

A Simple Guide to the Wayleave Process

This simple guide describes how a Wayleave is processed, but is not a definitive list of works.

- Task to be completed by the **Customer**

It is essential that the full contact details of the Landlord are provided, to enable the Wayleave Team to commence the Wayleave process.

- Task assigned to the carriers **Wayleave Team**
- Task assigned to the **Wayleave Officer**, who will:
 - Make contact with the Surveyors/Managing Agents/Landlords
 - Contact the planner to discuss route and site details
 - Contact any Solicitors involved
 - Search archives for any existing Wayleave agreements for the property/Land
 - Check whether this is part of a bigger project
 - Build Wayleave Entry
 - Prepare Wayleave application
- **Wayleave Officer** issues the plans to:
 - Landlord, Managing Agents, Surveyors and Solicitors
 - All of the above again, in relation to any circuits which require multiple Wayleaves
- **Landlord** receives the Plans; the **Wayleave Officer** may have to:
 - Complete legal document review and negotiations
 - Complete cost negotiations/approval, engaging the Finance Support Team
 - Check Land registry and try to ascertain who owns the Land if the Landlord advises it is not their land
 - Arrange a new survey with agreed plans being drawn up by the planner before the Wayleave is re-issued if the Landlord rejects the original plans
 - Provide the Customer, project support and guidance
- **Wayleave Officer** pursue and liaise with the **Landlord/Managing Agent**
 - Provide a consistent form of communication, chasing the Landlord for an update
 - Provide legal service support and advice
 - Ensure any amendments made adhere to Telecoms codes and practises
- **Landlord** signs and returns the documents to the **Wayleave Officer** who needs to:
 - Ensure final agreement is correct
 - Obtain a countersign from a Wayleave Manager
 - Complete the Wayleave and handback to the carriers provisioning department

What can you do as the Customer?

Whenever possible we ask that you make contact with the Landlord or third party during this stage, as you may be able to apply pressure or clarification to ensure that the required documents are authorised and returned as soon as possible.