



Your Guide to a
Multi-Skilled Visit.

A Multi-Skilled Visit is a site survey carried out by a variety of individuals on behalf of operators who assess whether a site is suitable for the installation and operation of apparatus.

Cornerstone is the UK's leading mobile infrastructure services company. We acquire, manage and own over 20,000 sites and are committed to enabling best-in-class mobile connectivity for over half of all mobile phone customers. Our infrastructure helps keep our society well connected for today's needs and the future by being placed in urban and rural areas, including rooftops, street work sites and greenfield locations.

To keep up with the growing demand for mobile data and coverage, Cornerstone needs to find locations where electronic communications apparatus, such as masts, antennas and dishes, can be installed to improve mobile phone services in the area. Before acquiring or upgrading a site, Cornerstone often needs to carry out a Multi-Skilled Visit (MSV).

What is an MSV?


An MSV is a site survey carried out by various individuals on behalf of Cornerstone to assess whether a site is suitable for installing and operating telecommunications apparatus.

When does an MSV take place?

An MSV occurs when an operator wishes to assess whether:

- A new site is suitable for the installation of telecommunications apparatus, or
- An existing site can have the current telecommunication apparatus upgraded or needs new apparatus installed



An aerial photograph of a city, likely London, showing a dense residential area with many houses and a large green field in the foreground. Three white location pins are overlaid on the image: one in the upper center, one in the center, and one in the upper right. The text is overlaid on the left side of the image.

What happens before an MSV?

Where there is a requirement for a new mobile telecommunications site in an area, a site selection process will take place to select suitable candidates. This process considers the operator's operation network needs and the town and country planning requirements.

Once a site is selected, Cornerstone will make enquiries to confirm who owns or is responsible for the site and how it is occupied.

Once identified, Cornerstone or its appointed contractors will contact the landowner to obtain permission to access the site and agree on convenient times and dates when the MSV can occur.

A minimum of 7 days' notice will always be given prior to accessing the site.

We will also agree on any special access arrangements that must be complied with when accessing the site.



Health and Safety

Health and Safety is a top priority at Cornerstone, and we are certified by British Standards Institute (BSI) with the ISO 45001 Occupational Health and Safety Management System (OHSMS) international standard.

To ensure we conduct the MSV safely, Cornerstone may require certain Health and Safety information from landowners before the visit.

This information will include an asbestos survey (for buildings built before 2000) and a fire risk assessment. These are documents that landowners must maintain under Health and Safety legislation. If the landowner knows of any site risks, we ask them to tell us.

We may also request a site induction to be carried out.

Before visiting the site, we will share our Health and Safety assessments with you. Our team are competent to complete all the tasks needed for an MSV unsupervised and will wear the appropriate Personal Protective Equipment.

What happens at an MSV?

At the agreed date and time, a variety of people with different skills will attend the MSV. These will typically include radio planners from telecom operators, acquisition surveyors, design & build contractors and fibre providers.

The first visit to the site will always be a non-intrusive inspection only, where the team will assess the land through a visual study. There may be times when we need to schedule additional investigative work for later visits, but this will depend upon the type of site. If such work is required, Cornerstone will always provide you with full details of any proposed works (including any making good), listen to your feedback and seek to reach an agreement with you before conducting such works.

An MSV survey will typically take between two to four hours and can involve:



01.

Establishing the potential location of the apparatus on, under or over the land, considering structural, radio and planning matters to enable detailed design drawings to be produced



03.

Identifying temporary working and storage areas for carrying out construction, maintenance and decommissioning works together with potential parking areas



05.

Understanding the availability, location and capacity of any nearby power sources to see whether an additional power supply will be required



02.

Understanding and testing the structural capabilities of any building or structure upon the land to see if it can support the apparatus



04.

Verifying the routes of any existing (or potential) underground services at the land



06.

Taking measurements and photographs using tape measures, cameras and drones





Landowner protection

Cornerstone will endeavour to cause as little inconvenience to the landowner as possible. In the unlikely event that we cause any damage during the MSV, Cornerstone will repair any physical damage caused as soon as it's practical to do so and to the landowner's reasonable satisfaction.

We also maintain public and product liability insurance, covering personal injury and third-party property damage as standard.

What happens after the MSV?

If the MSV has revealed that the site is unsuitable for the installation and operation of the apparatus, then no further action will be taken.

If the MSV has confirmed that the site is suitable, Cornerstone will:

- Prepare detailed design drawings
- Submit a planning application (where necessary) for the installation of the apparatus

- Consult with you, and where possible, look to reach a consensual agreement which permits Cornerstone to install apparatus on the site

Working together

Cornerstone always prefers to reach a voluntary agreement with the landowner, which allows access to conduct an MSV.

Where an agreement cannot be reached voluntarily, Cornerstone, as a Code Operator, has a statutory right under the Electronic Communications Code to conduct the MSV.

This means that Cornerstone can apply to a Tribunal for access, and the Tribunal can impose an agreement permitting access even if you do not consent to this.

At Cornerstone, we aim to avoid such situations and are always willing to work together with landlords.

If you would like more information about MSVs, please visit www.cornerstone.network/landlords/msv

Proud to be delivering sites for the
future of UK mobile connectivity.



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Oct 2022