



Rated by Experts

Leading the market in
clarity and transparency



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Overview

Our product ratings use a set of 'red line' criteria to calculate an underlying score for each product, which translates to a star rating.

Products can achieve between one and five stars. The more comprehensive the product, the more likely it is to be rated highly.

To achieve a five-star rating, products must meet all of our red line criteria. We focus on core product features, and don't give extra marks for unnecessary features or optional extras.

Our current red line criteria are contained in the following pages.

We do not consider price when calculating these ratings.

Red line requirement 1 – Alternative Accommodation Sum Insured (Buildings)

Policies must provide a minimum of 25% of the buildings sum insured or over £150,000 if a customer is no longer able to live in their home due to damage to the house. It allows customers to find a place to live until the house has been repaired. The 25% of sum insured limit is determined by considering the average price of a four-bedroom property in London, estimated at around £600,000. Applying this percentage to the house price, we obtain a limit of £150,000, which is considered sufficient to pass the red line.

Red line requirement 2 –Employers Liability Limit

To pass the red line, policies must provide a minimum of £5,000,000 for employers' liability. This is required to comply with the Employers' Liability Act 1969.

Red line requirement 3 – Index Linking

Policies must provide index linking to ensure customers are covered from the risk of inflation.

Red line requirement 4 – Loss of Rent Sum Insured (Buildings)

Policies must provide a minimum of 25% of the buildings sum insured or over £150,000 if customers are not receiving rent from tenants. The 25% of sum insured limit is determined by considering the average price of a four-bedroom property in London, estimated at around £600,000. Applying this percentage to the house price, we obtain a limit of £150,000, which is considered sufficient to pass the red line.

Red line requirement 5 – Theft of Keys Maximum

To pass the red line, policies must provide a minimum of £1,000 for theft of keys. This includes the cost for replacing locks following theft of keys incidents. This limit is sufficiently covering typical lock work claims.

Red line requirement 6 – Trace and Access

To pass the red line, policies must have at least a £5,000 cover limit. This will cover the costs of finding, fixing water leaks, and any damage incurred in the process.

Red line requirement 7 – Underground Services

To pass this red line, policies must provide underground services as standard.

Red line requirement 8 – Sale of Home

To pass this red line, policies must provide coverage for damage during the process of selling the property.

Red line requirement 9 – Property Owners Liability

To pass the red line, policies must offer a minimum of £2,000,000 as legal liability for accidents that happen in or around the property.

Red line requirement 10 – Malicious Damage by Tenants Excess

To pass the red line, policies need to offer a malicious damage by tenant's excess of £100 or less.

Red line requirement 11 –Escape of Water Excess

To pass the red line, policies need to offer an escape of water excess of £500 or less. This does not include compulsory excess.

Red line requirement 12 – Subsidence - Excess

To pass the red line, policies need to offer a subsidence excess of £1,000 or less.

Red line requirement 13 – Accidental Damage Excess - Buildings

To pass the red line, policies need to offer an accidental damage excess for buildings of £100 or less.

Red line requirement 14 – Accidental Damage Excess - Contents

To pass the red line, policies need to offer an accidental damage excess for contents of £100 or less.

Red line requirement 15 – Compulsory Buildings Excess

Compulsory excess is what needs to be paid towards a claim being made. Policies need to offer a compulsory excess for buildings of £100 or less to pass this red line. This does not include any voluntary excess which is added by the customer.

Red line requirement 16 – Compulsory Contents Excess

Compulsory excess is what needs to be paid towards a claim being made. Policies need to offer a compulsory excess for contents of £100 or less to pass this red line. This does not include any voluntary excess which is added by the customer.

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