



# The hassle-free way to manage wayleaves.

What was once a long, time-consuming process is now quick and easy with our **Managed Wayleave service.**

Working closely with Cluttons, a leading property management company, we've streamlined the standard wayleave process. What does that mean for you? It means managing wayleaves will be problem free, faster and cheaper than before.



## Speeding up the process

The standard wayleave process, managed by Openreach, is complex and can take an average of 113 days. There are 26 different points of intervention relating to the data, customer and third parties. This includes gathering data on the site, customer, agreeing solicitor fees, resolving lease issues, managing site visits – the list goes on (26 times!).

So we sped up the process. Wayleaves can now be signed quickly as they'll be managed by property specialists. Cluttons boast a team of experts who not only specialise in telecoms, but also have access to the right resources, along with the in-depth knowledge to meet almost any technical challenge.

## The power of Cluttons

- 3,500 wayleaves each year.
- 18,000 ethernet installs per year.
- 200,000 transactions annually.
- 50,000 managed leases.
- £285m managed estate payments.

## The way forward for wayleaves

We understand the challenges you face when trying to achieve a signed wayleave. Too many stakeholders are involved in the process. There's limited regulatory reporting. And you can suffer delays due to the grantor not signing the wayleave. These are all issues that can affect you and your customer's business.

But our Managed Wayleave service overcomes these issues. We provide a single point of contact for each aspect of the wayleave process. No longer will you have to deal with an overwhelming number of stakeholders (for example, Openreach, BT Wholesale, landlords).

## Improvements at every stage

We've made enhancements at each intervention stage which enhance and speed up the process. These include data validation management; proactive intervention management; wayleave tracking, service level and reporting management; as well as management of all stakeholder interaction.

Cluttons will analyse delays and identify resolutions using its specialist property management knowledge and tooling, for example, negotiating grantor fees. Our service also includes weekly reporting; site-by-site analysis; stronger communications; and the provision of bespoke processes and systems.

## The results are in the numbers

In 2018, Managed Wayleave produced dramatic results:

- 57.3 per cent reduction in the average time to sign a wayleave
- 70 per cent reduction in the average customer delay
- 75 per cent reduction in average failure rate.

And it's just going to get better.

## What are the main benefits?

- You don't have to get involved in any complicated processes – we manage everything.
- Which also means you'll save money, time and resources.
- You won't have to deal with multiple points of contact either – we give you one single point of contact for the end-to-end process.
- We can resolve any wayleave issues.
- And we can speed up the signing process too.

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Find out more

Call: **0800 671 045**

Email: [clientreception@bt.com](mailto:clientreception@bt.com)

Visit: [btwholesale.com/managed-wayleave](https://btwholesale.com/managed-wayleave)

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### Offices Worldwide

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