

# Customer Welcome Pack



# Welcome



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

By way of introduction, Tritax Big Box is the UK’s largest investor in large-scale logistics real estate and owner of the UK’s largest logistics focused land platform. Our customers include some of the world’s leading companies operating in high-growth sectors.

Our purpose is to open new futures in sustainable commercial real estate, creating compelling opportunities for our stakeholders and giving the world’s most ambitious companies the space to succeed. We are committed to delivering and actively asset managing high-quality, resilient and sustainable logistics buildings for our customers and our aim is to create a positive impact for all we serve by advancing the transition to carbon neutrality and generating social value. For more information on Tritax Big Box please see [www.tritaxbigbox.co.uk](http://www.tritaxbigbox.co.uk).

This guide is designed to provide you with useful information and up-to-date details for our team, so that you can easily reach us if you have any queries or require advice.

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# Approach

Unlike some commercial property landlords, Tritax Big Box is dedicated to investing and funding logistics facilities in the UK. We are a single sector focused 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 <https://www.tritaxbigbox.co.uk/portfolio/>.

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 warehouses and related logistics facilities 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
- ESG items.

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
- the potential for us to improve the property ESG credentials with initiatives such as roof mounted solar PV, rainwater harvesting etc.

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

Through our acquisition of the development company db symmetry (now Tritax 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 customers 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.

## Contact

Martin Shaw, Tritax  
E: [Martin.Shaw@tritax.co.uk](mailto:Martin.Shaw@tritax.co.uk)  
M: +44 (0)7748 656 596

## Our approach to ESG



We recognise the importance of ESG to our customers and the communities around our assets. We are committed to creating a net positive impact through our activities, driving social, environmental and economic value for our shareholders and wider stakeholders.

We aim to provide healthy and sustainable buildings for all of our customers, targeting BREEAM 'Very Good' and EPC 'A' for all new developments. We actively pursue the key aims of improving:

- Energy efficiency and renewable energy generation
- Health and wellbeing
- Biodiversity enhancement

Each building has its own Sustainability Action Plan, which identifies the opportunities for both Tritax as the landlord and for you as the customer. We encourage all customers to have sustainable operations plans, with energy, waste and water reduction targets and to share their annual performance against these targets.

We ask customers to share their sustainability contacts with us to have regular engagement on related initiatives.

A number of our customers 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 rainwater harvesting, biomass heating, vehicle wash systems with water recycling, EV points etc. These schemes can enhance the EPC rating of the property whilst bringing substantial 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 looking to work with our customers on our combined Carbon Net Zero pathway. We see this initiative as a key Landlord and Tenant collaboration exercise and anticipate opportunities where the Landlord can assist.

We have a community charity partnership with Schoolreaders, a children's literacy programme, which is active in the communities where our buildings are located. This programme provides essential reading support to young people to improve their education and employability chances in the areas where you operate.

Tritax Big Box seeks to support and encourage you on your sustainability journey, please contact us if you wish to discuss a sustainability initiative or to find out how we can help you to create sustainable operations plans for your building.

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### Contact

Alan Somerville, Tritax  
E: Alan.Somerville@tritax.co.uk  
T: +44 (0)7917 969 350

Marco Longhini, Tritax  
E: Marco.longhini@tritax.co.uk  
T: +44 (0)7717 336 968

## Your landlord and tenant queries

Our leases are bespoke to each customer, with varying obligations between the Landlord and Tenant. If you have any queries in respect of your occupational lease terms please contact us. 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 customer 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 a customer 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 customers are responsible for procuring the insurance cover for the fit out and contents owned by the customer.
- 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.



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### Contact

Petrina Austin, Tritax  
Head of Asset Management  
E: Petrina.Austin@tritax.co.uk  
T: +44 (0)7767 495 065

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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.

## 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 solicitor's costs.

Please note that the request for an undertaking for fees or further information 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.

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### Contact

Petrina Austin, Tritax  
E: [Petrina.Austin@tritax.co.uk](mailto:Petrina.Austin@tritax.co.uk)  
T: +44 (0)7767 495 065

Steven Bell, Tritax  
E: [Steven.Bell@tritax.co.uk](mailto:Steven.Bell@tritax.co.uk)  
T: +44 (0)7917 969676

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# Rent invoicing

This is undertaken on behalf of Tritax Management LLP by Savills LLP. Savills 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 Savills. Please note, any changes to payment details will only be communicated by Tritax. If you are in any doubt regarding account information or unsure about a notification of a revision to the usual payment procedures please do get in touch with the following Tritax contacts:

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### Contact

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

EDzundza, Savills  
E: [EDzundza@savills.com](mailto:EDzundza@savills.com)  
T: +44 (0)161 244 7773

Seb Wheeler, Savills  
E: [Seb.Wheeler@savills.com](mailto:Seb.Wheeler@savills.com)  
T: +44 (0)7779 969 796

Adrian Jones, Tritax  
Fund Accountant  
E: [Adrian.Jones@tritax.co.uk](mailto:Adrian.Jones@tritax.co.uk)  
T: +44 (0)20 7290 1613

Rory Travers-Drapes, Tritax  
Financial Controller  
E: [Rory.Traverdrapes@tritax.co.uk](mailto:Rory.Traverdrapes@tritax.co.uk)  
T: +44 (0)20 8051 5074

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# 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 procurement renewal of the insurance policy. The formal insurance certificate is issued to customers 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 Vericclaim at:  
E: LocktonClaims@uk.sedgwick.com or  
T: +44 (0)345 609 0474.

With any claim notification please copy in all

contacts at Lockton and the Tritax Property Manager.

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 our Brokers, Lockton ensuring that the insurer’s vacant property management requirements are complied with.

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## Contact

### Policy queries

Ruth Welch, Lockton  
E: Ruth.Welch@uk.lockton.com  
T: +44 (0)20 7933 2348

### Claims notification

Alex Heaney, Lockton  
E: Alex.Heaney@uk.lockton.com  
T: +44 (0)20 7933 2273

Adam Pursey, Lockton  
E: Adam.Pursey@uk.lockton.com  
T: +44 (0)20 7933 2938

Tritax Property Manager:  
Steven Bell, Tritax  
E: Steven.Bell@tritax.co.uk  
T: +44 (0)7917 969676

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# Solicitor Details

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

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

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

# General Queries

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

Tritax Management LLP  
3rd Floor  
6 Duke Street St James's  
London SW1Y 6BN  
T: +44 (0)20 7290 1616  
E: Enquiries@tritax.co.uk





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