



Customer Welcome Pack





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Introduction



We welcome you as a Customer and look forward to working together with you and your business to build a proactive partnership.

This guide is designed to provide you with useful information and contact details, so if you have any queries you can easily identify the correct person to contact and receive advice swiftly.

Petrina Austin

Tritax Partner, Head of Asset Management and Sustainability

E: petrina.austin@tritax.co.uk

T: +44 (0)20 7290 1623

Tritax Management LLP
Standbrook House
4th Floor
2-5 Old Bond Street
London
W1S 4PD

Background

Unlike some commercial property landlords, Tritax Big Box REIT is dedicated to investing and funding logistics facilities in the UK. We are a single sector focussed Landlord.

We invest in and actively manage existing built investments, land suitable for Big Box development and pre-let forward funded developments. We have constructed a portfolio that includes some of the most sought after Big Boxes in the UK. More information in respect of the portfolio can be found at www.tritaxbigbox.co.uk

We aim to provide an attractive, secure and growing income for our Shareholders, together with capital appreciation. Our ambition is to be the pre-eminent owner of Big Boxes in the UK and a leading low-risk, income-focused REIT.

To achieve this we appreciate the symbiotic relationship between Landlord and Tenant. If we can assist in helping you reach your corporate goals, then please do not hesitate to get in contact. Similarly, if you have a conundrum as to how to overcome a constraint within an existing facility, then with our specialist knowledge of the sector, we may be able to help or direct you to one of our contact base who can.

We would like to be your Landlord of choice for logistics and distribution requirements. We can adopt a lateral approach to negotiations, thus do not perceive that existing lease terms constrain opportunities. We are happy to consider and shape proposals for mutual benefit.

Opportunities

We would be happy to discuss your space requirements. Such as:

- a property which is leased by us or another Landlord
- future expansion
- contraction plans
- advancements in operations or alterations

These items might include:

- the potential for the Landlord to extend the property or consider improvements, such as:
 - automation
 - racking
 - additional car parking
 - door or lighting upgrades
- the potential for us to develop an additional or replacement property.

We have considerable property experience, having helped a number of occupiers with appraising options or initiatives so as to achieve their objectives.

Through our acquisition of the development company db symmetry, we have access to an extensive pipeline of development land across the UK and a specialist in-house team of development professionals.

Additionally we have access to an extensive contact base of professionals and occupiers who have completed a wide variety of projects, thus if it is something which we have not experienced previously we are likely to know someone who has and are happy to assist wherever possible. Please bear in mind that we may be in a position to assist with the funding of such initiatives.



Your contact

Petrina Austin, Tritax
E: petrina.austin@tritax.co.uk
T: +44 (0)7767 495 065 or +44 (0)20 7290 1616

Sustainability

We are aware that balancing operational requirements whilst meeting corporate CSR commitments can be challenging. As your Landlord we are keen to support initiatives which limit the adverse impact of operations on our environment.

For each asset, as part of our acquisition process we prepare a "Green Review Plan" which compiles relevant information from specialist building and environmental surveys, including BREEAM assets and EPC grading and recommendation reports. This analysis creates a "Green Action Plan" with initiatives to discuss in conjunction with our occupier customers.

A number of our occupiers have welcomed the opportunity for either us or them to install roof mounted PV panels or appraise options for wind power. Other initiatives have included the installation of rain water harvesting, biomass heating, vehicle wash systems with water recycling etc. These schemes can enhance the EPC rating of the property whilst bringing savings to conventional power costs.

We can approach these initiatives as CAPEX funder or could structure these arrangements by simply extending the lease term, enabling the Customer to benefit from any subsidies or power creation at no cost.

We are mindful of the impact of our properties on the environment and communities in which they are located. We are keen to assist with supporting those communities, with active engagement with regional charities so to demonstrate our long-term commitment to the local population. Our current area of focus is working with a charity whose aim is the improvement in primary school literacy. We will be providing updates on our progress in assisting this worth while cause. We welcome the



opportunity to assist our customers with regard to events or endeavours of charitable benefit to local communities.

If you would like to discuss the potential for the inclusion of "sustainability" initiatives, then please do not hesitate to make contact.

Your contact

E: sustainability@tritax.co.uk
T: +44 (0)20 7290 1616

Landlord and Tenant Queries

Each lease is drafted slightly differently, with varying obligations between the Landlord and Tenant, thus if you have any queries in respect of the lease terms please do not hesitate to make contact:

These may include queries on:

- **Rent reviews:** the provisions of your lease will denote when and how the rent is to be reviewed. The revised rent may involve a simple mathematical equation to be agreed, or may involve more complex negotiations involving the presentation of comparables.
- **Repairing obligations:** the majority of leases are granted on a full repairing and insuring basis, whereby the occupier has the requirement to maintain and keep in good decoration. Some leases include a sharing of responsibilities; thus it is worth checking so you are clear on obligations.
- **End of tenancy requirements:** each lease will vary as to when and how an occupier is required to act at the end of the formal lease term. A process known as 'dilapidations' is usually progressed whereby agreement is reached between all parties as to the works required as part of the process of ending the agreement.
- **Insurance and procurement:** most leases provide for the Landlord to procure the insurance cover for the structure of the property, however there may be exceptions. Usually occupiers are responsible for procuring the insurance cover for the fit out and contents owned by the occupier.
- **Warranty provisions:** depending on the age of the building, there may be warranties in place from the original contractors who constructed the property. Assuming the maintenance and operating requirements have been adhered to, then if a defect occurs within the time limitations, there may be opportunity to arrange for the contractors to remedy.

Your contact

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Applications

If you wish to submit an application for Landlord's consent to either undertake:

- Alterations
- Sub lettings or Assignments

You may find it helpful to discuss the application in advance of submitting a formal consent request. If you are in doubt as to whether landlord's consent is required, then please do not hesitate to make contact.

We aim to respond to formal applications as quickly as possible as we do not wish to impede projects.

1 Alterations

If you are clear on the works which you would like to do then please provide us with a pack containing the following information:

- plan of the current layout
- plan of proposed alterations
- specification of works
- details of any planning application or consents required
- details of any impact on building warranties

On receipt, we shall contact you to advise on the professional fees in order to progress a review of the application, which will include solicitors' costs and may also include building surveyor fees.

Please note that the request for further information or an undertaking for fees, does not constitute consent. Consent is required before works commence. We appreciate that works are often required to be undertaken urgently and we aim to meet your timescales with a response as quickly as possible.

2 Sub-lettings and assignments

If you wish to progress an application to either assign or sublet the property.

Please provide the following:

- Details of the proposed Under Tenant/Assignee including copies of their last three years' accounts
- Details of any corporate links to the proposed Under Tenant/ Assignee
- Details of the terms provisionally agreed with the Under Tenant/ Assignee including any inducements
- Contact details of the solicitor who will be acting on behalf of your Company.

On receipt we shall contact you to advise on the professional fees in order to progress a review of the application, which will include solicitors costs.

Please note that the request for an undertaking for fees or further information does not constitute consent.

Your contact

Petrina Austin, Tritax
E: petrina.austin@tritax.co.uk
T: +44 (0)7767 495 065 or +44 (0)20 7290 1616

Rent Invoicing

This is undertaken on behalf of Tritax Management LLP by Colliers International. Colliers issue all invoices in respect of the property including rent, insurance and where applicable service charge.

Payment details will be included on the invoice issued by Colliers. Please note, any changes to payment details will only be communicated by the Fund's solicitors, Taylor Wessing LLP. If you are in any doubt of account information or unsure about a notification of a revision to the usual payment procedures please do contact the Tritax contacts:

Your contacts

For general queries in respect of invoices, please contact Colliers:

Jody Collins, Colliers
E: jody.collins@colliers.com
T: +44 (0)20 7487 1728

Sophie Orme, Colliers
E: sophie.orme@colliers.com
T: +44 (0)20 7344 6694

Adrian Jones, Tritax
E: adrian.jones@tritax.co.uk

Frankie Whitehead, Tritax
E: frankie.whitehead@tritax.co.uk
T: +44 (0)20 7290 1616

Insurance

Where the Landlord procures insurance cover for the property this is arranged through a “block” Tritax Management LLP Policy, which is administered and procured by our Brokers, Lockton. Under this arrangement the cover is arranged in accordance with the provisions of your lease and usually the Tenant will be responsible for the insurance of internal fittings, fixtures and contents.

The broker is responsible for the annual renewal of the insurance policy. The insurance of the block policy is currently provided by Zurich and terms were agreed on a three-year premium stabilisation basis in 2017. The policy will be formally tendered as part of the 2020 renewal process. Copies of the policy are available to occupiers on request. The formal insurance certificate is issued to occupiers in October each year setting out the key terms.

In the event of property damage, notify your claim immediately or as soon as practicable, in all instances by email or telephone, quoting your policy number, certificate number or full risk address to VRS Vericlam.

With any claim notification please copy in all contacts opposite.

To progress a claim, you need to:

- Source two quotations from reputable contractors and include with the notification or provide subsequently.
- Provide photographs of the damage and include with the notification or provide subsequently.
- Provide contact details of a person with whom a field adjuster can arrange an inspection as this may be necessary.
- The insurers will then liaise with you further, as necessary.

Please note:

- Do undertake emergency works required to make safe or water tight in order to mitigate further loss or damage.
- Fire claims may be subject to a forensic investigation, always check with the loss adjuster before clearing the property otherwise vital evidence could be destroyed.
- Theft or malicious damage claims must be reported to the Police and a crime reference obtained.
- If damage is caused by another party, include their details (name, address, phone number) and vehicle registration/witness details if appropriate.
- If you vacate the property then you must advise both Tritax and Lockton our brokers ensuring that the insurer’s vacant property management requirements are complied with.

Your contacts

Policy queries:

Rob Hunter, Lockton
E: rob.hunter@uk.lockton.com
T: +44 (0)20 7933 2831

Claims notification:

Holly Humberstone, VRS Vericlam
E: hhumberstone@vrsvericlam.co.uk
T: +44 (0)20 7705 4040

Alex Fuller, Lockton
E: alex.fuller@uk.lockton.com
T: +44 (0)20 7933 2551

Tim Iles, Lockton
E: tim.iles@uk.lockton.com
T: +44 (0)20 7933 2289

Who should I contact

Solicitor Details

General Queries

For management related legal work, we use the following solicitor:

Company: Taylor Wessing LLP
Address: 5 New Street Square,
London EC4A 3TW
UK

As and when an application or transaction arises we will confirm the details of the individual who will be acting on our behalf.

For all other enquiries please do not hesitate to contact our main office number to be directed to the correct department:

Contact

Taylor Wessing LLP
5 New Street Square,
London
EC4A 3TW
T: +44 (0)20 7300 7000

Contact

Tritax Management LLP
Standbrook House
4th Floor
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