In 2016, the UK real estate market was valued at £1.662 billion – about 5.4% of the total UK economy.¹

The industry also adds over 50 million square feet of new built space every year, worth around £12 billion.²
At Allianz, we understand that the real estate market in London is different. Complexity, change and challenge are the norm.

That’s why we take a different approach to our Real Estate proposition. We’re fully committed to you and your clients and can offer a comprehensive solution for clients with larger premises or portfolios, bespoke risks and schemes.

Based in the centre of London, our tailored offering is underwritten by experts and supported by dedicated teams who know the local market. Backed by the Allianz Group – the world’s largest property and casualty insurer – our proven underwriting, risk consulting and claims technical excellence provides access to decision makers, financial security and a global presence.

Our proposition not only brings together the best of Allianz to give your clients the property, liability, engineering and speciality protection they need but also offers a whole host of risk management guidance, dedicated claims team and access to additional services.

This brochure has been designed to give you an overview of our offering but if you would like to know more or provide any feedback, please do get in touch.

On behalf of my team, I look forward to working with you and your clients.

1 http://www.bpf.org.uk/about-real-estate
2 IPF Research: The Size and Structure of the UK Property Market: End-2016 Update JULY 2015
CHALLENGES WITHIN THE REAL ESTATE SECTOR

Despite a resurgence in confidence for the UK property market following the financial crisis, recent geopolitical instability and a changing market domestically has created challenges and opportunities for property owners.

Whilst by and large commercial property values declined in 2016, the industrial property sector bucked the trend, seeing uplift in value of circa 5% to £195billion.
INDUSTRIAL GROWTH

Whilst by and large commercial property values declined in 2016, the industrial property sector bucked the trend, seeing uplift in value of circa 5% to £195 billion. With an expansion in internet retailing and online sales values increasing year-on-year by 14%, the resulting demand for distribution warehouses and premises to support this growth means industrial value is only expected to increase in the near future. Likely to contain a wide range of plant and machinery to facilitate logistical operations and movement, property owners with portfolios that contain industrial warehouses and premises may seek insurance solutions that cater for their property, plant and machinery needs under one contract.

UNOCCUPIED BUILDINGS AND SQUATTERS

Unoccupied buildings are a common feature across the UK. Whether as a result of the economic downturn, change in use or desirability of location, unoccupied and vacant buildings can attract unwanted attention and play host to a number of issues such as increased risk of fire, property damage, vandalism, theft and third party injury to trespassers.

Furthermore, the Legal Aid Sentencing and Punishment of Offenders Act 2012 (LASPO) made squatting in unoccupied buildings in England and Wales a criminal offence, excluding commercial properties from the legislation and leaving commercial property owners facing expensive legal action if they wish to evict squatters. Although official figures aren’t available, the Ministry of Justice estimate there are 20,000 squatters in the UK at any one time with a suggested doubling of legal proceedings against squatters taking place since 2012. At an average clean-up cost following encampment of £32,000, appropriate insurance and access to expert legal advice can help defend against the risks associated with unoccupancy.

FLY TIPPING

Mattresses, white goods, household and commercial rubbish – the illegal dumping of waste is a common sight across the UK with incidents increasing year-on-year. For 2015/6, 936,000 incidents – a 4% uplift on the prior year – were dealt with by local authorities at an estimated clean-up cost of £49.8 million. But when dumped on private or owned land, the responsibility for removing the rubbish lies with the landowner. For property owners, this can mean incurring significant cost to remove the offending items left on their premises. Access to risk management expertise and property security considerations such as the installation of gates and site management can help reduce the risk.

WATER DAMAGE

From an undetected small leak over a prolonged period of time to a burst pipe submerging a premises a foot under water, escape of water can cause extensive property damage with expensive repair costs and lengthy interruptions to building use. A property owner with a block of flats for example, could find themselves with a leak that has spread to lower floors, causing damage to multiple flat units and having to find alternative accommodation for tenants if the units become untenable. Risk management guidance, regular maintenance and advances in technology with smart devices that can detect, alert and shut off water supply are assisting in the battle against escape of water.

HEALTH AND SAFETY

Deliberately started fires are one of the biggest causes of fires at commercial premises. Waste bins, skips, pallets, crates and other combustible goods left outside of a building can quickly spread the flames once alight. Access to best practice advice on waste materials storage can significantly help to reduce the risk of fire. There are also injury risks to tenants and visitors for property owners to consider. From a simple trip over a broken paving slab to a potentially fatal outbreak of Legionnaires’ disease from a neglected water system, information on regular building inspections, how to conduct planned preventative maintenance and health and safety advice can help your clients to minimise risk and manage their liabilities. Furthermore should a breach occur, access to legal advice and support provides peace of mind.

3 ONS https://www.ons.gov.uk/businessindustryandtrade/retailindustry/bulletins/retailsales/september2017
4 Policy Exchange Think Tank cited in Telegraph http://www.telegraph.co.uk/business/2016/02/17/empty-commercial-buildings-in-london-could-provide-420000-homes/
5 Risks to your vacant property VPS
6 http://www.tacklingflytipping.com/keystatistics/1494
TAILORED COVER

Supported by a dedicated team of London Market Real Estate underwriters and specialist claims handlers, Real Estate Select offers tailored covers and services, including a range of extensions.

Suitable for your medium to large clients with portfolios of properties, larger premises and bespoke risks and schemes traded via the London Market, Real Estate Select gives peace of mind to address today’s significant commercial property challenges.

CHRIS LUSCOMBE – REAL ESTATE UNDERWRITING MANAGER, ALLIANZ INSURANCE PLC

Chris has worked for Allianz for 12 years and has undertaken a number of technical underwriting roles. For the last two years, Chris has specialised in real estate insurance and is currently the Real Estate Underwriting Manager based in London. As an ACII Chartered Insurer, Chris champions technical excellence for both our regional and London market real estate clients.

“We’ve further enhanced our strong proposition to ensure that your clients get flexible, tailored and comprehensive cover to protect their property portfolio in a changing world. With many of our enhancements provided on a complimentary basis, Real Estate Select policyholders can package their policy with other covers such as Engineering Inspection services, Construction and Directors & Officers, enabling them to fulfil their insurance needs with one provider.”

Chris Luscombe, Real Estate Underwriting Manager, Allianz Insurance plc
The following features of cover are available to all and operative if the relevant section is purchased.

**PROPERTY DAMAGE**

We offer a choice of covers for buildings and contents on an All Risks or Specified Events basis. In addition, the following covers will automatically be added free of charge if the relevant section is purchased:

- Eviction of squatters – £5,000 limit, any one claim
- Archaeological discovery – £50,000 limit, any one claim for the costs of complying with statutory obligations after discovering archaeological finds during site excavation
- Concern for welfare and emergency services covers – £10,000 limit, any one claim
- Illegal cultivation of drugs – property damage caused by cultivation, up to the sum insured
- Residential property alternative accommodation – up to 30% of the building declared value
- Japanese knotweed removal – £2,500 in the aggregate
- Environmental protection – 10% of building sum insured or £25,000 for the use of green and sustainable rebuild material
- Fly-tipping – £10,000 limit, £25,000 in the aggregate
- Exhibitions and Models – £25,000 limit in the aggregate to cover exhibition or display models and similar promotional equipment whilst being used or stored within any premises insured
- Average free – we will waive the Average condition if a professional valuation has been undertaken within the last three years. Proof of valuation will be required at point of claim
- Metered utilities cover for loss of metered supply charges – £50,000 limit, any one claim.
LOSS OF RENT

We offer loss of income or rent protection following an insured event, including indemnity to managing agent and book debts.

PROPERTY OWNERS LIABILITY

Legal liabilities cover for personal injury or property damage suffered by third parties arising from ownership of the property. The following limits are provided as standard:

• Legionella – £5,000,000 limit of indemnity
• Corporate Manslaughter – £5,000,000 limit of indemnity
• Asbestos – £5,000,000 limit of indemnity
• Terrorism – £5,000,000 limit of indemnity
• FREE environmental clean-up costs – £1,000,000 limit, £5,000 deductible.

COMMERCIAL LEGAL EXPENSES

Protection against the costs of taking a case to court, solicitors fees and expenses, barristers and court fees, and opponents costs if awarded against the claimant. Also includes access to Allianz Legal Services free legal and business tax advice, as well as a range of free and legal advice.

EMPLOYERS LIABILITY

Cover to meet the compulsory legislative requirements to a standard £10,000,000 limit of indemnity, with the option to increase up to £25,000,000.

Additional heads of cover available at cost:

ENGINEERING

Through our market experts Allianz Engineering, we now offer specialist engineering insurance that can be purchased as a section.

• Machinery Damage – for machinery such as boilers, lift and escalators that service a property, covers damage caused by breakdown, explosion and collapse for machinery. £1,000,000 limit, and own surrounding property £2,000,000 limit.
• Computer – All Risks cover, including theft and breakdown for computers and auxiliary equipment and includes e-risks cover as standard. Covers reinstatement of data from other records and additional expenditure, losses following a virus or hacking, as well as seek and destroy cover.

DIRECTORS & OFFICERS

Cover for real estate company directors, officers and managers to protect them from claims that may arise from the decisions and actions taken within the scope of their regular duties.

• Circumstance investigation costs – £50,000 limit in the aggregate
• Insolvency hearing costs – £50,000 limit in the aggregate
• Assets and liberty costs – £50,000 limit in the aggregate
• Court attendance costs – £20,000 limit in the aggregate
• Bespoke residential association D&O wording available.

EXCESS OF LOSS

Our underwriters are experts in Excess of Loss and can issue layers of cover across multiple classes of business. We have underwriting capacity up to £50m and can issue cover on a short-term or annual basis for most trades and professions.

York, UK. 27th December, 2015. Widespread disruption continues in York due to flooding of the River Ouse and River Foss. The British Telecom exchange building on Stonebow is closed to traffic due to floodwater.
The following products are available within Allianz Insurance plc or the wider Allianz Group.

**Engineering Inspection**
With in-house Engineer surveyors nationwide, we offer a wide range of inspection services in line with periodical and regulatory requirements.

**Property Engineering policy**
Designed for larger property owners and managers, our enhanced Property Engineering policy combines insurance cover with an inspection service to protect plant machinery essential to running their business. Available on a blanket or specified items basis.

**Construction**
Suitable for property development, Construction Select provides flexible insurance cover options offering all the key engineering, property, liability and speciality covers under one policy.

**Fleet**
Our Motor Fleet solution is designed to give property owners total protection and control over their fleet operations.

**Small Business**
Our dedicated e-trade team can write supporting business such as Commercial Combined, Complete Retailer and Complete Office via our award-winning e-trade platform, QuoteSME.
We're confident that our expert in-house claims teams and solutions give your clients the reassurance they need when they require it most.

For lower value claims, we make a quick resolution simple:

**Rapid Claims Settlement** – for accidental damage, storm, escape of water, malicious damage and theft claims under £5,000. Property Owner Select policyholders can proceed with repairs, based on the lower of two estimates, before obtaining our approval.

**Allianz SiteView** – our digital self-serve solution allows clients to conduct a live video stream or instantly send us images and video snapshots of their loss circumstances to support their property damage claim.

**Glassolutions** – our business glass replacement service bill us directly, so your client will pay the VAT and excess only.

For more complex claims for this sector, we have specialist teams on hand:

**Dedicated real estate team** – an expert team specialising in real estate.

**Expert teams** – specialists in Engineering and Directors & Officers.

**Claims Business Consultants** – dedicated real estate claims specialists.

**Major loss team** – property and casualty specialists who have expertise in dealing with claims worth over £100,000.

**Specialist real estate loss adjusting** – our loss adjusters, Crawford, have extensive experience in handling and investigating claims across the entire real estate spectrum.

**Rehabilitation team** – a team of clinically qualified professionals, including registered nurses, physiotherapists and occupational therapists, who will assess injury claims and if needed will activate a tailored rehabilitation and counselling programme.

**Disease claims team** – we have an in-house team of specialists which deal with all types of occupational disease and conditions, such as stress, harassment and upper limb disorders.

For all claim values, we will provide your client with:

**Out of hours helpline** – we know that accidents don’t always happen during the working day, which is why we’re available 24/7.

**Fraud prevention** – our award-winning anti-fraud team can help to keep claims costs down, a benefit which we can then pass on to your clients.

**Expert legal advice** – we work with a panel of property specific solicitors to help defend claims.

**Specialist claims settlement preferred suppliers** – including glaziers and locksmiths, who can secure premises 24/7.

**Allianz Claims Inspectors** – our claims field force’s priority is to understand your client’s business. The success of the team is down to its ability to build strong, long-term relationships with your client’s Health and Safety Manager. By doing so, our inspectors can help to identify trends in the claims reported, make recommendations for ways to mitigate the effect of the claims, as well as liaising with our Risk Management team, so your client can take the appropriate risk management action.
Matt has worked for Allianz for 18 years and specialised in Commercial Property losses for 14 years with the last four spent in the Major Loss Team focusing on London Market Real Estate losses.

“Here is an example of how we can help your Property Owners clients. A luxury, city-centre flat block with a bespoke exterior glazing suffered substantial damage following a fire.

Having identified that the original glazing manufacturer was no longer trading, we immediately appointed an expert to inspect and advise on reinstatement. As the original fixing method was unique to the manufacturer, we discussed the options with the client: commission the design and installation of an exact replica or use another suppliers’ modified fixing. The benefits of each were explained including financials and lead times.

The client chose the modified fixing and during the repairs, lawyers pursued recovery from the tenant due to a tenancy agreement breach. This saved time and money for the client, resulting in a positive claims experience and settlement.”
When your client has a Real Estate Select or any other Allianz mid-corporate policy, they will automatically have access to the following additional services to help business run efficiently:

- **FREE business helpline** – advice for your clients on health and safety and business continuity matters via Actionline. Tel: 0344 873 0244.

**Preferred Suppliers**

We work with an extensive network of renowned service providers, who supply **discounted** services to help your client’s mitigate against new and traditional risks.

**Allianz Specialist Services** – beyond standard statutory Inspection services, we offer a wide range of bespoke inspection and consultation offerings pertinent to this sector, including:

- **Electrical Services** – such as fixed wiring inspections and Portable Appliance Testing (PAT).
- **Energy Services** – options include statutory air conditioning efficiency inspections, Energy Performance Certificates (EPC) and Energy audits.
- **Environmental Services** – helping your clients assess and control the risk of dangerous substances.
- **Fire** – testing and inspection solutions for fire detection system, extinguishes and sprinklers.
- **Thermal Imaging Surveys** – a method of non-destructive testing suitable for assessing building efficiency.

**Allianz Worldwide Partners Business Emergency Services** – provides piece of mind if your client needs immediate response services for a plumbing or electronic emergency. Rather than a subscription charge, your clients will only pay per usage.

**We also work with:**

- **Blythe Valley** – arborist and tree management services
- **Cunningham Lindsey** – property valuation service
- **Flood Consult International Ltd** – flood risk assessment services
- **Glen Abbot** – business continuity planning and crisis management support
- **Hilti GB** – passive fire protection
- **I2G** – cyber security risk assessment service.
- **LeakSafe Solutions** – water damage protection
- **Praxis 42** – health and safety advice and training
- **Selectamark** – asset security marking
- **SWS** – manufacturer and supplier of security shutters, retractable gates and removable bars
- **Total Flood Solutions** – flood protection solutions
- **VPS** – site security for vacant premises.

**ADDITIONAL SERVICES**

Securing medium to large business can be tough, especially when you want something extra to impress your clients and get that new business over the line or hold on to an important case.
ALLIANZ LEGAL SERVICES*

For clients with Allianz Legal Expenses cover in place, Allianz Legal Services* provides free legal and business tax advice, as well as a range of free and discounted legal services.

CLICK Legal
Allianz Legal Online allows your clients to personally check and update their legal documentation, saving them costly solicitor’s fees. Our website includes:

• a free legal health check – an online questionnaire which identifies legal risks and gaps within your clients’ legal documentation.
• over 140 legal templates – your clients can save time and money in preparing complex, legally binding contracts and policies online. Includes assured shorthold tenancy agreements, schedule for rent arrears and health and safety compliance reviews.
• safe storage of legal contracts – legal documents can be safely stored and edited online.
• monthly legal bulletin – your clients can stay up-to-date with employment and health and safety legislation.

TALK Legal
We have a range of telephone advice lines to help clients with legal and tax issues:

• Allianz Lawphone – a free 24/7/365 legal advice helpline. Our solicitors can provide advice on any legal problem such as property disputes and real estate litigation.
• free business tax advice – provided by Markel Tax.
• discounted undisputed debt recovery service – legal action for undisputed debts over £250, provided by our specialist commercial solicitors, DWF LLP (15% discount).
• discounted uninsured legal action – DWF LLP can take action on behalf of your clients for any commercial matter not covered by their Allianz Legal Expenses policy (15% discount).
• discounted crisis communication service – DWF LLP can provide your clients with guidance and assistance with controversial legal proceedings to best protect business reputation.

For more information on how to access Allianz Legal Services*, visit allianz.co.uk/legalservices

*Allianz Legal Services is only available to policyholders with Allianz Legal Expenses cover in place.
**Research conducted between 2018 and 2019 by Epoq Legal Ltd. Cost savings calculated by mystery shopping law firms in seven major UK regions, for comparable documents to those offered on this website. Costs shown exclude VAT.

Using a solicitor or other specialist to help prepare legal documents is expensive. Here is what our research found:

• Settlement Agreement £636
• Consultancy Agreement £600
• Employee Handbook £985
• Employment Agreement £488
• Shareholder Agreement £583
• Partnership Agreement £551
• Non-Disclosure Agreement £250

Total cost £4,093**
Andy Miller – Technical Risk Control Manager, Allianz Insurance plc

Andy has over 25 years’ experience in risk management, across a wide range of industries and business sectors. He started his career in 1989 as a trainee risk control surveyor and has subsequently developed into senior risk management roles within the insurance industry.

Currently, Andy is the Technical Risk Control Manager for Allianz Insurance plc, and Chair of the Association of Insurance Surveyors.

“Mixed property portfolios can include anything from houses and flats to industrial warehouses, shopping centres and trophy asset, all spread across multiple locations. With such diversity, property owners need to consider a robust risk management approach to manage their property and liability exposures effectively.”
Our free risk management website features:

- Guidance on a range of topics and a series of forms and check lists to assist your clients in managing the risks impacting their sector
- News and regulation updates aimed at you and your clients
- A full list of our preferred suppliers offering risk management solutions
- A-Z of key UK legislation providing an outline of its purpose, who’s responsible for compliance, and what needs to be done
- ‘Ask the Expert’ functionality – access to our in-house experts.

For more information, visit allianz.co.uk/riskmanagement
OUR RISK APPETITE FOR REAL ESTATE SELECT

We recognise that every client is unique. However in general, we target clients that have a balanced portfolio and a sound approach to risk management and maintenance.

Your clients can demonstrate this by:

- Operating an effective planned maintenance programme
- Keeping abreast of current legislation and sector issues
- Having a proactive approach to the reporting of risk issues
- Being well-established and financially stable
- Valuing long-term relationships with their broker and insurer
- Taking a proactive approach to health and safety and environmental risk control
- Low claims experience
- Professional Managing Agents.

PROPERTY RISKS

Our preference is for portfolios that are predominantly:

- Purpose-built or suitably converted and in a good state of repair
- Fire resisting construction
- Good geographical spread
- Low flood and arson exposure
- Actively managed portfolios.

OCCUPATION TYPE

We prefer tenant occupations to include:

- Blue chip professional trades
- Purpose built out-of-town or high street retail
- Low hazard manufacturers and warehouses
- Metal working and light industrial risks
- Shopping centres
- Hotels
- Modern stadia
- Low levels of unoccupancy.

WHY ALLIANZ?

Allianz Insurance plc is one of the largest general insurers in the UK and part of the Allianz Group, the largest property and casualty insurer in the world. We are financially strong, with an AA- Standard & Poor’s rating. With over 100 years of experience, we’re confident we know our business and have the technical expertise to provide your clients with the cover, tailored risk management and claims service that gets them back to business as quickly as possible.

If you would like to know more about our Real Estate Select proposition, please contact your local Allianz Insurance plc representative.
Allianz.co.uk

Allianz Insurance plc.
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Allianz Insurance plc is authorised by the Prudential
Regulation Authority and regulated by the Financial
Conduct Authority and the Prudential Regulation Authority.

Financial Services Register number 121849.