



LEAD • SHAPE • BUILD • DELIVER

# Landlord Information Pack





Lead the way in optimising  
our processes to be best in class



Shape our business and seek ways  
to relentlessly improve what we do

# A NEW PARTNERSHIP

Thank you for allowing us to install and operate a mobile phone base station on your property. You are now an integral part of our network and we want you to know just how important that is to us.

This information pack has been designed to act as a guide for us to work together successfully. In it you'll find answers to some of the more common questions we receive from landlords, and you'll also discover who to contact in situations that might not be covered in here. Divided into helpful sections that deal with everything from payment procedures to site maintenance issues, and what to do if you're selling your property, we hope that you will find it a helpful reference.

## Who is CTIL?

CTIL was established in 2012, but our origins date back to 2009 when Vodafone Group and Telefonica (O2) entered into an exclusive network sharing arrangements in the UK. The two companies worked

closely together on a project called Cornerstone and, to enhance their collaboration, they then created a joint venture company called Cornerstone Telecommunications Infrastructure Ltd (CTIL) to create and manage a single grid network of cell sites in the UK.

One physical grid, running two competing networks, means greater efficiency, broader coverage and, crucially, better competition for the customer. Today, CTIL is also responsible for building the new sites needed to improve capacity in areas with many customers, and extending coverage into rural and remote areas. We're proud to be delivering real benefits to today's mobile phone users.

Overall CTIL looks after more than 17,000 active telecoms sites and that number continues to rise as Vodafone and O2 continue to grow their network.

Vodafone and O2 continue to operate entirely independently as businesses, and compete in the market to retain and win customers.

## How does the administration of the CTIL agreement work?

In November 2014, CTIL engaged Cluttons to administer the entire portfolio, and provide a consistent service to our landlords. You may have already received correspondence from Cluttons on our behalf, and going forward Cluttons' will be your first point of contact for any payment queries. Estates Service Desk contact numbers are **0800 133 7418** or **07002 000005**.

CTIL is committed to working with you and developing excellent relationships with all our landlords going forward. That relationship is critically important to us and both CTIL and Cluttons have a team of experienced and professional people who are dedicated to managing our occupation and that relationship with you.



# BUILD

Build a performance based culture where people feel proud to work in our business

# DELIVER

Deliver on our committed targets and deliver our financial performance

- 
- 1** **Contacts**
  - 2** **Services**
  - 3** **Site Information**
  - 4** **Appendix**

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C O N T A C T S

# KEY CONTACT DETAILS

## Day-to-day queries

Our Estates Service Desk is run by Cluttons. It's your first point of contact for everyday site management queries, so please don't hesitate to call our service desk or send an email.

Our office hours are:

**Monday to Friday 9:00am - 5:00pm**

Whenever you contact us, please make sure you always quote your unique CTIL Cell Site reference (which is also known as your 'CS reference') or Site Reference.

## CTIL ESTATES SERVICE DESK

Telephone **07002 000005**  
**0800 133 7418**

Email **[estateadmin@ctil.co.uk](mailto:estateadmin@ctil.co.uk)**

Website **[www.ctil.co.uk](http://www.ctil.co.uk)**

Address **CTIL Estates, c/o Cluttons LLP, 2<sup>nd</sup> Floor, Atlantic House, Imperial Way, Reading, Berkshire, RG2 0TD**

**Please consult the CTIL website for the latest information on site activities and for any changes to our contact details.**

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C O N T A C T S

# CTIL HEAD OFFICE

If you wish to contact CTIL directly, our Head Office address is:

**The Exchange, 1330 Parkview,  
Arlington Business Park, Theale,  
Reading, Berkshire, RG7 4SA**

# EMERGENCY CONTACT

If it is outside of office hours, or you are unable to reach our CTIL Estates team during the day, please call the Mitie Management Centre which is open 24 hours a day, 7 days a week.

## Mitie Contact Details

Telephone **01329 332884/2886**

Email **CTIL.Reactive@mitie.com**



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## S E R V I C E S

### CTIL CELL SITE REFERENCE (CS reference)

To keep track of our sites, each one has a unique cell site reference code which is most commonly known as a 'CS reference' but sometimes gets referred to as a 'site number', 'site ID' or 'property reference'. To allow us

to deal with your query quickly when you contact us, please quote this unique cell site reference (CS reference) - along with your CTIL site name.

### CLUTTONS LLP

CTIL has partnered with Cluttons to provide an agreement administration service. This means that you

will receive correspondence and payment direct from Cluttons.

### HOW RENT IS PAID

It is likely that your first rent payment will have been made via your solicitor at legal completion. If for any reason you haven't received this initial payment, please contact your solicitor. Ongoing rent payments will be made by our Cluttons Accounts Payable team - usually via BACS (electronic transfer) - directly into your bank account on the agreed due date.

If you don't already have your rent paid by BACS and you would like to, or if you wish to change the bank account into which your rent is paid, please notify the Cluttons Estates team the following information in writing:

- Payee Name
- Account sort code
- Account Number
- Bank name

### INVOICES AND VAT

CTIL will pay the rent due at the agreed calendar intervals stated in our agreement.

- If you have elected to charge VAT on your rental income, CTIL will need a valid VAT invoice for each amount due.
- If you have elected NOT to charge VAT on your rental income, VAT will not be payable by CTIL, and we do not require a VAT invoice from you.

All invoices for payment should be sent to:

- [estatepayments@ctil.co.uk](mailto:estatepayments@ctil.co.uk), or
- **CTIL Estates, c/o Cluttons LLP, 2<sup>nd</sup> Floor, Atlantic House, Imperial Way, Reading, Berkshire RG2 0TD**

As with all correspondence, please quote the CTIL CS reference

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# S E R V I C E S

## PAYMENT QUERIES

If you receive a payment in error, haven't received payment, or if you require clarification about a payment that is due or you have received, please contact the CTIL Estates Service Desk:

Telephone  
Email

**07002 000 005 or 0800 133 7418**  
**estatepayments@ctil.co.uk**

## ELECTRICITY SUPPLY

Our sites are usually powered by local electricity suppliers who should invoice us directly. However, if under the terms of our agreement you allow us to power our site using a separately metered spur of your personal supply, then we will reimburse you for our usage in accordance with our agreement.

When sending us electricity invoices for a reimbursement, please include the following information:

- the CS reference for your site;
- the period covered by the invoice (i.e., the 'from' and 'to' dates);
- the current meter reading / previous meter reading;
- the date the meter reading was taken on, and;
- the price per unit as per our agreement, or per your electricity supplier invoice (whichever is applicable).

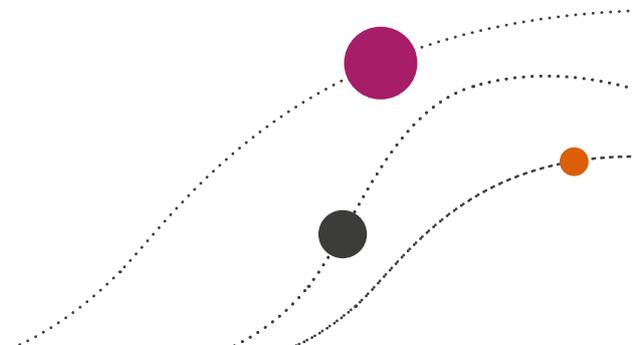
## SERVICE CHARGES

Where our agreement provides for service charges to be made by CTIL, please send an invoice for the agreed amounts to Cluttons Accounts Payable team. If the service charge is determined by reference contribution to the costs of a larger or shared Estate or Service, please also provide;

- your CS reference;
- the period covered;
- a copy of the appropriate Management Accounts, or a copy of the service charge invoice received.

## BUSINESS RATES (non-domestic rates)

For rooftop sites, or where we have our own tower or monopole on your land, CTIL may be liable for the direct payment of business rates for the equipment. If the Valuation Office or Local Billing Authority sends you rating demands, or any other correspondence relating to our site on one of your properties, please forward these to our CTIL Estates Service Desk.



# SITE MAINTENANCE

Although it's our responsibility to maintain our equipment at the site, we'd really appreciate your help. If you notice that the site has been damaged for any reason such as vandalism or severe weather conditions, please contact our 24-hour Property Management Centre. Whilst we won't always be able to send an engineer out immediately (particularly over a weekend or bank holiday), we will arrange for one to attend your site as quickly as possible.

Telephone **01329 332884/2886**

Email: **[CTIL.Reactive@mitie.com](mailto:CTIL.Reactive@mitie.com)**

## SITE ACCESS (by landlord or third parties)

We appreciate that from time to time you, or a third party, may need to access areas of your property close to our telecommunications site. Please understand that, depending on the proximity, special precautions are sometimes needed. If you are planning to carry out any work nearby, please let us know in advance (ideally 10 working days beforehand) so that we can agree safe and suitable arrangements with you.

This is particularly important with rooftop sites, as we may need to turn our antennas off before work can proceed. Events such as these are known as 'outages' or 'site shutdowns'. They need to be planned in advance to ensure the safety of those accessing the site, and to minimise network downtime for Vodafone and O2 customers.

If you need to arrange site access, please call the 24-hour Property Management Centre (contact details as above) stating the proposed date, duration and type of work required as well as your CS reference.

Access to sites should be as safe as possible and have little in the way of stored materials and debris. The access and egress routes and site demise (surrounding walls and fences) must be structurally sound and must not pose any other safety risks such as poor or inadequate lighting.

Asbestos is recognised by CTIL as a major risk. If your property was built before the year 2000 you or your agent (as the asbestos duty holder), under the Control of Asbestos Regulations 2012, are obliged to supply CTIL with an asbestos survey or information relating to the risk. This is so we can allow effective planning and control of risks should we need to complete works.

Third Party works are governed by the Construction, Design and Management regulations. If there are known risks resulting from the work completed at your premises that could affect any person entering the sites, please report this into CTIL to allow adequate planning.

You should bring this information to the attention of anyone who plans to work in the vicinity of the antennas. This includes your employees, contractors and sub-contractors and other people who may have the right to access the roof, other areas of the building or structure to which antennas are attached. It also includes occupiers of the building or site and their employees, contractors and sub-contractors.

### General Site Access

# FIRE SAFETY

To help you meet the requirements of the Regulatory Reform Fire Safety Order introduced in October 2006, we've included details of fire risk for the various types of cell site. You'll find these in overleaf.

Please note that the information provided is not limited to the site type(s) that may be installed on your property.

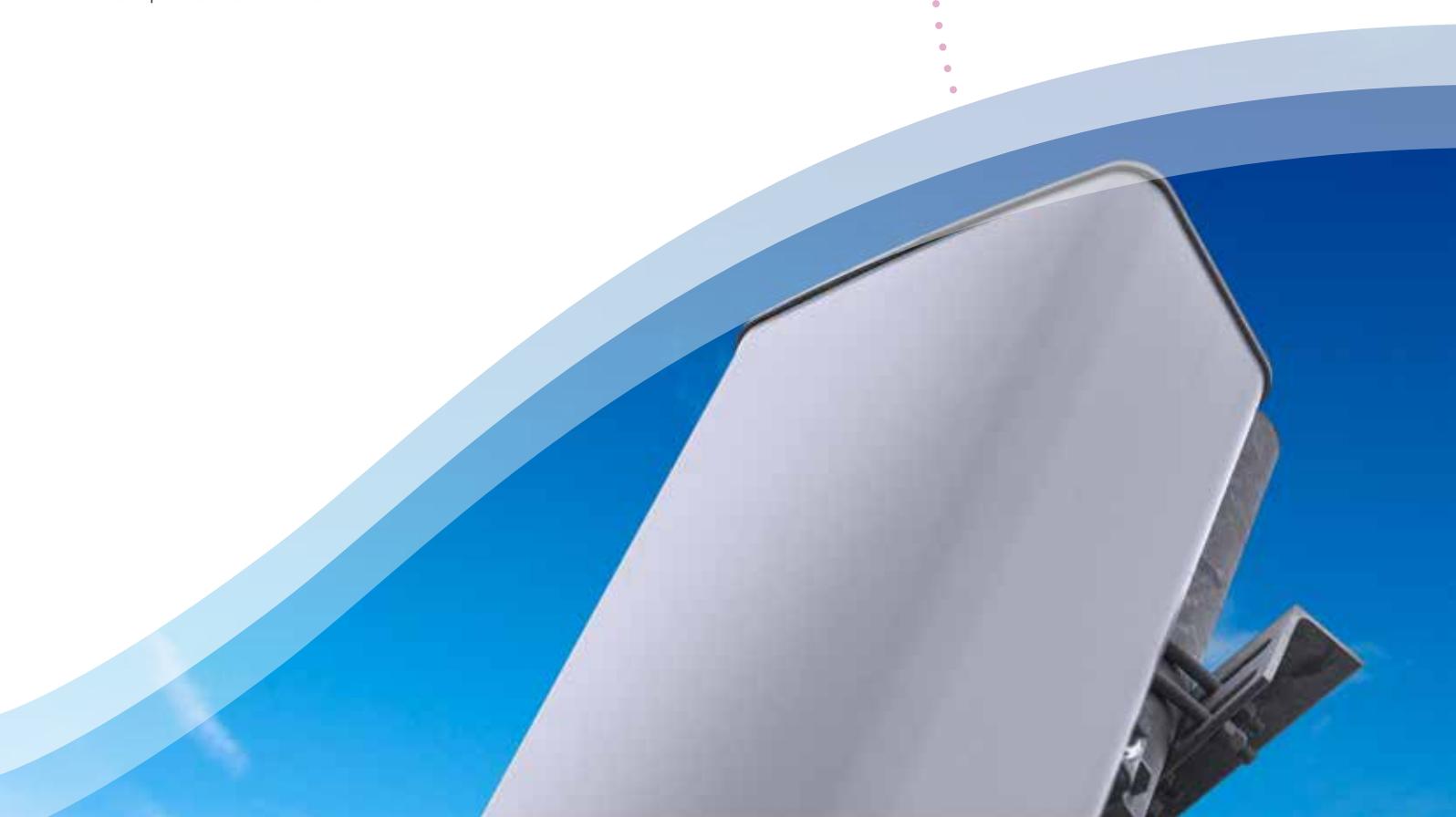
If you have any questions or need further advice about fire safety, then please call the CTIL Service Desk on **07002 000005** or **0800 1337418**.

Any fire safety system that is under your control e.g. fire alarms, emergency lighting and fire extinguishers, must be inspected and tested to current standards and meet legislation requirements.

# SALE OF PROPERTY

If at any time in the future you agree the sale of your property, please let our CTIL Estates Team know so that we can keep our records up to date. Should you sell the property, and rent for the site has been paid to you in advance, your solicitor will need to work out how much of this should be transferred to the new owner on completion of the sale.

Depending on the property type CTIL may also be interested in purchasing the area occupied by our cell site. Please contact us on **0800 1337418** or at [estateadmin@ctil.co.uk](mailto:estateadmin@ctil.co.uk)



# HEALTH AND SAFETY GUIDELINES AND REGULATIONS

Various guidelines and regulations apply to the operation of radio base stations, and many of them serve to protect health and safety.

Specifically, the telecommunications industry in the UK ensures that the transmissions from our antennas comply with The Electromagnetic Fields Directive and the International Commission on Non-Ionising Radiation (ICNIRP) Guidelines for occupational and public exposure.

The Electromagnetic Fields Directive was adopted by the European Union in June 2013 and will be transposed into UK law by 1 July 2016 as The Control of Electromagnetic Fields at Work Regulations 2016. This legislation will legally formalise the limits to which workers may be exposed to non-ionizing radiation for the first time. The regulations will place a duty on employers to ensure their workers are not exposed to levels in excess of the permitted levels. Vodafone and Telefonica have been designing and operating their sites to be compliant to these levels since 2001. Signage and barriers have been erected to ensure that there is no

inadvertent opportunity for workers to enter into an area where exposures will exceed the permitted levels. The regulations make it essential that the operators are contacted if personnel need to work in close proximity to the antennas and that all personnel obey site signage at all times. Details of who to contact if personnel need to work close to an antenna are provided below.

In general, medical devices are designed so that they are protected against interference from radio waves. Anyone who wears a medical device should contact their doctor or the supplier before they access the roof, other areas of the building or structure to which antennas are attached, to ensure that this is the case.

All Vodafone and O2 installations are designed to comply with the precautionary ICNIRP exposure guidelines as adopted in a European Union recommendation, and the UK Government and Public Health England support this view. Below these guideline levels there is no evidence of adverse health effects.

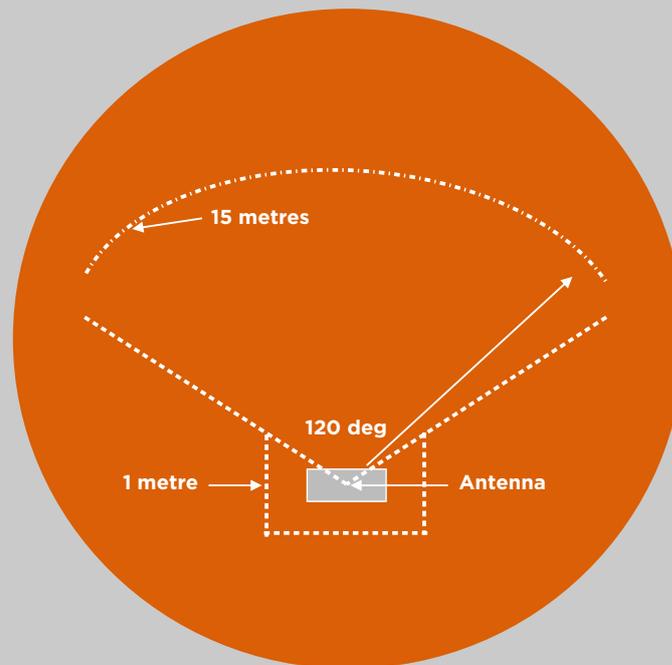


# SITE ACCESS SAFETY (by landlords or third parties)

As we have explained previously, from time to time you, or a third party, may need to access areas of your property close to our base station site. Please understand that, depending on the proximity, special precautions are sometimes needed. If you are planning to carry out any work nearby please let us know in advance (ideally 10 working days beforehand), so that we can agree safe and suitable arrangements with you.

This is particularly important with rooftop sites as we may need to turn our antennas off before work can proceed. Events such as these are known as 'outages' or 'site shutdowns'. They need to be planned in advance to ensure the safety of those accessing the site, and to minimise network downtime for our customers.

In general you should contact Vodafone or O2 if you intend to work any closer than 1 metre from the sides or rear of an antenna, or 15 metres directly in front of it. These exclusion zones around the antenna are highlighted in the diagram adjacent.



Please remember that most antennas are mounted above ground level with the front of the antenna pointing into free space and angled away from areas of general access. They are normally located at a sufficient height from a roof level so that work can continue without hindrance. Care may need to be taken if climbing aids, such as ladders or platforms, are to be used. It is important that you follow the instructions set out on the signage and similarly instruct anyone else who will be accessing the roof, other parts of the building or structure to which antennas are attached. Details of the signage used on site are given in the Appendix.

## Public concern and local stakeholder engagement

As a Landlord for a cell site you may become aware of members of your local community who have concerns about the installation of cell sites. While the scientific evidence supporting the safety of mobile phone technology and electro-magnetic fields is robust, public concern has grown in response to media and Internet reports on isolated pieces of research. If information on cell site is requested then please forward these queries onto CTIL at the address below:

**EMF Enquiries, CTIL The Exchange, Arlington Business Park,  
Theale, Berkshire RG7 4SA**

Tel: **01753 564306**

Email: **[emf.enquiries@ctil.co.uk](mailto:emf.enquiries@ctil.co.uk)**

## SITE - SIGNAGE

This section gives you information about the typical signage that is used on your site.

The signs specified below have been agreed between the UK mobile operators in conjunction

with the Health and Safety Executive. Some, or all of them, are deployed at all cell sites.

### Site entry sign



This sign is designed to inform visitors of:

Site ID No. and Operator:

- What form or type of hazard exists on the site that they could be exposed to;
- What actions they need to take to avoid or minimise such exposure;
- Who operates the equipment that is producing the hazard;
- How to contact the site operators present on site.

### Boundary sign:



This sign will be placed at the boundary of any non-compliance area.

It is designed to give a clear warning of the nature of the hazard, and details of the owner of the equipment.

### Antenna sign



The majority of people are unable to recognise an antenna. Therefore, this sign will be placed on the antenna itself.

### Additional Signage



Often, additional signage may be displayed for shared antennas, such as the example here. Please ensure that the instructions are followed carefully and that both operators are contacted should the need arise.

### Who needs this information?

You should bring this information to the attention of anyone who plans to work in the vicinity of the antennas. This includes your

employees, contractors and sub-contractors. It also includes anyone else who might have the right to access the roof, or other areas of the building or structure to which

antennas are attached. It includes occupiers of the building or site and their employees, contractors and sub-contractors as well.





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