included in the terminated Landlord policy will cover the seller's attorney's fees.

Interruption cover

It is often impossible to live in an apartment while it's being repaired after a property damage incident. This will also halt the rental income you get from the apartment. Buy-to-let owners should therefore consider whether an interruption of rental income will result in any difficulties with making the apartment maintenance payments. These include the building maintenance charges and loan instalments.

This interruption cover will indemnify you for a maximum of one year's rental income. Cover applies to interruption losses that would be covered by the property cover provided by this insurance product if they occurred to the insured apartment. The interruption cover will also indemnify you for reduction of rental income if your tenant can continue living in the apartment due to temporary arrangements but it is justified to reduce the amount of rent as a result.

Any indemnity paid under the interruption cover is treated as taxable income.

Examples

- 1) The loft of an apartment building catches fire, and smoke from the fire finds its way into your insured condominium unit. Fire extinguishing water also damages structures. It takes four months to repair the building, and your apartment is uninhabitable during this time.
 - Your policy will indemnify you for the rental income lost over this period.
- 2) A burst pipe upstairs causes water damage to your insured apartment. Whilst drying the premises, the wet rooms of your apartment are out of use. You agree with the tenant that she can continue living and use the washing facilities on the building's sauna premises. Due to inconvenience, you decide to lower the rent for the duration of repairs.
 - Your interruption cover will indemnify you for the rental income difference between normal and reduced rent.
- 3) An industrial property in your city makes hundreds of workers redundant. The employment of the tenant renting your insured apartment also terminates. As there are more vacant apartments available than there is demand, it takes six months to find a new tenant.
 - This is not covered by your policy.

Common indemnification rules

Deductibles and sums insured

Landlord insurance	Sums insured	Deductibles
Property cover	€10,000	€500
	€15,000	€1,000
	€20,000	
Liability cover	€200,000	€500
		€1,000
Legal expenses cover	€10,000	15% of the amount of loss
Interruption	One-year rental income	14 days

The deductible is the amount of loss that remains payable by the policyholder in each claim. The sum insured is the maximum indemnity amount per claim and per period of insurance.

Perils excluded from property covers

Here are some examples of what is not covered:

- gradual deterioration, including deterioration caused by abnormal use of the apartment, such as when playing outdoor games indoors or if cleaning is neglected;
- loss or damage arising from the keeping of animals;
- loss or damage to other property than the building owner's property, including to a neighbour's movable property;
- loss or damage occurring before cover takes effect.

How to calculate the amount of loss and the amount of indemnity for property covers

In the event of a claim, we will determine what the value of the property was at the time of being damaged. Indemnity will be paid based on either replacement value or current value, according to what the estimated value of the property was at the time of being damaged.

Replacement value indemnity

Replacement value is the amount of money needed to obtain new property of like kind or having the closest equivalent features of usage. As a general rule, Apartment Cover will indemnify you for the property's repair costs, which will be paid up to its replacement value. If the property, for example a refrigerator, cannot be repaired, the amount of loss will be equal to the value of a new refrigerator that is comparable to the old one.

Current value indemnity

In the event of damage to an individual building component or to the apartment's surface coverings or permanent fixtures, current value will be assessed separately for each component, surface covering and fixture group, and for domestic appliances. If a component is very old and in a poor condition, its value may have fallen below 50 per cent of the purchase price of new property of like kind. In that case, we will pay as great a portion of the repair costs or of the acquisition costs of new property as is indicated by the ratio of the property's pre-damage current value to its replacement value.

Examples

- 1) The insured building is 20 years old. The surface materials and the structures are in a normal condition, considering the age of the building. As the value of the building immediately before the damage was more than 50% of the value of a new equivalent building, indemnity for the water damage repair costs, €20,000, will be paid on a replacement value basis. The amount of indemnity will be €20,000 minus the deductible.
- 2) In connection with a water leak, your kitchen base cabinets are damaged considerably by moisture. The chipboard cabinets are 35 years old. Taking the condition of the cabinets into account, their current value is some 30% of replacement value. The replacement value of cabinets of an equivalent standard is €5,000. The amount of indemnity will be $0.3 \times €5,000 = €1,500$ minus the deductible.

Other important points to consider

Check your policy schedule information, and read the policy terms

Your policy of insurance is based on the information we obtain from you, the policyholder, when arranging the insurance. The policy schedule shows information including details of the insured apartments and the assets selected for your policy, and their sums insured and deductibles.

This product description is not a full description of the insurance. Always take care to also read and understand the policy wording. You should also read and understand the General terms and conditions for companies (YS15), which also apply to business or commercial activity carried on by consumers. For the Apartment Cover policy wording and the General terms and conditions, please visit the LocalTapiola website at www.lahitapiola.fi/vakuutusehdotyrityksille.

Updating and terminating an insurance contract

Policies can be updated

If you need to, you can always update your insurance cover. Contact LocalTapiola. Do not forget to let LocalTapiola know if there are any changes in your life situation which may affect your premium. Remember to communicate your new address and to update your policies as needed. With home insurance, you should report any change of address, changes in the surface area, new designated use of your dwelling, or renovation of the dwelling.

LocalTapiola may amend the terms of your insurance policy and the other contract terms and conditions, and adjust your premium, subject to the insurance terms and conditions and the Insurance Contracts Act. If we update your insurance contract, we'll send you information on the updates together with the insurance policy.

Insurance terminates

As the policyholder you have the right to cancel insurance at any time. This right of cancellation does not apply to any fixed-term policies of under 30 days.

Your insurance terminates when you submit a written notice of cancellation to LocalTapiola, unless you specify that your insurance should terminate at a later date.

LocalTapiola may cancel your insurance during an insurance period only in certain cases, which you can find in the Insurance Contracts Act. This may be due to deception by the policyholder or the insured, a change in circumstances which materially intensifies the insurance company's risk, or neglect on the part of the policyholder.

At the end of an insurance period, LocalTapiola may always cancel insurance in line with good insurance practice.

Your premium is collected from the beginning until the termination of your policy. Any returnable premiums will be reimbursed in connection with other premiums or returned to you.

Insurance must be paid in due time

You will receive all insurance invoices in good time, not later than 30 days before the due date. If you fail to pay an invoice by the due date, we'll send you a number of payment reminders. We'll be collecting a reminder surcharge for any payment reminders sent. If you fail to pay the second reminder, we will cancel your insurance to end in two weeks.

On filing and settling claims

When something happens to your building or other insured property, our Claims Service is there to help you. Contact us online at our website lahitapiola.fi, by telephone, or visit one of our offices.

Provide LocalTapiola an opportunity to inspect the damage before initiating any repairs. Please do not dispose of any damaged items or tamper with the traces of an incident. Take photographs of the damage suffered.

Compensation must be sought from LocalTapiola within one year of the claimant becoming aware of:

- the valid insurance policy;
- the loss or damage and the resulting consequence.

In any case claims must be filed within ten years of loss or damage and the consequences thereof. If no claim is presented within this time period, the claimant will forfeit their entitlement to compensation.

Where claimants in bad faith provide incorrect or incomplete information, they may forfeit their entitlement to any compensation or the compensation payable may be reduced.

LocalTapiola issues a claim settlement decision within one month of reception of the necessary documents and information. If the payment of compensation is delayed, we undertake to pay the penalty interest laid down in the Interest Act.

Appeal

If you are dissatisfied with a decision you have received or if anything is unclear with your insurance contract, first contact us.

The appeal instructions are enclosed to all decisions, and they tell you in greater detail how you can appeal the decision in question. The appeal process varies depending on the type of insurance.

Read more at our website lahitapiola.fi/muutoksenhaku.

Processing of personal data

LocalTapiola ensures the protection of our customers' privacy, and we process all personal data, in line with data protection legislation, insurance legislation, and good data management and data processing practice.

Personal data are processed in order to offer LocalTapiola's products and services and to take care of customer relationships. Data may also be used for purposes such as marketing to customers.

LocalTapiola utilises automated decision-making and profiling in tasks including the making of insurance decisions and claim settlement decisions and the targeting of marketing efforts. Every service making use of automated decision-making notifies of this in connection with that service.

Personal data are mainly obtained directly from customers, parties authorised by customers, public registers maintained by the authorities, and the credit register. Personal data are disclosed to third parties only with the customer's consent or under a legislative provision.

Into the insurance companies' common claims register, LocalTapiola registers data on the claims filed with us and in this connection checks what claims have been submitted to other insurance companies. The data in the claims register are used in claims handling to combat abuses targeting insurance companies. Into the insurance companies' common fraudulent claims register, LocalTapiola registers data on the criminal offences and the suspected criminal offences targeting the insurance activities in which LocalTapiola engages and checks the customer data available in the register. Data in the fraudulent claims register are used in claims handling and in the processing of insurance matters to combat crime targeting insurance companies.

Know Your Customer data and other personal data may be used in investigating, exposing and preventing money laundering and terrorist financing. In addition, data may be disclosed to the authorities to initiate investigations of money laundering and terrorist financing and of criminal offences committed to obtain any property or proceeds of crime subject to money laundering or terrorist financing.

LocalTapiola saves telephone calls and chat sessions with customers to verify that a call or a chat session has taken place and to ensure service quality.

Privacy statements have been compiled with respect to LocalTapiola's personal data files, providing information on the personal data processed in the data files, on the processing of these personal data, and on the data subject's rights. To read more about the privacy statements and how personal data are processed, visit LocalTapiola's website lahitapiola.fi/henkilotietojenkasittely. Privacy statements are also available upon request by mail or via an email to tietosuoja@lahitapiola.fi.

Credit file

In connection with processing insurance applications, we'll check the insurance applicant's credit file in the register maintained by Suomen Asiakastieto Oy. If you are flagged in that register, we may not be able to grant you an insurance policy.

Information on LocalTapiola

The issuers of insurance policies are listed on the back cover. For your own insurer, see the offer and the insurance policy you have received.

The insurer's employee or intermediary may be paid compensation for selling products and services. This compensation may be based on the annual premium of the insurance in question or the number of products purchased.

An insurance company acting as the insurer may provide its customers personal recommendations on the insurances which it offers, if this is specifically agreed with the customer.

Safeguarding our customers' life

Insurance is granted by the following mutual insurance companies in LocalTapiola Group (business ID):
LähiTapiola **Etelä** (0139557-7) | LähiTapiola **Etelä-Pohjanmaa** (0178281-7) | LokalTapiola **Sydysten** -
LähiTapiola **Etelärannikko** (0135987-5) | LähiTapiola **Itä** (2246442-0) | LähiTapiola **Kaakkois-Suomi**
(0225907-5) | LähiTapiola **Kainuu-Koillismaa** (0210339-6) | LähiTapiola **Keski-Suomi** (0208463-1) |
LähiTapiola **Lappi** (0277001-7) | LähiTapiola **Loimi-Häme** (0134859-4) | LähiTapiola **Länsi-Suomi** (0134099-8) |
LähiTapiola **Pirkanmaa** (0205843-3) | LokalTapiola **Österbotten** - LähiTapiola **Pohjanmaa** (0180953-0) |
LähiTapiola **Pohjoinen** (2235550-7) | LähiTapiola **Pääkaupunkiseutu** (2647339-1) | LähiTapiola **Savo**
(1759597-9) | LähiTapiola **Savo-Karjala** (0218612-8) | LähiTapiola **Uusimaa** (0224469-0) |
LähiTapiola **Varsinais-Suomi** (0204067-1) | LähiTapiola **Vellamo** (0282283-3) |
LocalTapiola General Mutual Insurance Company (0211034-2)

The companies' contact details are available at www.lahitapiola.fi.



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