



Landlord Information Guide



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A new partnership.

Our commitment to you

Thank you for allowing us to install and operate mobile infrastructure on your property. You are now an integral part of our landlords' network, enhancing connectivity throughout the UK.

We are committed to providing the best service possible and building a trusted relationship with you.

This Information Guide provides helpful guidance on everything you need to know as our landlord.

How your Cornerstone agreement works in practice

Cornerstone has partnered with Cluttons to engage with our landlord community on site management matters on our behalf. For any day-to-day enquiries, Cluttons will be your first point of contact. (All contact information is on page 16).

Communication

We like to keep in touch and update you on any relevant industry news or information about your sites. As our landlord, we will send you our quarterly landlord magazine, Connected. We will send you a digital copy if we have your email address on our records. Otherwise, you will receive this by post. If you'd like to send us your email address, please email us at news@cornerstone.network

Data Protection

UK GDPR (General Data Protection Regulations) became effective from 01 January 2021. The regulation sets out new rules on UK data privacy law, providing greater rights for individuals on how personal data is managed.

At Cornerstone, we have been working hard to ensure we are compliant with data protection legislation. To find out how we handle and protect your personal data, see our Cornerstone Data Privacy Policy on our website at www.cornerstone.network, which contains information about:

- What information we collect
- How we process your data
- How long we keep your data
- How we keep your data secure and
- What your rights are

Please take the time to read our Data Privacy Policy. If you have any further queries, please contact us at gdpr@cornerstone.network or use the contact details in the Data Privacy Policy.

Further information

If you are unable to find what you're looking for in this guide, you can also visit our website:

www.cornerstone.network

Financial and payment information.

How your site payment is paid

It is likely that your first site payment will have been made via your solicitor at legal completion. If for any reason you haven't received this first payment, please contact your solicitor. Ongoing site 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 haven't already set up your site payment to be paid by BACS, and you would like to, or if you wish to change the account in which your site payment is received, please notify the Cluttons Estate team by either writing or attaching a PDF letter to an email with the following information:

- Cell site number
- Site address
- Landlord/grantor's name and contact name, if different
- Contact details (address, phone number, email)
- VAT number (if applicable)
- Remittance email address
- A signature from every party named as landlord/grantor on the agreement
- Proof of account details such as a paying-in slip on a cancelled cheque

All landlords who have provided an email address will be sent a remittance advice when a site payment is made.

Email: estatepayments@cornerstone.network or

Post: Cornerstone Estates, c/o Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, RG2 0TD

Invoice and VAT

Cornerstone will pay the site payment due at the agreed calendar intervals in our agreement.

- If you have elected to charge VAT, Cornerstone will need a valid VAT invoice for each amount due

- If you have NOT elected to charge VAT, VAT will not be payable by Cornerstone, and we do not require a VAT invoice from you

All invoices for payment should be sent to:

- estatepayments@cornerstone.network or
- **Cornerstone Estates, c/o Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, RG2 0TD**

As with all correspondence, please quote the Cornerstone Cell Site reference.

Payment queries

Please contact the Cornerstone Estates Service Desk if you:

- haven't received a payment
- have a question about a payment that is due
- have a question about a payment you have received

Telephone: 0800 084 3454

Email: estatepayments@cornerstone.network

Electricity supply

Our sites are usually powered by local electricity suppliers who 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 use in accordance with our agreement. When sending us electricity invoices for a reimbursement, please include the following information:

- Your Cornerstone Cell Site reference number
- 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
- The price per unit as per our agreement, or per your electricity supplier invoice (whichever is applicable)

All invoices for payment should be sent to:

- estatepayments@cornerstone.network or
- **Cornerstone Estates, c/o Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, RG2 0TD**

Business Rates (non-domestic rates)

For rooftop sites, or where we have our mobile phone mast on your land, Cornerstone 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 estateadmin@cornerstone.network

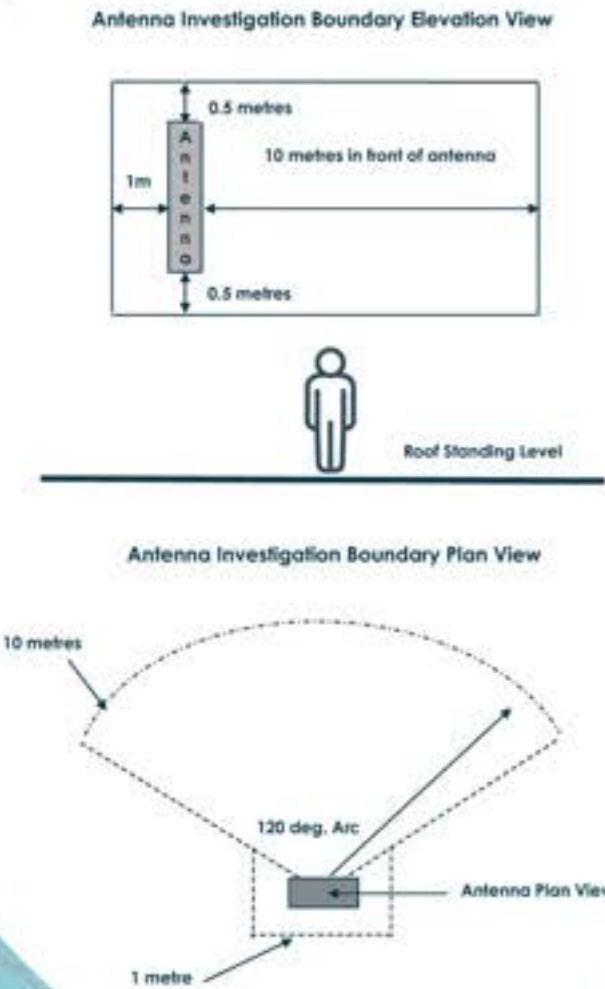
Sale of your property

If, at any time, you sell your property, please let our Cornerstone Estates team know so we can keep our records up to date and ask the new owner to contact us with their details. Should you sell your property and the site payment has been paid to you in advance, your solicitor will need to calculate how much of this should be transferred to the new owner on completion of the sale.

Depending on what type of property you have (land or building) Cornerstone may be interested in buying the area occupied by our cell site. Please contact us on **0800 084 3454** or estateadmin@cornerstone.network to discuss this further.



Site information.



Site maintenance

Although it is Cornerstone's responsibility to maintain our equipment at your site, we'd really appreciate your support by reporting any of the following to our 24-hour Property Management Centre:

- Damage to the site caused by vandalism or severe weather conditions
- Health & Safety issues

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. If an emergency visit is required out of hours, please be aware that we would waive the courtesy call.

Telephone: 0800 084 3454

Email: cornerstone.servicedesk@mitie.com

If there is an immediate emergency on site, for example a fire, please dial 999.

Site access: ensuring a safe & efficient operation

It's critical for us to be able to access your site correctly, safely and efficiently, in accordance with our agreement. At times, we will need to visit your site for general maintenance or to fix any faults that can have an impact on our mobile services. Our Access team manages site access and supports our engineering partners when they need to visit your site. As well as resolving access problems, the Access team are constantly reviewing the access information we hold to ensure the Engineering teams are following the correct procedures. We would be grateful if you could assist both teams in confirming arrangements to access the site when they contact you. If for any reason, you have experienced an issue with your payment, we kindly request that you refrain from disrupting access to your site to ensure we can carry out any necessary work. Our Payments team will address any issues as a matter of priority.

Please remember that if your agreement states we can access your site 24/7, 365 days a year, and you are not available, e.g. on holiday, please ensure you make appropriate access arrangements by providing a secondary contact. If you have any access-related issues or would like to tell us about changes to any part of the access arrangements, you can do so via our site issues link:

www.cornerstone.network/about/report-site-issues

Safety on site (by landlords or third parties)

From time-to-time you, or a third party, may need to access areas of your property close to our base station site. Depending on the proximity, special precautions are sometimes needed. If you are planning to carry out any work near our antennas please let us know in advance at **estateadmin@cornerstone.network**, (ideally twelve working days beforehand) so that we can agree safe and suitable arrangements with you. This is very important with rooftop sites as we may need to turn our antennas off before work can start. This needs to be planned in advance to ensure

the safety of those accessing the site, and to minimise network downtime to keep all our customers connected.

Locken

We are currently rolling out smart locks across our estate, which is due to be completed by Autumn 2024. Combining a smart key and lock with a mobile app, we are able to capture details of all site visits and provide individuals attending the site with the latest access and safety information. This helps us ensure the right-first-time approach and provides us with real-time data about visits to a site. If your site has been fitted with Locken and we need to access your site, at times, you may not receive a courtesy call prior to our visit. However, the Locken solution will always capture who and when someone has attended your site.

Guidelines

In general, you should contact Cornerstone for specific advice if you intend to work closer than 1 metre to the sides and rear, closer than 0.5 metres to the bottom of an antenna, or 10 metres directly in front of it, as detailed in the diagram opposite. 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. Generally, sites are specifically designed so that personnel undertaking work tasks at normal roof standing level cannot inadvertently enter an area where their exposure could be in excess of the permissible limits. Care needs to be taken if climbing aids such as ladders, platforms or scaffolds are to be used, as working at such heights has the potential to allow workers to access an antenna exclusion zone. It is important that you follow the instructions set out on the signage on site and similarly tell anyone else who will be accessing the roof or other parts of the building/structure to which antennas are attached. Details of the signs used on site are given in the following pages. If you are unsure about any aspect of antenna safety, contact the Cornerstone Community Relations team using the contact details below.

Public concern & local stakeholder engagement

As a landlord for a mobile phone site, members of your local community may have concerns. While the scientific evidence supporting the safety of mobile phone technologies is robust, public concern has grown in response to media and internet reports on isolated pieces of research. If you are asked to give information on radio base stations please forward these queries on to Cornerstone at the address below:

**Community Relations, Cornerstone, Hive 2,
1530 Arlington Business Park, Theale, Berkshire, RG7 4SA
Telephone: 0800 084 3454
Email: community@cornerstone.network**



Site signage.

This section gives you information about the typical signage that is used on your site. The signs specified below have been agreed among the UK mobile operators in conjunction with the Health and Safety Executive. Some, or all of them, may be deployed at all cell sites.

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/structure to which antennas are attached. It includes occupiers of the building or site and their employees, contractors and sub-contractors.



Site Entry Sign

The sign is designed to inform visitors of the Cell Site reference and Operators.

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 public accessible area to notify that the area beyond the sign is within the occupational exposure limits.

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 structure 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.



Health & Safety regulations.

Fire safety

Cornerstone follows the Fire Reform Order as well as doing our own fire assessments. Any fire safety system that is under your control e.g. fire alarms, emergency lighting and fire extinguishers, must be inspected and tested by you to current standards and meet legislation requirements. If you require any information to complete your own fire assessment or need further advice about fire safety, then please contact us at:

estateadmin@cornerstone.network or 0800 084 3454

Health & Safety Guidelines and Regulations

Exposure to the radio signals used in telecommunications is governed by Health and Safety guidelines. The exposure guidelines adopted by the Government in the UK have been developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) following a comprehensive assessment of all the peer-reviewed scientific literature, including thermal and non-thermal effects. The guidelines are based on evaluations of biological effects that have been established to have health consequences. The World Health Organisation (WHO) recommends that countries adopt the ICNIRP guidelines. The consensus of reviews by independent public health authorities, including Public Health England, is that these guidelines provide protection for all people against all established health hazards.

The Control of Electromagnetic Fields at Work Regulations 2016 (CEMFAW) defines the exposure limits, for workers, to radio signals. These regulations use the ICNIRP Guidelines for these limits.

Signage, and in some instances, demarcation have been deployed to ensure that workers comply with these limits when on site. The regulations require that the operators are contacted if personnel need to work in close proximity to the antennas, and that personnel obey site signage at all times.

Please contact estateadmin@cornerstone.network if you are aware of any person who needs to work close to an antenna.

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 or other areas of the building/structure where antennas are located, to ensure that this is the case.

Asbestos – your part

Asbestos is recognised by Cornerstone 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, have to supply Cornerstone with an asbestos survey or information relating to the risk. This is because Cornerstone will be accessing your premises and require asbestos information for the premises as soon as possible to control any risks for site access and working arrangements.

All suppliers working under Cornerstone's direct control, or our approved partners, will conduct their activities in line with current legislation and to Cornerstone's standards. If you believe a supplier's conduct or work is below standard please report this to Cornerstone via estateadmin@cornerstone.network so action can be taken. Please provide as much information as possible so investigations can be carried out to prevent these behaviours in the future.

Construction, Design and Management Regulations

Any third party works that take place at your premises are governed by the Construction, Design and Management Regulations. If there are known risks that could affect any person entering the site, please report this to:

estateadmin@cornerstone.network

You should also tell anyone who plans to work in the vicinity of the antennas. This includes:

- Your employees
- Contractors
- Sub-contractors
- Anyone else who may have the right to access the roof, other areas of the building or structure to which the antennas are attached
- Occupiers of the building or site and their employees, contractors and sub-contractors

Our promise to you.

Our Landlord Pledge is a promise to always work and effectively communicate with you. We are committed to practising the Landlord Pledge and always welcome feedback to ensure we provide our landlords with best-in-class service. To further support this, we follow the Ofcom Code of Practice at every stage of our engagement with you, when we acquire and visit sites, ensuring consistent behaviours.

Our Landlord Pledge demonstrates that we are:



I am professional

- **I am competent:** I have the skills and knowledge to do my job well.
- **I am reliable:** I am dependable and arrive on time.
- **I am accountable:** I am responsible for my actions and the consequences, good and bad.
- **I go the extra mile:** I ensure the landlord receives a positive experience.
- **I put safety first:** I always adhere to our health and safety rules.

I am trustworthy

- **I communicate:** I let people know when and why I am on site.
- **I give the complete picture:** I give details on timescales, visits and attendees to complete site tasks.
- **I address mistakes:** I understand the importance to rectify mistakes as quickly as possible.
- **I make honest commitments:** I keep my promises and ensure parties are informed of progress.
- **I flag issues:** If I'm aware of an issue affecting the landlord or site access, I ensure it is reported.

I am courteous

- **I acknowledge people:** I greet people when I meet them.
- **I am polite:** I understand that good manners go a long way in building valuable relationships.
- **I dress appropriately:** I always look smart when arriving at a customer's site.
- **I complete basic tasks:** I understand that tasks, like closing gates, are critical to landowners.
- **I am considerate:** I consider the possible impact of my actions before proceeding.
- **I understand:** I abide by the countryside code.

I am respectful

- **I respect peoples' property:** I treat the landlord's premises in the same way I would treat my own.
- **I work with integrity:** People can rely on my consistent principles.
- **I am discreet:** I recognise the importance of confidential information, disclosing only when relevant.
- **I am not controversial:** I avoid discussing potentially sensitive issues in public.

I am always ready to talk

- **I am approachable:** People can talk to me easily.
- **I listen:** People can rely on me to give them an opportunity to explain any issues they have.
- **I am positive in my communications:** I present solutions, rather than problems.
- **I am a facilitator:** I will champion problems, making sure I find the right person to resolve them.
- **I am consistent:** I recognise consistent messaging helps people understand our collective goals.

If you experience any behaviour that is not in line with our pledge, please email us on news@cornerstone.network stating:

- Date of incident
- Type of incident e.g. site visit, communications
- Description

We will look into the matter and get back to you.

FAQ.

If I misplace copies of my legal agreement, where can I get this from?

Please email estateadmin@cornerstone.network or call **0800 084 3454** to request a copy.

I have sold my property. Who do I need to notify of this change, and how do I do this?

Please email estateadmin@cornerstone.network or call **0800 084 3454**.

I have changed my managing agent (for site payments). Who do I notify of this change?

Please email estateadmin@cornerstone.network or call **0800 084 3454**. You will be asked for some information to complete this process.

My agreement is coming to an end. What action do I need to take?

Typically, we will be in touch when your agreement is coming to an end. However, if you wish to discuss your agreement prior to us getting in touch, please contact us at estateadmin@cornerstone.network or call **0800 084 3454**.

I need to send an invoice for my rent. Who do I send this to?

All invoices, regardless of who the tenant is, must be sent to either **Cornerstone, C/O Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, Berkshire, RG2 0TD** or you can email your invoice at estatepayments@cornerstone.network

For electricity payments, who do I send my invoice to?

Please send your meter readings and invoice to estatepayments@cornerstone.network

Who do I need to speak to about moving equipment for any reason?

If, for any reason, equipment needs to be moved on site, please email estateadmin@cornerstone.network or call **0800 084 3454**, and you will be referred to our Access team. Please give as much notice as possible.

Who do I speak to about an outage (power down requirement)?

You can contact estatesadmin@cornerstone.network detailing your requirement. This will then be passed onto the relevant Outage Request team, depending on the host of your site.

How do I report a site access issue?

If you have experienced an issue on site, e.g. damage, or contractors not following the access arrangements, please use our site reporting form.

www.cornerstone.network/about/report-site-issues

How can I inform you of new details on how to access my site?

If you need to let us know about a change in how we should access your site (for example, site contact, directions, timings, or other important information), please visit our site reporting form or call us on **0800 084 345**. On receipt of the information, we will update your site access records so we can follow your requirements on all visits.

What do I do if I have a complaint?

If you would like to make a formal complaint about a site visit, your experience with Cornerstone or our agents, you can visit our complaints form on:

www.cornerstone.network/procedure-complaints

or you can write to us at:

Complaints, Cornerstone, Hive 2, 1530 Arlington Business Park, Theale, Berkshire, RG7 4SA.



● ● ● ● Change of contact details

If you need to inform us of a change to your contact information, please email us on estateadmin@cornerstone.network. With your most up-to-date contact details, we can ensure we reach you for any site updates.

Key contacts.

Emergency contact

If you need to contact Cornerstone's Estates team outside of office hours, please call the Mitie Management Centre which is open 24 hours a day, 7 days a week.

Remember to quote your unique Cornerstone cell site reference and site address.

Telephone: 0800 084 3454 (Option 1)

Email: cornerstone.servicedesk@mitie.com

Day-to-day queries

For any estates or property administration queries, please contact our Estates Service department, managed by our partner, Cluttons.

Telephone: 0800 084 3454 (Option 2) (Monday - Friday 9:00am - 5:00pm)

Email: estateadmin@cornerstone.network

Address: Cornerstone Estates, c/o Cluttons LLP, First Floor, Imperium Building, Imperial Way, Reading, RG2 0TD.

Whenever you contact us, please make sure you always quote:

- Your unique Cornerstone Cell Site reference (You can find your Cell Site reference in your welcome letter and documentation)
- Your Site Address

Payment queries

If you receive a payment in error, haven't received a payment, or have a question about a payment that is due or you have received, please contact the Cornerstone Estates Payment team, managed by our partner, Cluttons.

Telephone: 0800 084 3454 (Choose option 3)


Email: estatepayments@cornerstone.network

Cornerstone Head Office

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

Hive 2, 1530 Arlington Business Park, Theale, Berkshire, RG7 4SA

www.cornerstone.network

The background features a dark blue gradient with a network of white and light blue lines connecting various points. Two prominent white location pin icons are positioned at the top, connected by a thin white line. A bright blue light flare is visible on the right side, and a network of lines radiates from a point at the bottom right.

**Thank you for your
support in keeping
the UK connected.**



Hive 2, 1530 Arlington Business Park
Theale, Berkshire, RG7 4SA
www.cornerstone.network