

Landlord's Consent Website User Guide

Updated: May 2015

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1.0. Introduction

This guide is for both external Applicants and internal Network Rail (NR) application Reviewers who are using the NR Landlords Consent application website. It should cover all aspects of using the site following an upgrade on 2nd February 2015.

The website address is <http://lc.networkrail.co.uk> it can also be accessed via any internet search browser by searching for 'Landlords Consent Network Rail'.

The website is to be used by tenants wishing to carry out works or alterations at one of the following locations:

- a NR managed station or Independent leased Light Maintenance Depot (depot)
- a franchised/leased station or depot

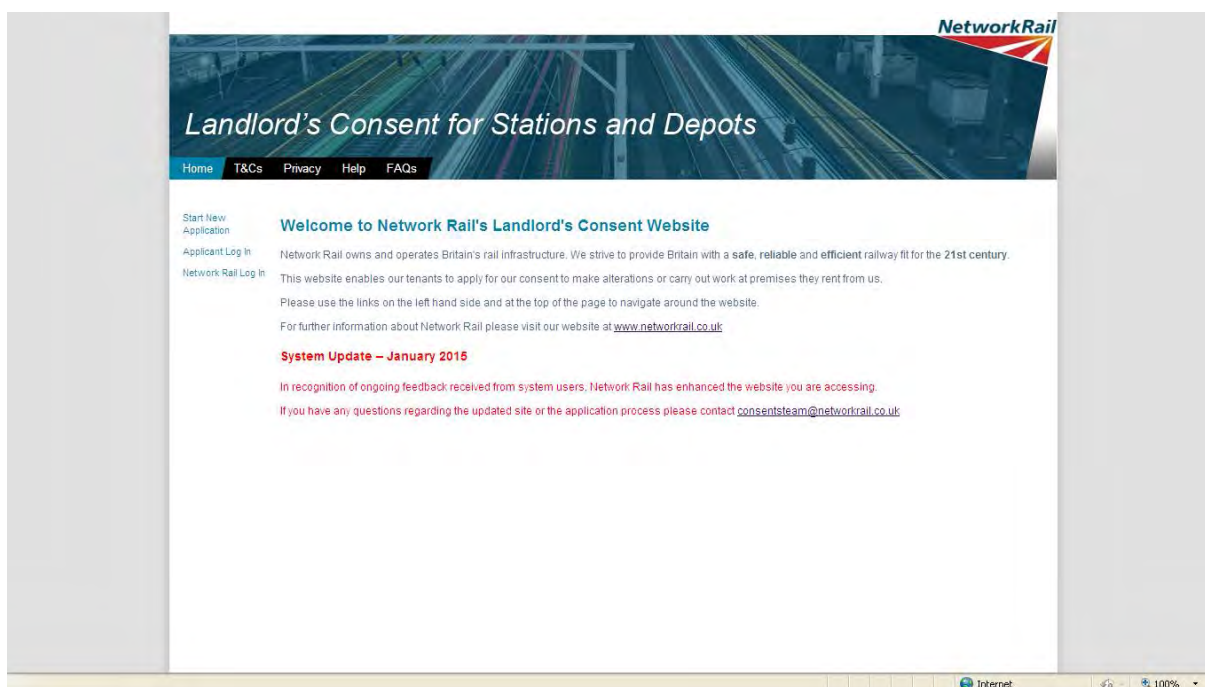
The website provides an online electronic application form that consists of questions relating to the works that are to be carried out. This application form needs to be completed by an external Applicant. It is then reviewed by NR Reviewers from several disciplines relating to the type of work at the station or depot.

1.1. Home Screen

The website home screen provides some information regarding NR and the Landlords Consent website. It will also show any important messages for example if the site is going to be unavailable.

There are several tabs across the top of the home page these provide information as follows:

- T&Cs - this page provides a link to the terms and conditions of using this NR website
- Privacy - this page provides a link to the NR *Privacy Statement*
- Help - this page provides a link to the NR *Guide to Alterations* document and a link to the *Contact Us* enquiry form. Any enquiries submitted via this form are sent to the consentsteam@networkrail.co.uk email address
- FAQ - this page shows a list of frequently asked questions and also provide a link to the *Guide to Alterations* document and *Contact Us* enquiry form



1.2. Application Process Stages

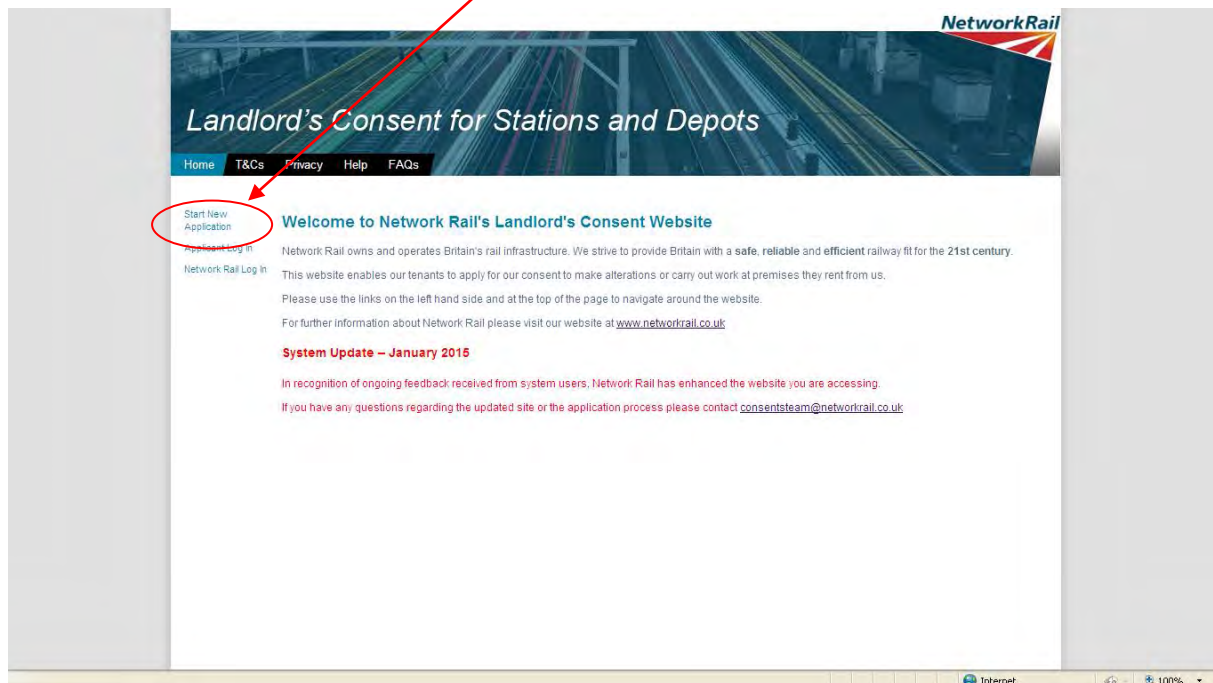
There are 8 stages during the application process. These stages and the users involved are outlined below. These stages must be passed through in consecutive order.

Stage	Responsibility
Stage 1: Application Submitted	- Applicant
Stage 2: Application Reviewed	- NR
Stage 3: Conditional Approval – Prepared	- NR
Stage 4: Conditional Approval – Granted	- Applicant & NR
Stage 5: Works Take Place	- Applicant
Stage 6: Entry Into Service – Requested	- Applicant
Stage 7: Entry Into Service – Completed	- Applicant
Stage 8: Entry Into Service – Accepted	- NR

2.0. Stage 1: Application Submitted

2.1. Starting a New Application

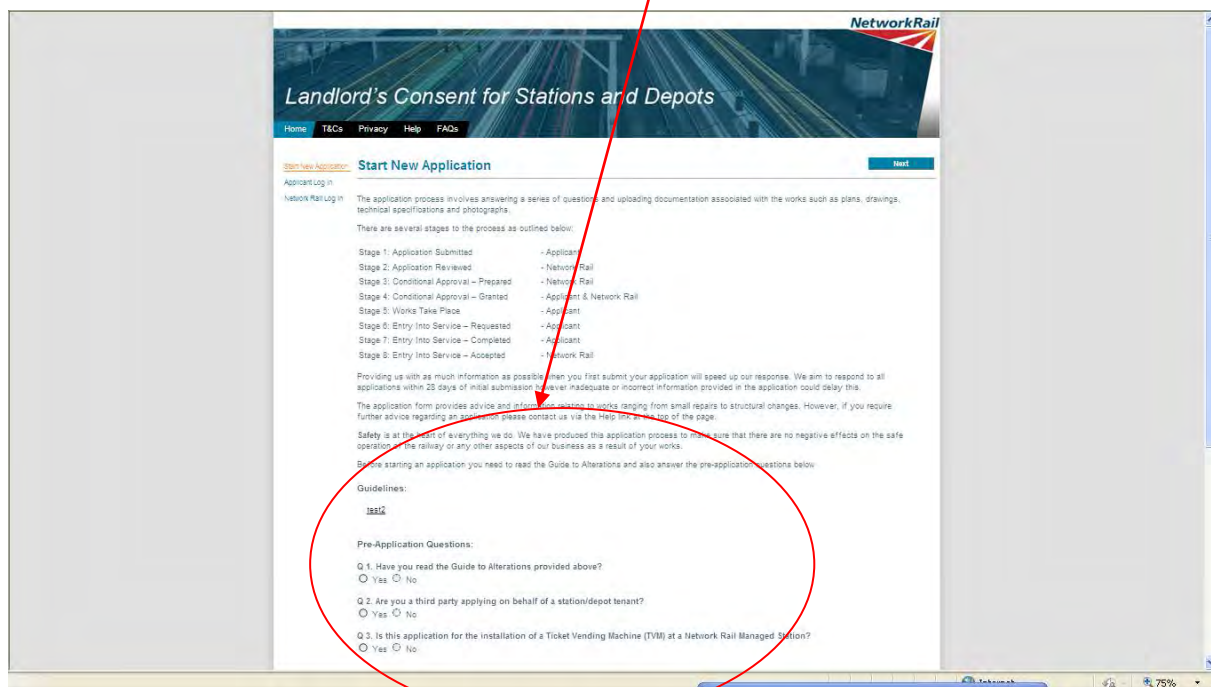
To start a new application click on the **Start New Application** link on the left hand side of the home page.



This will take you to the **Start New Application** page that provides information regarding the application process, a link to the **Guide to Alterations** document and a set of **Pre-Application Questions**.

The **Pre-Application Questions** must be answered before completing an application. If an Applicant answers a pre-application question in a particular way this may ask them to take further action before they can continue to complete the application. For example, if Q1 is answered 'No' then the site will tell you that you must read the appropriate guidelines before you can continue.

Once the **Pre-Application Questions** have been answered in a way that allows you to continue with the application then the **Next** button needs to be selected to take you to the **General Information** page to begin filling out the application.



2.2. Traffic Lights

Along the top of the page are coloured circles, these are known as 'traffic lights'. Each one of these traffic lights represents a set of information that needs to be provided by an Applicant. This information is either a set of questions that need to be answered or a set of documents that need to be uploaded. The traffic lights all need to be green in order for the application to be submitted. If a circle is red this shows there is some information missing, if a circle is orange with a red dot this shows that a request for further information has been left by a Reviewer. Further information regarding these traffic lights can be found in section 2.9.

2.3. General Information Page

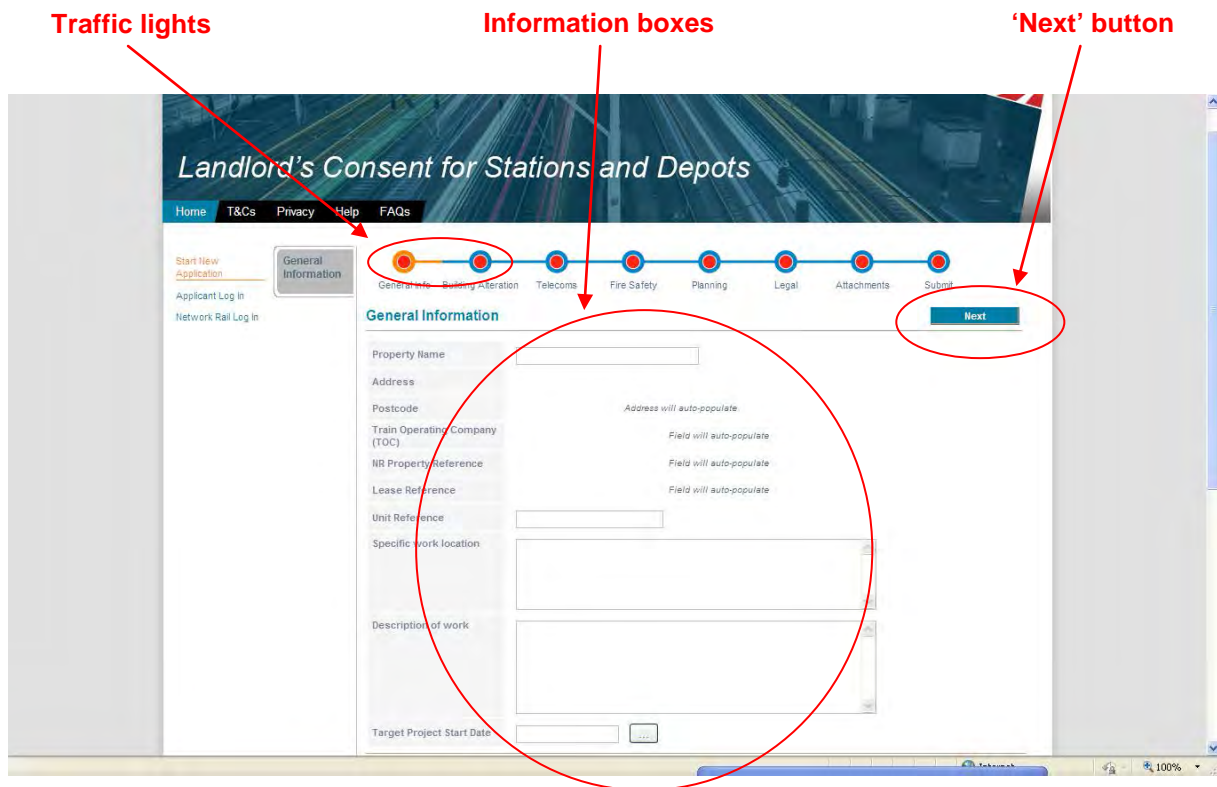
The *General Information* page requires information to be entered regarding the location that the work will be taking place, as well as the contact details of the Applicant and Tenant.

Further details regarding the information required on this page is outlined below.

If there are any issues with the information you have entered on this page then the system will display this in red text at the top of the page.

Once this page has been completed select the *Next* button at the top of the page.

Property Name	- this information needs to be manually entered partially, then selected from a drop down box.
Address	- this field will auto populate when the property name is selected.
Postcode	- this field will auto populate when the property name is selected.
Train Operating Company (TOC)	- this field will auto populate when the property name is selected.
NR Property Reference	- this field will auto populate when the property name is selected.
Lease Reference	- this field will auto populate when the property name is selected.
Unit Reference	- this is not required for every application. If the information is available please enter it but this is usually relevant for retail installations at managed stations.
Specific work location	- this box is for an Applicant to enter the specific work location where the works are to take place e.g. 'Platform 1'.
Description of work	- this box is for an Applicant to describe the works that are due to take place e.g. 'We are installing ten new CIS screens'.
Target Project Start Date	- this is to be entered using the calendar drop down box.
Email	- this needs to be entered manually. It is vital that this is entered correctly as this is where all messages regarding the application are sent to including any information requests from Reviewers and any approvals.
Confirm Email	- this is used to re-confirm the email. The system will enter this automatically if you have completed an application previously.
Applicant Information	- this is the information of the person completing the application, who will be contacted regarding the application and will receive any information requests from Reviewers and any approval information.
Title, First Name, Surname, Address, County, Postcode, Phone, Mobile	- these details are to be entered manually
Tenant Information	- this needs to be the name of the company/organisation who holds the lease at the station or depot. If this work is being carried out at a NR Managed Station then this name will either be the TOC/FOC who is carrying out the work or the name of the company/organisation who is leasing the retail unit the work is being carried out in.
Registration Number, Registered Address, Town, County, Postcode, Contact First Name, Contact Last Name, Contact Email	- these details are to be entered manually



2.4. Tracking Numbers & Passcodes

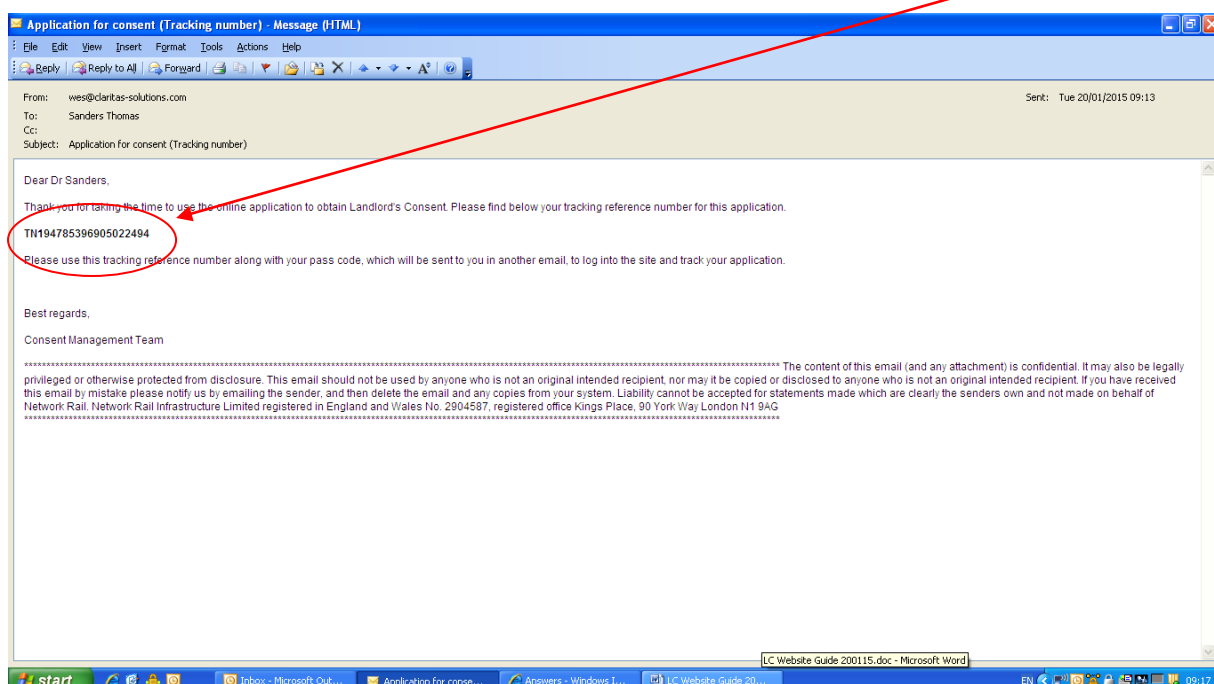
Once you have selected the *Next* button on the *General Information* screen the system will automatically save the application and create a tracking reference number for your application. This tracking reference number will be sent via email to the email address that you have entered on the *General Information* screen.

You will also be sent a separate email containing a pass code that links to this tracking reference number. This tracking reference and pass code are your log in details and combined together allow you to log in and out of the system on the *Applicant Log In* page to view your application (see below screenshot).

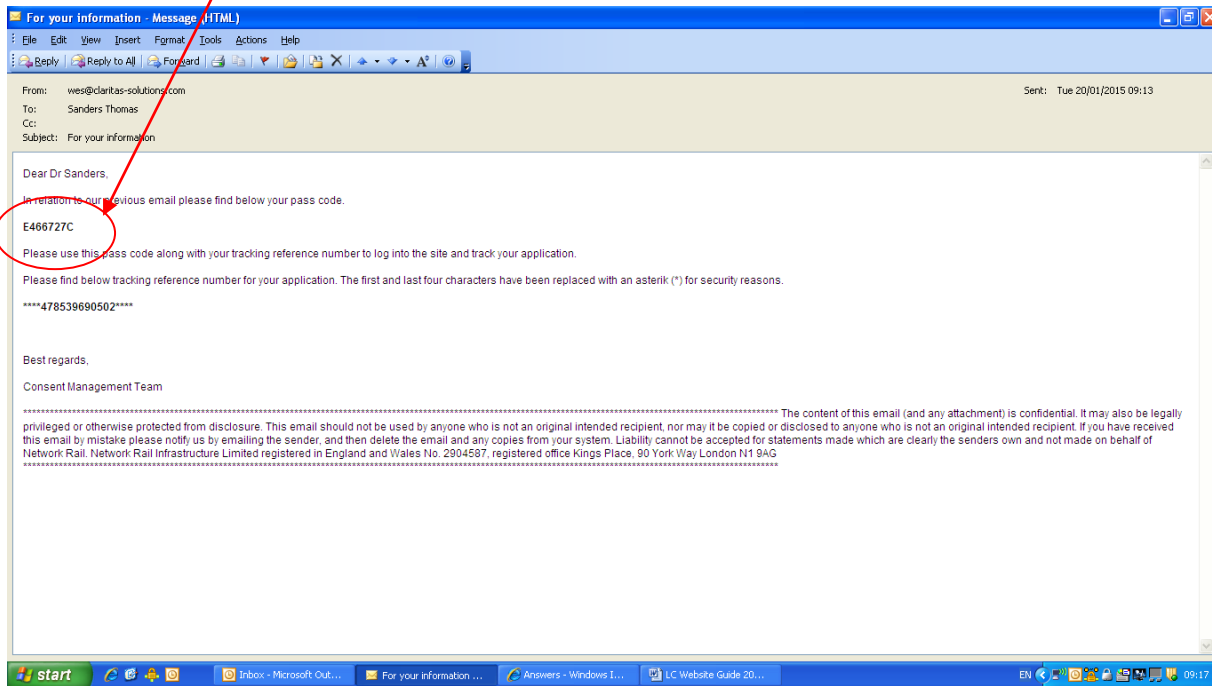
Once you have received the tracking reference number and pass code this means that you can log in and out of the application and the details you have entered within it will be saved. This means that you do not have to complete the application in one sitting.

It is recommended that you wait to receive the tracking reference and pass code emails before you fully complete the details in the application. If you have lost your tracking number and pass code you can get a reminder sent to you using the link at the bottom of the *Applicant Log In* page.

Tracking reference number email

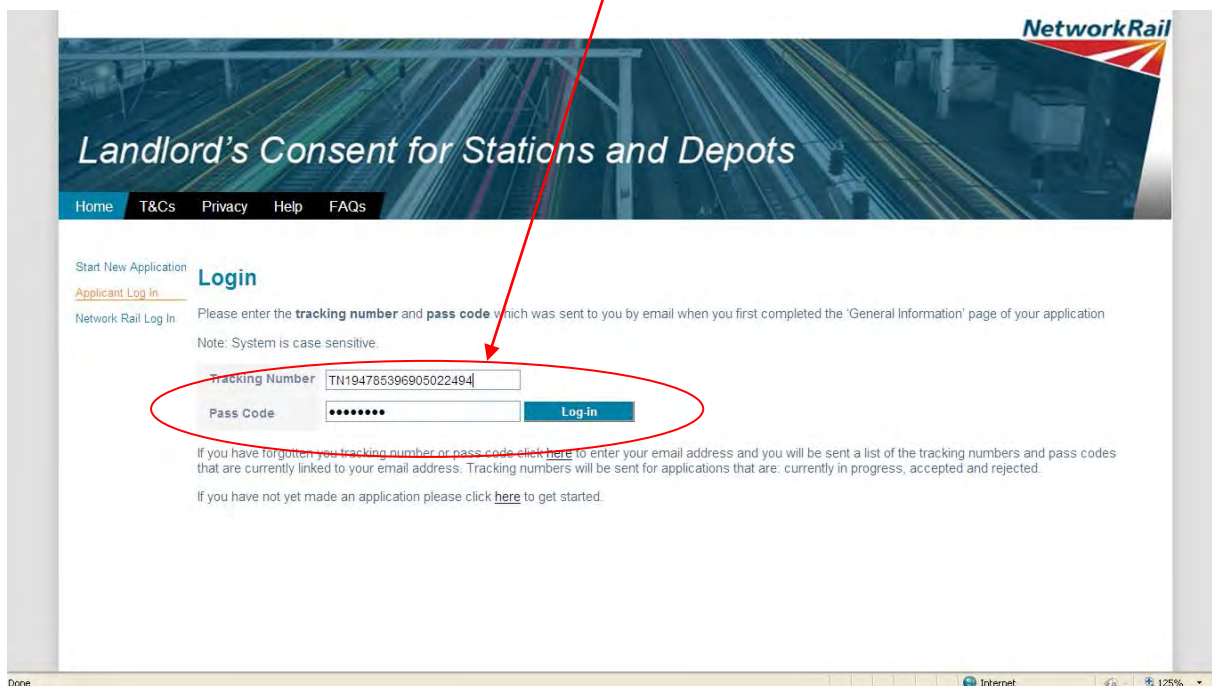


Pass code email



You will receive a tracking number and pass code each time you complete a new application, however as the system links your applications using your email address using one tracking number and pass code combination will show all of your applications.

Tracking number and passcode entry boxes



2.5. Answering Questions

There are 5 question sections on the application form. These are:

- Building Alteration
- Telecoms
- Fire Safety
- Planning
- Legal/ Operations

Within each of the question sections there are sub-sections which hold further questions. For example within the Building Alteration section there is the following sub-sections:

- Building & Structural Alterations
- Drainage and Water Catchment
- Building Services
- Certification

Each of these sections must be completed in order for the application form to be submitted. Please be aware that the titles and subsections of these question sections may be subject to change.

The section traffic lights at the top of the page are shown as red when that section is incomplete. The sub-section tabs are shown as red when they are incomplete. These will both turn green when they are completed.

Green completed tab and traffic light

Question answer options

The screenshot shows the 'Landlord's Consent for Stations and Depots' application form. The progress bar at the top indicates that the 'General Info' section is completed (green traffic light), while the other sections are incomplete (red traffic lights). The sidebar on the left shows that the 'Building & Structural Alterations' sub-section is completed (green tab), while the others are incomplete (red tabs). The main content area is titled 'A1 - Building & Structural Alterations' and contains a form for 'A1.1' with multiple choice questions and a comment box. Red arrows point from the text labels to the green traffic light and the 'Yes' radio button.

General Info **Building Alteration** **Telecoms** **Fire Safety** **Planning** **Legal** **Attachments** **Submit**

A1 - Building & Structural Alterations

Tracking Number: TN194785398905022494 Location: Birmingham New Street

Description: Installation of new customer information screen

The structural elements shall be designed and constructed so that the combined dead, imposed and wind loads are sustained and transmitted to the ground:

- safely; and
- without causing any deflection, deformation or instability of any part of the structure, adjacent structures, premises, or Controlled Infrastructure or ground movement that may cause this, including the disposal or drainage of liquids e.g. rainwater.

This is in line with Part A of Schedule 1 to The Building Regulations 2000

A1.1 **Building & Structural Alterations** **Please give a full description of the work and any comments you would like to make**

A1.1 Is any demolition work planned (including internal partitioning)?

☒ Yes ☐ No

testtest

Please note that a comment is required

A1.1.1 Does it effect the station buildings (e.g. roof, external walls, internal partitions and or platform clearances)?

☐ Yes ☒ No ☐ N/A

A1.1.2 Does it effect station footbridges?

Questions need to be answered by selecting from the multiple choice answers. These answer choices are either 'Yes', 'No' or 'N/A'. Some of the questions will only have 'Yes' or 'No' answers available.

When you answer a question in a particular way this may open up further sub-questions below it e.g. A1.1.1, A1.1.2, A1.1.3 and so on.

There are comment boxes next to each question. This allows for free text to be entered to provide further information about an answer. On certain questions comments are mandatory in these boxes this is shown by the writing '**Please note that a comment is required**' in the text box. If comments are not left in this text box when they are mandatory then the tab will not turn green and a red box will highlight the question that is causing the issue.

There are three action buttons at the top of the question page. The *Close* button will return you to the application summary page, the *Save* button will keep you on the same page and save the details you have entered and the *Next* button will save the details and move you on to the next question section or sub-section.

2.6. Certification

The *Certification* sub-section should be completed with the details of the relevant qualified/competent person that has the appropriate knowledge/experience to provide the answers to the questions within that particular question section.

There is a *Certification* section at the end of each question section. The details from the first *Certification* section will be automatically saved by the system and made available as an option from the drop down menu on the other four *Certification* sections to save them being re-typed. These details should only be re-used if it is the same qualified/competent person who is providing the answers for that section.

Original 'Certification' entry

The screenshot shows the 'AA - Certification' form. A red circle highlights the 'Find' dropdown menu, which contains the name 'Tom Sanders'. The form fields are as follows:

Field	Value
Tracking Number	TN194785398905022494
Location	Birmingham New Street
Description	Installation of new customer information screen
First Name	Tom
Surname	Sanders
Address	123 Test Street
Town	Test Town
County	United Kingdom
Postcode	DE13 7DG
Professional Qualifications	test
Telephone	01543 444444
Mobile	07111 111111
Email	test@test.com

Saved 'Certification' drop down box option

The screenshot shows the 'AA2 - Certification' form. A red circle highlights the 'Find' dropdown menu, which contains the name 'Tom Sanders'. The form fields are as follows:

Field	Value
Tracking Number	TN194785398905022494
Location	Birmingham New Street
Description	Installation of new customer information screen
Find	New Entry ...
First Name	Tom Sanders
Surname	
Address	
Town	
County	
Postcode	
Professional Qualifications	
Telephone	
Mobile	

2.7. Attachments – Applicant

The attachments section allows for documents to be uploaded in support of an application. This provides further information for the NR Reviewers to be able to understand the detail of the works.

Examples of documents that can be uploaded include architect drawings, plans, certificates, pictures, planning consent details etc.

To upload a document to the *Initial Submission Documents* section simply click on the *Add* link and use the pop up browser windows to search for the appropriate file on your computer.

The files types that can be uploaded are:

- Pdf
- Word documents (both .doc and .docx formats)
- Visio drawings (both .vsd and .vsdx formats)
- Jpegs

There is a size restriction of 15mb for each file. There is no limit to the total number of files added to an application.

There are two types of file that can be uploaded at this stage of the application: these are the *Mandatory* and *Supporting* documents.

As the name suggests the mandatory documents are required in order for the application to be submitted. There is one mandatory document required on all applications: this is called the 'general outline drawing'. This can be used for any attachment to be uploaded if a general outline drawing is not available to support the application.

Any other mandatory documents listed are linked to the way that questions are answered. For example when answering question B1.4, B1.5 or B1.6 as 'Yes', a new mandatory document is requested called 'Fire alarm and detection system; BS5839 part 1'.

The supporting documents that are listed are simply a guide of further attachments that can be uploaded to an application.

There is a function allowing you to replace a document that you have attached. The *Replace* link becomes available once you have uploaded a document. If you click on this link you can then upload a replacement document and enter a reason why you are replacing it.

Once a replacement has been uploaded two more links will become visible. The *Notes* link shows you the reason why the replacement file was uploaded and the *History* link shows you the list of historic documents that have been uploaded and replaced. There is no limit to the amount of times that a document can be replaced at this stage.

After submitting an application for review, the application will need to be unlocked in order for further documents to be uploaded. An Applicant should contact one of the application Reviewers in the first instance for them to unlock the application. If all of the Approving Reviewers are unavailable then a member of the Consents Team can be contacted to unlock the application. Only an Approving Reviewer or a member of the Consents Team can unlock an application.

Unlocking an application allows an Applicant to upload further documents within the *Attachments* section after they have submitted their application for review.

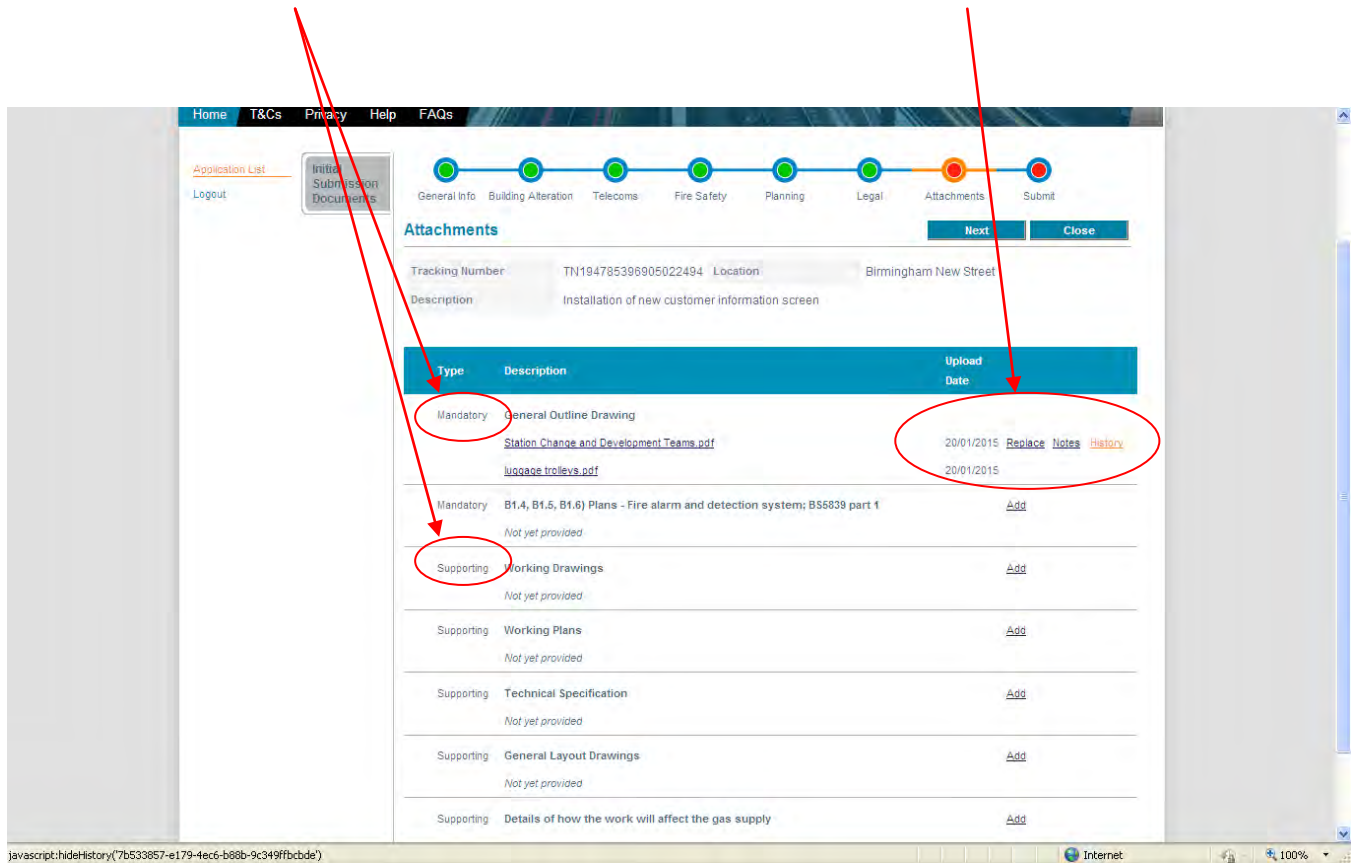
The length of time that the application is unlocked for is set by the Consents Team. This is set at 120 hours (5 days) as standard; after this time has passed the application will be automatically locked again.

There are two scenarios when an application can be unlocked:

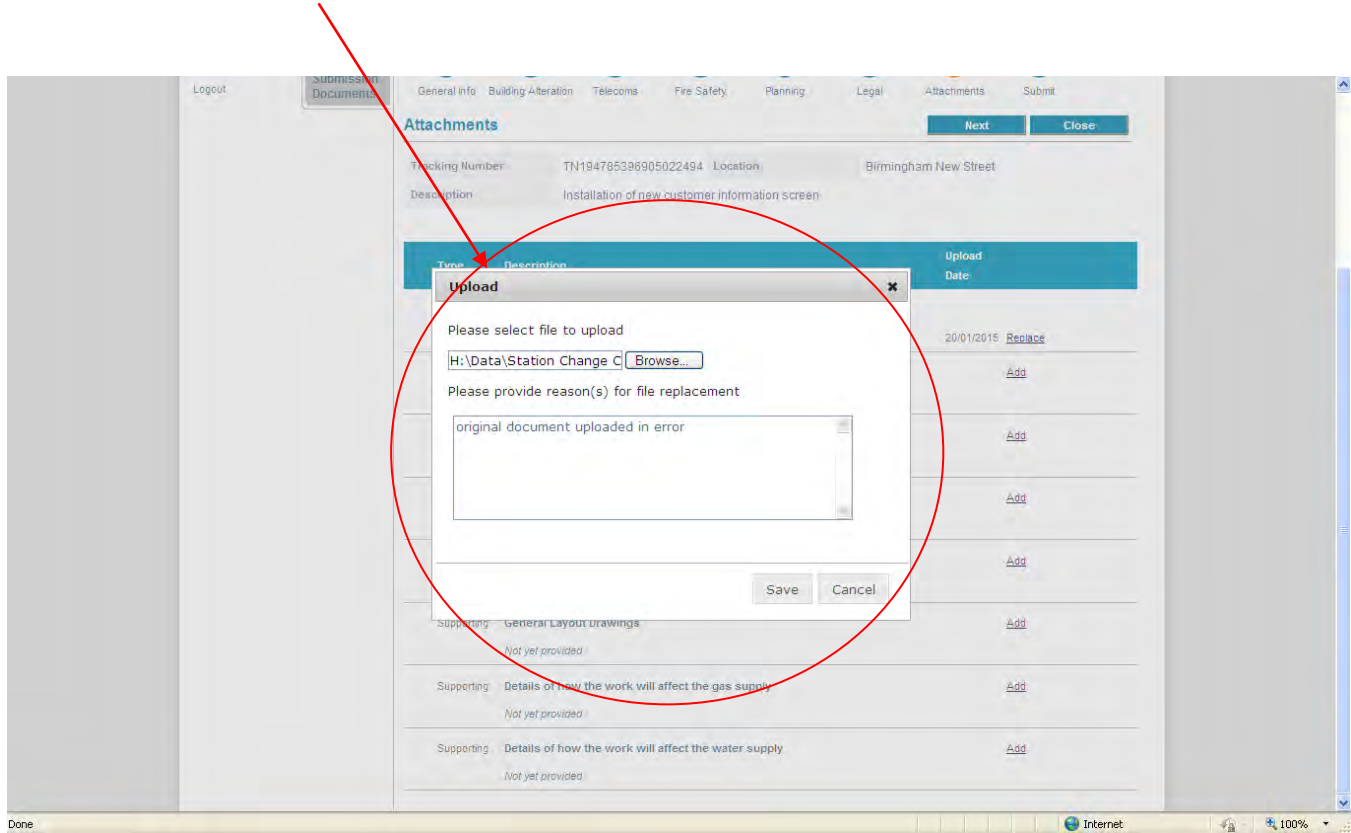
- when an *Unlock* button is manually pressed by the Approving Reviewer or a member of the Consents Team
- when an external comment (request for information) is submitted to an Applicant by an Approving or Technical Reviewer. Each time an external comment is submitted this will re-start the 120 hour timer on the unlock function.

'Mandatory' and 'Supporting' documents

Replacing uploads buttons



Replace upload comments box



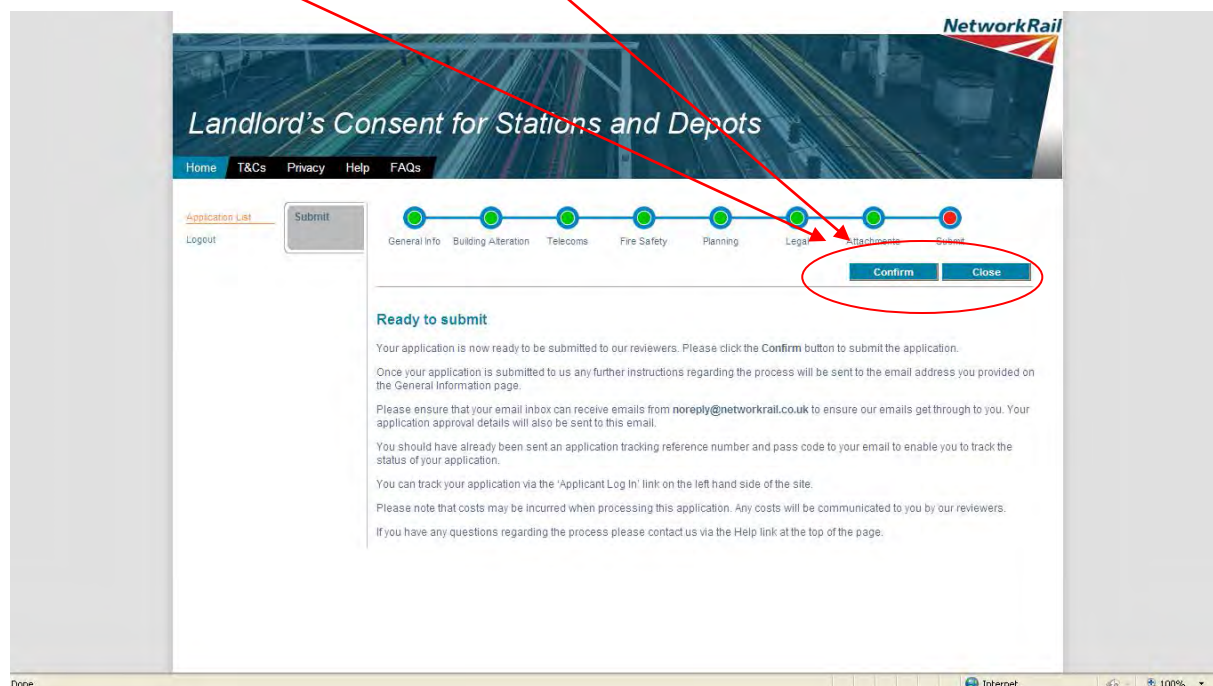
2.8. Submitting an Application

In order for an application to be ready for submission all of the traffic lights must be green across the top of the page. If any traffic lights are showing red this means that there is some information missing. If this is the case, there will be a message shown on the *Submit* page stating 'Application Incomplete'.

Once all the required information is completed and the attachments uploaded then the application can be submitted for review.

Please note that once an application is submitted you are unable to change any of the details within the *General Information* or question sections. The only way to alter these answers is by withdrawing the application and re-submitting a new one. Further information regarding withdrawing an application can be found in section 2.11 below.

Pressing the **Confirm** button on the **Submit** page allocates the application to the NR Reviewers to review.





















2.9. Application List Screens - Applicants

You can check the status of your application by logging in using your tracking number and pass code via the *Applicant Log In* page. This will take you to the application lists where you can view your *In-Progress*, *Accepted*, *Rejected* and *Withdrawn* applications. You can use the filters at the top of each list to search for a specific application.

The application list screens provide information and functions as detailed below:

Tracking No	<ul style="list-style-type: none">shows the individual tracking number of your application. Selecting this will take you to the <i>Application Status</i> screen. Information regarding this <i>Application Status</i> screen can be found further on in this document.		
Location	<ul style="list-style-type: none">shows the name of the station or depot property where the works are taking place. Stations that are highlighted in bold green text are managed directly by NR and are known as the 'Managed' Stations. NR is the Station Facility Operator (SFO) at these Managed Stations and is classed as the Train Operating Company (TOC) on the system for these applications. Stations and depots that are in normal black text are franchised and leased out to TOCs. This means that the SFO is a TOC or in some cases a depot maintenance company, for example Alstom Trains.		
Description	<ul style="list-style-type: none">shows a snapshot of the description of the work that is taking place.		
Date Submitted	<ul style="list-style-type: none">shows the date that the application was submitted.		
Status	<ul style="list-style-type: none">shows the current status of the application from one of the following:<table><tr><td>Application Incomplete</td><td><ul style="list-style-type: none">something needs completing in order for the application to be submitted for review.</td></tr></table>	Application Incomplete	<ul style="list-style-type: none">something needs completing in order for the application to be submitted for review.
Application Incomplete	<ul style="list-style-type: none">something needs completing in order for the application to be submitted for review.		

	In Progress	<ul style="list-style-type: none"> the application is currently under review. 																													
	Conditional Approval - Prepared	<ul style="list-style-type: none"> the Reviewers have completed their review of the application and have prepared their conditional approval and this needs to be electronically acknowledged by the Applicant. 																													
	Conditional Approval - Granted	<ul style="list-style-type: none"> the Applicant has acknowledged the conditions of approval and a legally binding Licence to Alter has been created. 																													
	Entry Into Service - Requested	<ul style="list-style-type: none"> the Applicant has confirmed that they have completed their work and are ready to complete the Entry Into Service process (e.g. hand the completed project work back to the Landlord). 																													
	Entry Into Service - Completed	<ul style="list-style-type: none"> the Applicant has uploaded all required documents and information on the Entry Into Service section of the application. 																													
	Entry Into Service - Accepted	<ul style="list-style-type: none"> the NR Reviewers have accepted the documents and information uploaded to the entry into service section and the application will automatically be closed and filed under the <i>Accepted</i> application list. 																													
BE, FE, SPS, SM, FS, TE	<ul style="list-style-type: none"> these abbreviations are used to show the following NR Reviewers: <div> <div>BE</div> <div>= Building Engineer</div> </div> <div> <div>FE</div> <div>= Fire Engineer</div> </div> <div> <div>SPS</div> <div>= Station Portfolio Surveyor</div> </div> <div> <div>SM</div> <div>= Station Manager</div> </div> <div> <div>FS</div> <div>= Facility Surveyor</div> </div> <div> <div>TE</div> <div>= Telecoms</div> </div> underneath each Reviewer abbreviation there are individual status circles (traffic lights) that represent the status of their review. Below is a list of what each of the different colours of these status circles represents. there are no coloured traffic lights for the <i>Entry Into Service – Requested</i> or <i>Entry Into Service – Completed</i> stages as these actions are completed by an Applicant and not the NR Reviewer. <table> <tr> <th>Colour</th><th>Image</th><th>Approving Reviewer Status</th><th>Details</th></tr> <tr> <td>Grey</td><td></td><td>N/A</td><td>- application is not allocated to a Reviewer due to it being incomplete or no Reviewer is required.</td></tr> <tr> <td>Red with a white dot</td><td></td><td>No Reviewer Assigned</td><td>- Reviewer is required but hasn't been assigned by the system. This is due to an error in the system data and will be corrected by the NR Consents Team.</td></tr> <tr> <td>Orange</td><td></td><td>In Progress</td><td>- application has been allocated to Reviewer and is currently under review.</td></tr> <tr> <td>Orange with a red dot</td><td></td><td>Awaiting Information</td><td>- Reviewer has submitted a request for information to be uploaded by the Applicant.</td></tr> <tr> <td>Light green</td><td></td><td>Conditional Approval - Prepared or Conditional Approval - Granted</td><td>- status circle initially turns light green when an individual Reviewer prepares their conditional approval for the Applicant. After all the Reviewers have prepared their conditional approval and the Applicant electronically acknowledges it then the light green status circle for all the Reviewers change to show that the conditional approval has been granted.</td></tr> <tr> <td>Dark green</td><td></td><td>Entry Into Service - Accepted</td><td>- the NR Reviewer has accepted the documents and information uploaded to the entry into service section.</td></tr> </table>			Colour	Image	Approving Reviewer Status	Details	Grey		N/A	- application is not allocated to a Reviewer due to it being incomplete or no Reviewer is required.	Red with a white dot		No Reviewer Assigned	- Reviewer is required but hasn't been assigned by the system. This is due to an error in the system data and will be corrected by the NR Consents Team.	Orange		In Progress	- application has been allocated to Reviewer and is currently under review.	Orange with a red dot		Awaiting Information	- Reviewer has submitted a request for information to be uploaded by the Applicant.	Light green		Conditional Approval - Prepared or Conditional Approval - Granted	- status circle initially turns light green when an individual Reviewer prepares their conditional approval for the Applicant. After all the Reviewers have prepared their conditional approval and the Applicant electronically acknowledges it then the light green status circle for all the Reviewers change to show that the conditional approval has been granted.	Dark green		Entry Into Service - Accepted	- the NR Reviewer has accepted the documents and information uploaded to the entry into service section.
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Dark green		Entry Into Service - Accepted	- the NR Reviewer has accepted the documents and information uploaded to the entry into service section.																												
<u>C</u>	Selecting this means an Applicant wants to create a copy of an application (see 2.10.)																														
<u>W</u>	Selecting this means an Applicant wants to withdraw an application from the process (see 2.11)																														

2.10. Copying an Application

It is possible to copy an application that has already been created. This can be done by selecting the **C** icon next to the application that is to be copied. An application can be copied from any of the application lists i.e. *In Progress*, *Accepted*, *Rejected* and *Withdrawn*.

When an application is copied it will create a duplicate of the original application. The duplicate application will have a new unique tracking number and the question answers will be identically copied across. However, the information on the General Information screen will need to be re-entered and the documents in the Attachments section will need to be re-attached.

A new pass code will be sent out via email when an application is created using the Copy function.

2.11. Withdrawing an Application

An application can be withdrawn by an Applicant by selecting the **W** icon next to an application on the Application in Progress screen.

This will remove the application from the review process and will list it under the *Withdrawn* application list. An email will be sent to all of the Reviewers to confirm that the application has been withdrawn. This withdrawn application can be copied if required in the future.

Application list screen as seen by an Applicant

The screenshot displays the 'Landlord's Consent for Stations and Depots' application list screen. The header includes the Network Rail logo and navigation links: Home, T&Cs, Privacy, Help, FAQs. Below the header, there are tabs for 'In Progress', 'Accepted', 'Rejected', and 'Withdrawn'. The 'In Progress' tab is selected, showing a list of applications. The table has columns for Tracking No., Station, Description, Date Submitted, Status, and various icons (BE, FE, SPS, SM, RO, TE, C, W). A red circle highlights the table, and a red arrow points to the 'W' icon in the first row.

Tracking No.	Station	Description	Date Submitted	Status	BE	FE	SPS	SM	RO	TE	C	W
TN194785398905022494	Birmingham New Street	Installation of new customer...	20/01/2015	In Progress								
TN350088326418146437	Birmingham New Street	test...	24/11/2014	Conditional Approval - Granted								
TN68666034040541309	Birmingham New Street	test...	05/11/2014	Entry into Service - Completed								
TN174879158705608587	Birmingham New Street	test...	05/11/2014	Conditional Approval - Granted								
TN420516027980851592	Birmingham New Street	test...	26/11/2014	In Progress								
	London Epsom	test...		Conditional								

Items 1 to 38 of 38. Items per page: 30

2.12. Application Status Screens - Applicants

Selecting a tracking number link on an application list screen will take you to the *Application Status* screen for that application.

The application status screen provides information and functions as detailed below:

Tracking No.	<ul style="list-style-type: none">• shows the individual tracking number of your application.
Location	<ul style="list-style-type: none">• shows the location of the works.
Application Status	<ul style="list-style-type: none">• shows the status of the application.
Work Description (under Location)	<ul style="list-style-type: none">• shows the description of work that has been entered on the <i>General Information</i> screen.
Department	<ul style="list-style-type: none">• shows the NR department that is reviewing and needs to provide their approval of the application.
Status	<ul style="list-style-type: none">• shows different coloured status circles as described in section 2.8 above.
Allocated To	<ul style="list-style-type: none">• shows the name of the NR Approving Reviewer.
Technical Reviewers	<ul style="list-style-type: none">• shows the name of any NR Technical Reviewer that may be allocated to the application.
View button	<ul style="list-style-type: none">• selecting this takes you into the detail of the application.
Close button	<ul style="list-style-type: none">• selecting this will take you back to the <i>In-Progress</i> application list.

2.13. Network Rail Approving Reviewers and Technical Reviewers

The difference between an Approving Reviewer and a Technical Reviewer is that an Approving Reviewer provides the final approval on the application whereas a Technical Reviewer does not. A Technical Reviewer is simply added to an application to provide further technical knowledge or support to the Approving Reviewer if required.

3.0. Stage 2: Application Reviewed

Once an application has been submitted by an Applicant it is then automatically allocated to the NR Approving Reviewers for them to review. An automatic email will be sent to the individual Approving Reviewers to make them aware that the application has been allocated to them.

3.1. 'No Reviewer Assigned' Status

If the system cannot allocate an application to an Approving Reviewer it will show a red circle with a white dot in it as detailed in section 2.8 above and will show a *No Reviewer Assigned* status. This is due to there being an error in the system data. The system will send an email to a specified member of the Consents Team to make them aware that this has happened and the member of the Consents Team will be able to manually allocate the application to the correct Approving Reviewer.

3.2. Application Reviewers

There are several types of Reviewer on the system. These are as follows:

Role	Purpose	Functions Available
Approving Reviewer	<ul style="list-style-type: none"> to review the information contained within an application and provide their approval of the application. 	<ul style="list-style-type: none"> sending requests for information using the external/internal comment links. downloading and viewing documents from the attachments section. conditionally approving the application (see section 4.1 for further details).
Technical Reviewer	<ul style="list-style-type: none"> to support the Approving Reviewer but not have the function to approve. 	<ul style="list-style-type: none"> sending requests for information using the external/internal comment links. downloading and viewing documents from the attachments section.
Managerial Reviewer	<ul style="list-style-type: none"> to have a view of applications but not have the function to approve. 	<ul style="list-style-type: none"> sending requests for information using the internal comment links. downloading and viewing documents from the attachments section.

Further information regarding the role of an Approving Reviewer and a Technical Reviewer can be found in section 2.13.

3.3. Network Rail Log In Details

Any NR Reviewer (including an Approving Reviewer, Technical Reviewer or Managerial Reviewer) needs a log in username and password in order to be able to view applications. Usernames are created by the Consents Team upon request.

When you are first provided with a username you will need to use the link at the bottom of the *Network Rail Log In* page to have a password sent to you. Once you log in for the first time the system will allow you to reset your password.

This same link can be used for resetting a password if it is ever forgotten. The system will submit a password to the email you enter, please allow the system approximately 15 minutes before entering the new password.

Please be aware that usernames are not case sensitive but passwords are.

Network Rail Log In boxes

Password re-set link

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Start New Application
Applicant Log In
Network Rail Log In

Login

Login only for Network Rail employees

If you are an Applicant please click [here](#) to get access to your account.

If you have not yet made an application please click [here](#) to get started.

If you are Network Rail employee please enter your user name and password to login.

Username *

Password *

If you have forgotten your password or have not yet been issued one then please [click here](#)

3.4. Application List Screens - Reviewers

A Reviewer can see which applications are allocated to them by logging in using the *Network Rail Log In* link. This takes them to the application list screens where a Reviewer will be able to see the applications that have been allocated to them for review, plus applications that have been archived in the *Accepted*, *Rejected* and *Withdrawn* tabs.

These screens are set out in the same way and with the same functions as they are for Applicants as explained in section 2.9 apart from the below:

- Applicant Name information is displayed
- Route and TOC search functions are available
- Reports can be created
- Copy and Withdraw functions are not available

Application list screen as seen by all Reviewers

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Application List
Reports
Logout

Applications In-Progress

Tracking Number Date From Route Please Select...

Station Name Date To TOC Please Select...

Station names in green are Network Rail managed stations.

Tracking No.	Station	Description	Applicant Name	Date Submitted	Status	BE	FE	SPS	SM	RO	TE
TH847028499800012223	Birmingham New Street	Installation of 2 customer inf...	Dr Thomas Sanders	22/01/2015	In Progress						
TH194785396905022494	Birmingham New Street	Installation of new customer i...	Dr Thomas Sanders	20/01/2015	In Progress						

Items 1 to 2 of 2

3.5. Reports

Reports can be created by any Reviewer. They are accessed by selecting the *Reports* link on the left hand side of the page after logging in with a NR username and password.

The reports that are available are shown in the below list:

Report Name	Description
Applications Approved	List of approved applications
Applications in Progress	List of applications in progress
Applications outstanding	List of applications outstanding
Applications rejected	List of applications rejected
Applications withdrawn	List of applications withdrawn
Data Dump	Data dump extract report
Data Dump - Report	Data dump extract report (New - Jan '13)
Email Notification	Reminder emails report
Service Level Agreement	Service Level Agreement for Landlords Consent
Use Of LC System	Internal staff report

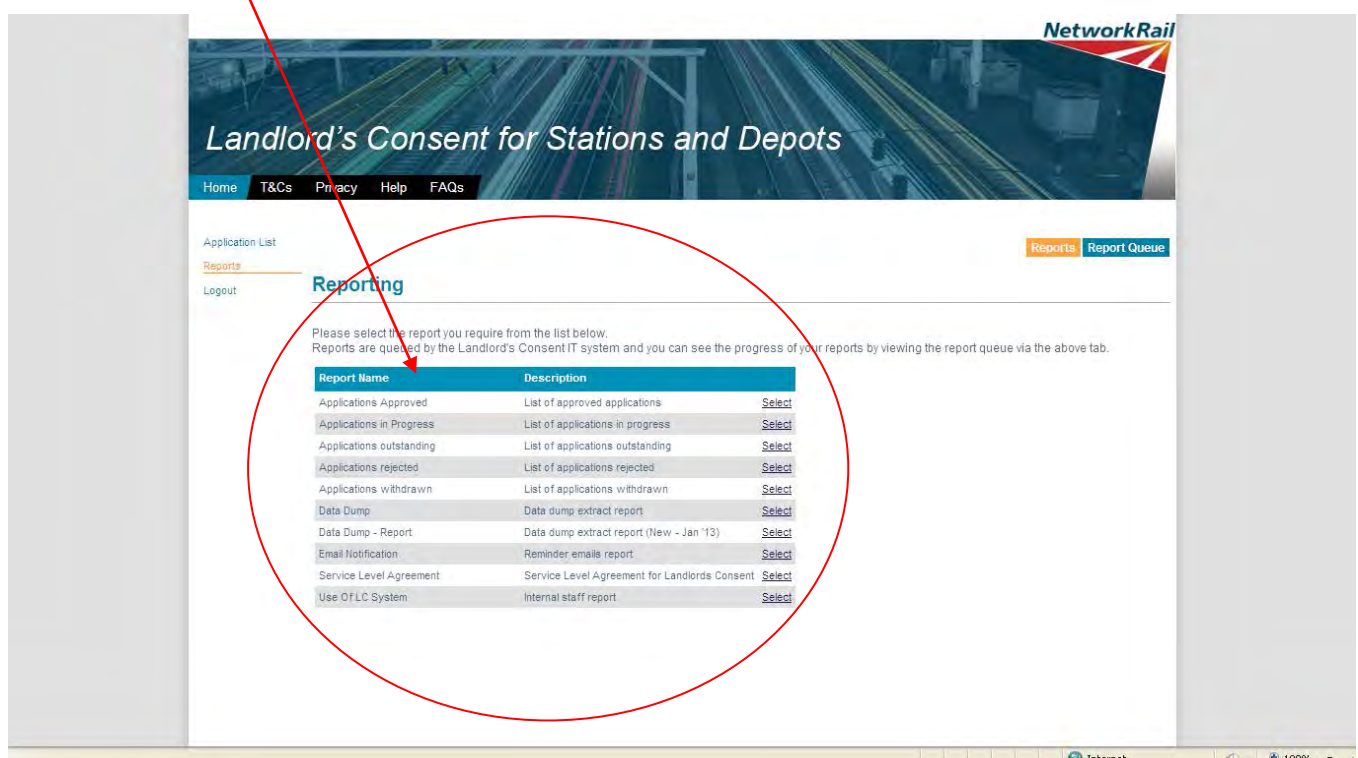
To create a new report all a Reviewer has to do is click the *Select* link next to the report they wish to see, enter the appropriate report criteria and then select the *Generate Report* button.

Once a report is created it is placed in a queue under the *Report Queue* tab and can be viewed once they have been completed. You will see a *View XLS* link show when the report is ready to view.

Click on *View XLS* to display the report, which can be viewed or saved as a Microsoft Excel worksheet. Select **Remove** to delete it.

If a report is taking a while to load click the *Refresh* button to reload the page. If the report contains a large amount of data it will take longer to load.

Report list



Report criteria

Network Rail

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Application List Reports Logout

Report Criteria

Generate Report Cancel

Report Name: Applications Approved

Description: List of approved applications

Route: Please Choose...

TOC: Choose Route...

Property Name: London Euston

Date From(dd/mm/yyyy): 01/01/2014

Date To(dd/mm/yyyy): 01/01/2015

Completed report links

Network Rail

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Application List Reports Logout

Report Queue

Reports Report Queue Refresh

Current and previously generated reports are listed below, these are placed in a queue and can be viewed once they have been completed. Click on View to display the report and Delete to remove it. If a report is In Progress click the refresh button above to ensure it is completed. To create a new report click on the Reports tab.

Report Name	Status	Created	CreatedBy	
Applications Approved	Completed	23/01/2015 12:58:45	David Rayworth	View XLS Remove
Email Notification	Completed	23/01/2015 12:55:35	David Rayworth	View XLS Remove
Data Dump	Completed	14/11/2014 09:05:52	System Administrator	View XLS
Data Dump - Report	Completed	14/11/2014 08:45:28	System Administrator	View XLS
Data Dump	Completed	04/11/2014 11:19:01	System Administrator	View XLS
Data Dump	Completed	04/11/2014 11:18:24	System Administrator	View XLS
Data Dump	Completed	04/11/2014 11:14:36	System Administrator	View XLS
Data Dump	Completed	07/10/2014 15:06:45	Patrick Cawley	View XLS
Data Dump	Completed	22/09/2014 10:23:01	Consent Team	View XLS
Data Dump	Completed	17/09/2014 10:38:09	System Administrator	View XLS
Data Dump	Completed	15/09/2014 20:52:39	System Administrator	View XLS
Data Dump	Completed	05/09/2014 13:10:02	System Administrator	View XLS
Data Dump	Completed	05/09/2014 12:03:18	System Administrator	View XLS

Items 1 to 30 of 514 items per page: 30

3.6. Application Status Screens - Reviewers

These screens are set out in the same way and with the same functions as they are for Applicants, as explained in section 2.12 apart from the below:

- Approving Reviewers can add Technical Reviewers
- Approving Reviewers can unlock an application

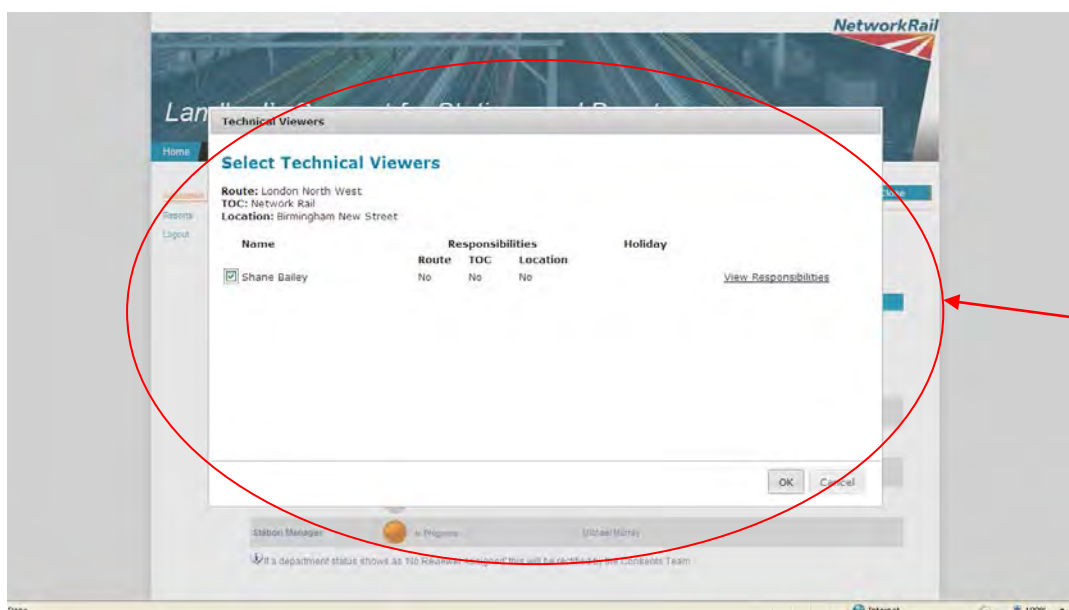
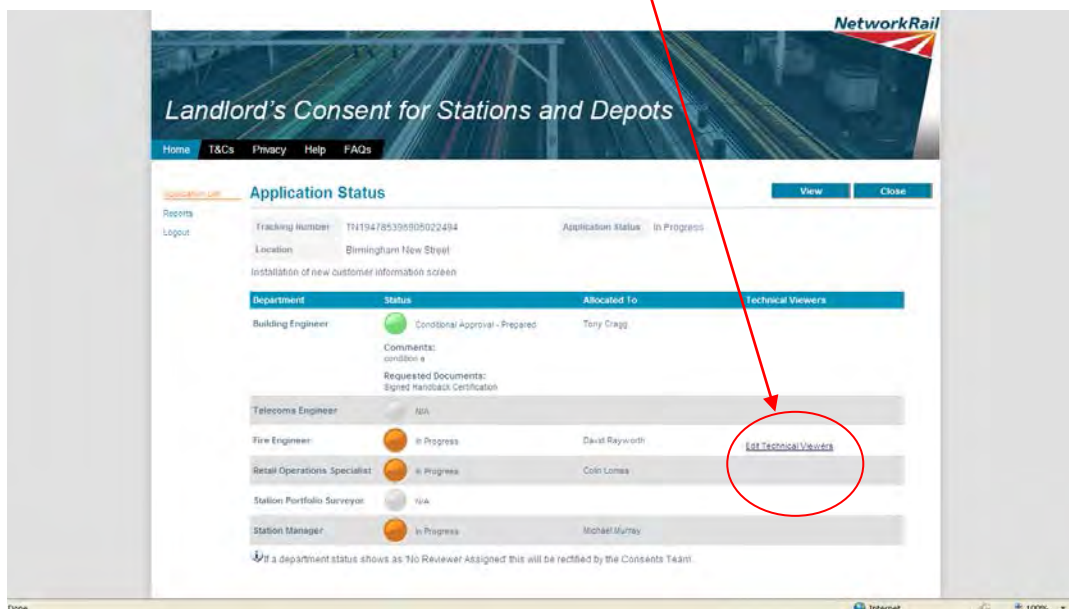
3.7. Adding a Technical Reviewer

Only an Approving Reviewer or a member of the Consents Team can add a Technical Reviewer to an application.

A Technical Reviewer can be added to an application to provide further technical knowledge or support to the Approving Reviewer if required. They have no ability to approve an application. They can however submit requests for information using the external comments function (see section 3.11 for further information) and can also submit internal comments (see section 3.12 for further information).

An Approving Reviewer can only add a Technical Reviewer that is set up for their specific department, for example a Building Engineer can only add a Technical Reviewer that is set up for the Building Engineer department. The Consents Team can add a Technical Reviewer to any department.

A Technical Reviewer can be added by selecting the *Edit Technical Reviewers* link on the *Application Status* screen and ticking the box next to the Technical Reviewer that needs to be added. Un-ticking this box will remove the Technical Reviewer.



Edit Technical Reviewers selection screen

3.8. Reviewing an Application

As well as being able to navigate an application and view the information that has been submitted there are four main functions available to Approving Reviewers when initially reviewing an application, these are:

- downloading and viewing documents from the attachments section
- sending requests for information using the *Add External Comment* and *Add Internal Comment* links
- conditionally approving the application (see section 4.1 for further details)

If the application does not contain sufficient information then the Approving Reviewer can do several things;

- request information from the Applicant using the external comments process described in section 3.11
- reject the application (see section 3.13 for further details)
- ask the Applicant to withdraw the application

There are several action buttons at the top of each question page for an Approving Reviewer to select from, these buttons include:

Close	<ul style="list-style-type: none">• will return you to the application summary page
Next	<ul style="list-style-type: none">• will move you on to the next question section or sub section and send any internal comments that may have been entered
Send External Comments	<ul style="list-style-type: none">• will send the comments entered in the text box that is opened by selecting the <i>Add External Comment</i> link
Conditionally Approve	<ul style="list-style-type: none">• will allow the Approving Reviewer to complete the conditional approval process as detailed in section 4.1 <p>This button is only available for an Approving Reviewer on the question section that relates to their department, so for example it will only be available for a Building Engineer on the Building Alteration question section.</p>
Reject	<ul style="list-style-type: none">• will remove the application from the <i>Application In Progress</i> list and move it to the <i>Rejected</i> tab. Pressing this button will send the Applicant an email confirming this rejection along with the Approving Reviewers and Technical Reviewers that are allocated to the application.

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Building & Structural Alterations IC

Drainage and Water Catchment

Mechanical

Utilities

Certification

General Info Building Alteration Fire Safety Planning Legal Attachments Submit

A1 - Building & Structural Alterations

Close Unlock Next

Reject Send External Comments

Tracking Number TN154567657751647929 Location Cradley Heath

Description Following advice to withdraw original application TN965341559574901247, London Midland (Robert Goode) and Network Rail (Carew Satchwell) support our proposal to apply for Landlo...

The structural elements shall be designed and constructed so that the combined dead, imposed and wind loads are sustained and transmitted to the ground:

- safely, and
- without causing any deflection, deformation or instability of any part of the structure, adjacent structures, premises, or Controlled Infrastructure or ground movement that may cause this, including the disposal or drainage of liquids e.g. rainwater.

This is in line with Part A of Schedule 1 to The Building Regulations 2000

Please note: Internal comments are saved by pressing the "Next" button and External comments are saved and submitted to an Applicant by pressing the "Send External Comment" button

A1	Building & Structural Alterations	Please give a full description of the work and any comments you would like to make
A1.1	Is any demolition work planned (including internal partitioning)?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A Works will involve the demolition of the existing Toilet Block. Works will also require the removal of the existing Canopy which covers the Bus waiting area.

3.9. Attachments – Reviewers

The documents that have been uploaded to the *Initial Submission Documents* section by an Applicant can be downloaded and viewed by an Approving Reviewer, a Technical Reviewer, a Managerial Reviewer and a member of the Consents Team.

To download the documents simply tick the boxes next to the documents you wish to download and click on the *Download Selected* button. This will open up the option to save the documents within a.zip file onto your computer and automatically saves the file name as the tracking number of the application.

There are two types of file type that can be uploaded by an Applicant when first completing an application these are the *Mandatory* and *Supporting* documents.

As the name suggests the mandatory documents are required in order for the application to be submitted. There is one mandatory document required on all applications this is called the *General Outline Drawing*. This can be used for any attachment to be uploaded if a *General Outline Drawing* is not available to support the application.

Any other mandatory documents listed are linked to the way that questions are answered. For example when answering question B1.4, B1.5 or B1.6 as 'Yes' a new mandatory document is requested called 'Fire alarm and detection system; BS5839 part 1'.

The supporting documents that are listed are simply a guide of further attachments that can be uploaded to an application.

There is a function allowing an Applicant to replace a document that has been attached. If they have replaced a document in the *Initial Submission Document* section two more links will become visible. The *Notes* link shows the reason why the replacement file was uploaded, the *History* link shows the list of historic documents that have been uploaded and replaced.

If any Reviewer or an Applicant requests to upload further documents to the application after it has been submitted then the application needs to be unlocked as described in section 3.10. These documents will be uploaded to the *Additional Documents (1)* tab.

Download buttons **Replaced document links**

The screenshot shows the 'Attachments' section of a web application. The page has a navigation bar with links: Home, T&Cs, Privacy, Help, FAQs. Below the navigation bar, there are tabs: Application List, Reports, Logout, Initial Submission Documents, and Additional Documents (1). The 'Initial Submission Documents' tab is selected. The 'Attachments' section displays a table of documents. The table has columns: Type, Description, and Upload Date. The first document is 'General Outline Drawing' (Mandatory) with a checkbox checked. The second document is 'B1.4, B1.5, B1.6) Plans - Fire alarm and detection system; BS5839 part 1' (Mandatory) with a checkbox checked. The third document is 'Working Drawings' (Supporting) with a checkbox unchecked. The fourth document is 'Working Plans' (Supporting) with a checkbox unchecked. The fifth document is 'Technical Specification' (Supporting) with a checkbox unchecked. The sixth document is 'General Layout Drawings' (Supporting) with a checkbox unchecked. The seventh document is 'Details of how the work will affect the gas supply' (Supporting) with a checkbox unchecked. The 'Download Selected' button is highlighted with a red circle. The 'Notes' and 'History' links for the first document are highlighted with a red circle.

Type	Description	Upload Date
Mandatory	General Outline Drawing	20/01/2015
Mandatory	B1.4, B1.5, B1.6) Plans - Fire alarm and detection system; BS5839 part 1	20/01/2015
Supporting	Working Drawings	Not yet provided
Supporting	Working Plans	Not yet provided
Supporting	Technical Specification	Not yet provided
Supporting	General Layout Drawings	Not yet provided
Supporting	Details of how the work will affect the gas supply	

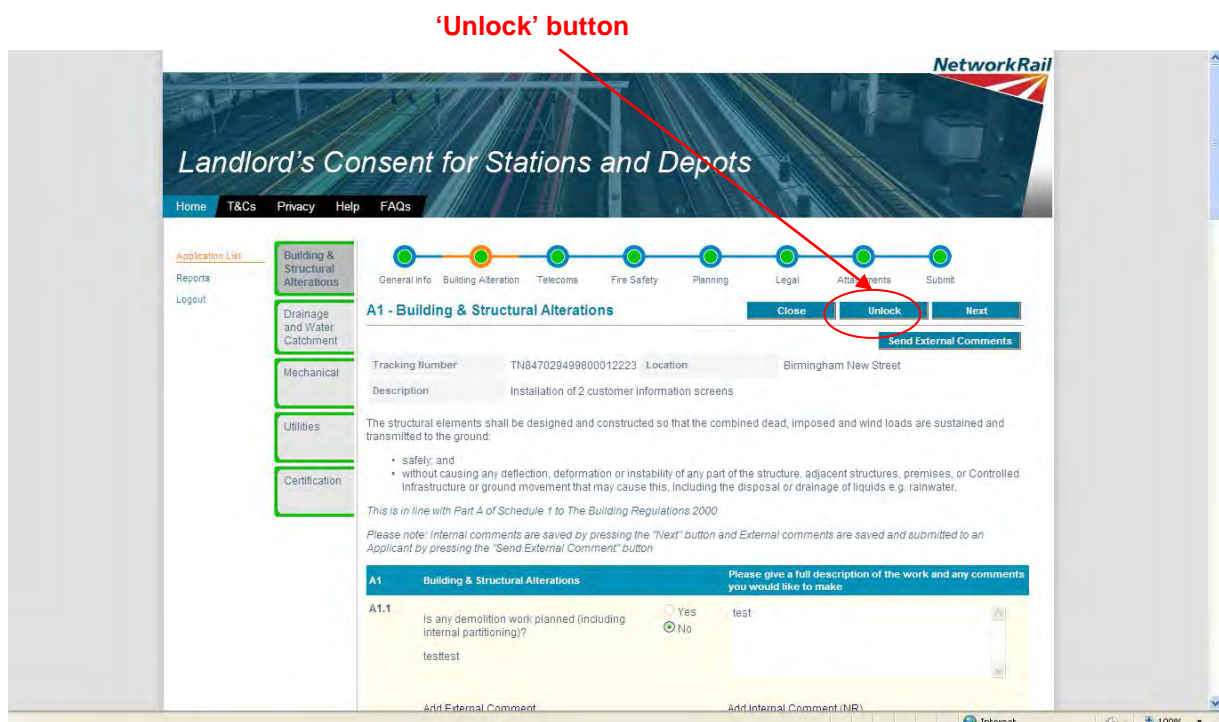
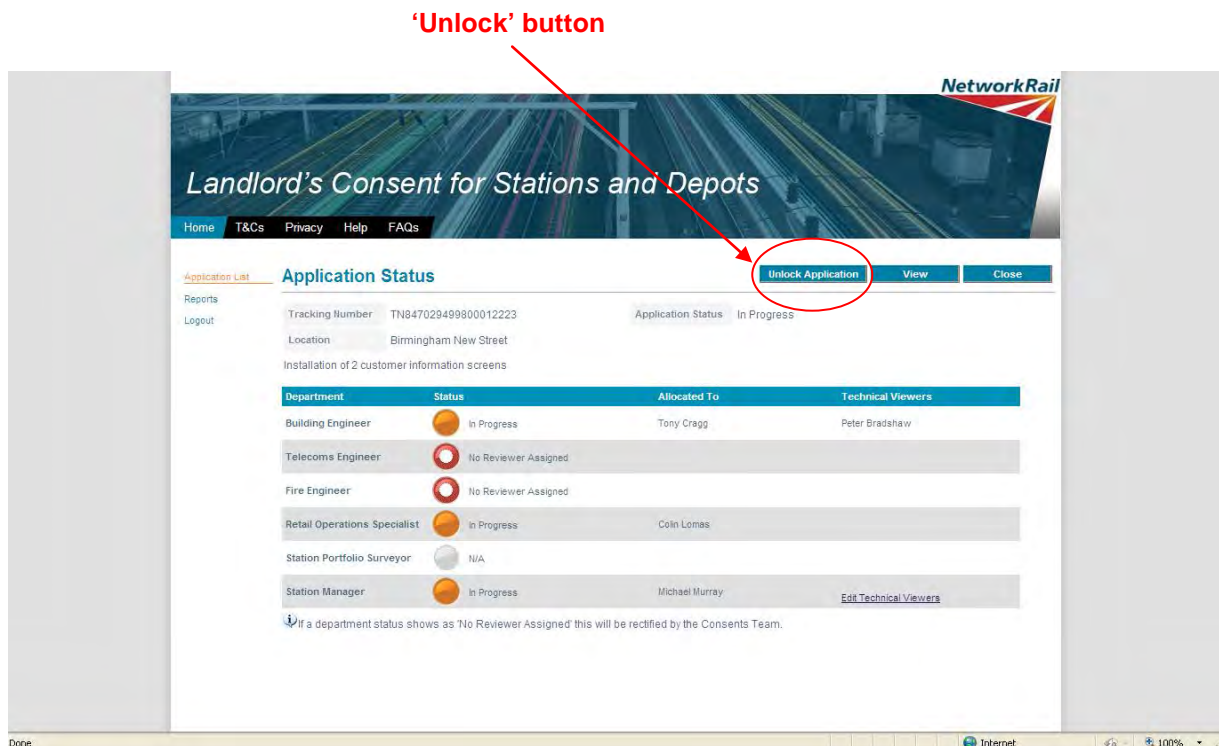
3.10. Unlocking an Application

Only an Approving Reviewer or a member of the Consents Team can unlock an application. Unlocking an application allows an Applicant to upload further documents within the *Attachments* section after they have submitted their application for review.

The length of time that the application is unlocked for is set by the Consents Team. This is set at 120 hours (5 days); after this time has passed the application will be automatically locked again.

There are two scenarios when an application can be unlocked:

- when an *Unlock* button is manually pressed (the *Unlock* button can be found on the *Application Status* screen and the question pages)
- when a request for information is sent to an Applicant. This unlocking happens when the *Send External Comments* button is pressed by a Reviewer. If the *Send External Comments* button is selected by different Reviewers this will re-start the 120 hour timer on the unlock function



3.11. External Comments (Request for Information)

A request for information can be created by an Approving Reviewer or Technical Reviewer only. This is done by the Approving Reviewer entering comments next to a specific question in the application form.

Entering an external comment is carried out by selecting the *Add External Comment* link and entering text in the box that appears. Please note that the *Send External Comments* button at the top of the page must be selected to save this text. If you press the *Add External Comment* link again it will close the text box and the text will be lost.

These comments are then submitted externally to the Applicant, via email, to inform them of this. The following things happen to the application when an external comment is sent to an Applicant:

- The status of the application changes to *Awaiting Information*
- The question section that contains the question with the comment shows as orange with a red dot (as shown in section 2.9)
- The question sub-section tab that contains the question with the comment is highlighted as red
- The question with the comment is highlighted with a red box

The application cannot be progressed any further until this request for information is closed by the Approving Reviewer. The Approving Reviewer will only close the request once they have received an appropriate response from the Applicant to the request for information.

Once the Applicant is aware of the request for information they simply need to log back into the application form, find the comments that have been left for their attention and submit a response using the comments box that is available. When an Applicant submits a response the Approving Reviewer will be alerted by an email.

Once the Approving Reviewer has viewed the Applicant's response they can continue to send external comments to the Applicant using the comments box and the Applicant can continue to respond, like a text message conversation on a mobile phone. Each time a comment is submitted by either party the system will send an email to alert the opposite party of a response that has been made.

External comments can be left by any Approving Reviewer on any question. To show an Applicant which Approving Reviewer has left the comment, the system records the name of the Approving Reviewer along with the time and date that the comment was left. The system also records the time and date of the response from the Applicant.

If the request for information requires the Applicant to upload further documents to the application then the application will need to be unlocked. Further details regarding the unlocking of an application are detailed below in section 3.10.

External comments link and text box

The screenshot displays a web application interface for fire safety planning. A red arrow points from the section header 'External comments link and text box' to a red oval that encircles the 'Add External Comment' link and its associated text input box. The interface includes a top navigation bar with links like 'Home', 'T&Cs', 'Privacy', 'Help', and 'FAQs'. A left sidebar contains a menu with 'Application List', 'Reports', 'Logout', and various fire safety categories. The main content area shows a progress bar with steps: General Info, Building Alteration, Telecoms, Fire Safety (highlighted in orange), Planning, Legal, Attachments, and Submit. Below the progress bar, the 'B1 - Means of warning and escape' section is visible, containing fields for Tracking Number, Location, and Description. At the bottom of this section, there are two questions: 'B1.1 Is there a means of raising the alarm?' and 'B1.2 Is this strategy compatible with the current means of raising the alarm throughout the premises?'. Each question has radio button options for 'Yes', 'No', and 'N/A'. The 'Add External Comment' link and text box are located below the B1.1 question.

Submitted external comment

The screenshot shows a web form with a sidebar on the left containing links: External fire spread, Access and facilities for the Fire Service, Miscellaneous, and Certification. The main content area has a header with instructions: 'The following order of design and construction of fire escape provisions must be followed in the early warning unit, and appropriate means of escape in case of fire from the building to a place of safety outside the building capable of being safely and effectively used at all times. From Part B of Schedule 1 to The Building Regulations 2000. Please note: Internal comments are saved by pressing the "Next" button and External comments are saved and submitted to an Applicant by pressing the "Send External Comment" button.'

The form contains several questions. The first question, B1.1, is 'Is there a means of raising the alarm?'. It has radio buttons for Yes, No, and N/A. A red circle highlights the 'Add External Comment' link below the question. A red arrow points from the 'Submitted external comment' title to this link. The comment text is '25/01/2015 13:28:13 David Rayword: test' and there is a 'Close' link below it. Other questions B1.2, B1.3, and B1.4 are also visible, each with 'Add External Comment' and 'Add Internal Comment (NR)' links.

3.12. Internal Comments

As well as external comments being sent between Reviewers and an Applicant, internal comments can be shared between an Approving Reviewer, Technical Reviewer and System Administrator (Consents Team).

These internal comments are only visible to NR users and the Applicant will not be able to view what is written here. Therefore any comment that needs to be sent to an Applicant must be sent using the external comments function.

Entering an internal comment is carried out by selecting the *Add Internal Comment* link and entering text in the box that appears. Please note that the *Next* button must be selected to save this text. If you press the *Add Internal Comment* again it will close the text box and the text will be lost.

When an internal comment has been left on a question a small red *IC* icon is added to the relevant question tab to show other Reviewers where the comment has been left.

Internal comments link and text box

The screenshot shows a web form with a sidebar on the left. The main content area has a header with instructions: 'The following order of design and construction of fire escape provisions must be followed in the early warning unit, and appropriate means of escape in case of fire from the building to a place of safety outside the building capable of being safely and effectively used at all times. From Part B of Schedule 1 to The Building Regulations 2000. Please note: Internal comments are saved by pressing the "Next" button and External comments are saved and submitted to an Applicant by pressing the "Send External Comment" button.'

The form contains several questions. The first question, A1.1.1, is 'Does it effect the station buildings (e.g. roof, external walls, internal partitions and/or platform clearances?)'. It has radio buttons for Yes, No, and N/A. A red circle highlights the 'Add Internal Comment (NR)' link and the text box below the question. A red arrow points from the 'Internal comments link and text box' title to this link. The text box contains the text 'test comment'. Other questions A1.1.2, A1.1.3, and A1.1.4 are also visible, each with 'Add External Comment' and 'Add Internal Comment (NR)' links.

3.13. Rejecting an Application

An application can be rejected by a member of the Consents Team or an Approving Reviewer. An application is rejected by selecting the **Reject** button that is found at the top of the *Application Status* screen or at the top of the application question sections.

Please note that the *Reject* button will only show in the question section that corresponds to the role of an Approving Reviewer, for example it will show in the Building Alteration question section for Building Engineers and the Fire Safety section for Fire Engineers.

When the *Reject* button is pressed a text box window is opened. The user rejecting the application needs to enter why the application has been rejected. This information will be sent to the Applicant via an automated email and will also show them who has rejected the application and how to re-submit the application for review.

Reject button on Application Status screen

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Application Status

Tracking Number: TN901075728094201811 Application Status: In Progress

Location: London Paddington

Installation of a single counter mounted Camelot Scratch Card Dispenser in WH Smith Travel Retail Area

Department	Status	Allocated To	Technical Viewers
Building Engineer	In Progress	Andy Fant	Edit Technical Viewers
Telecoms Engineer	N/A		
Fire Engineer	In Progress	Pratik Bhattacharya	Edit Technical Viewers
Facility Surveyor	In Progress	Justin Keen	Edit Technical Viewers
Station Portfolio Surveyor	N/A		
Station Manager	In Progress	Terry Baker	Edit Technical Viewers

⚠ If a department status shows as 'No Reviewer Assigned' this will be rectified by the Consents Team.

Reject button on application question screen

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A1 - Building & Structural Alterations

Tracking Number: TN154567657751647929 Location: Cradley Heath

Description: Following advice to withdraw original application TN865341559574901247, London Midland (Robert Goode) and Network Rail (Carew Satchwell) support our proposal to apply for Landlo...

The structural elements shall be designed and constructed so that the combined dead, imposed and wind loads are sustained and transmitted to the ground:

- safety; and
- without causing any deflection, deformation or instability of any part of the structure, adjacent structures, premises, or Controlled Infrastructure or ground movement that may cause this, including the disposal or drainage of liquids e.g. rainwater.

This is in line with Part A of Schedule 1 to The Building Regulations 2000

Please note: Internal comments are saved by pressing the "Next" button and External comments are saved and submitted to an Applicant by pressing the "Send External Comment" button

A1	Building & Structural Alterations	Please give a full description of the work and any comments you would like to make
A1.1	Is any demolition work planned (including internal partitioning)?	<p>Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/></p> <p>Works will involve the demolition of the existing Toilet Block. Works will also require the removal of the existing Canopy which covers the Bus waiting area.</p>

Text box where rejection comments are entered

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Building & Structural Alterations IC

Drainage and Water Catchment

Mechanical

Utilities

Certification

Rejection Summary

Reasons for rejection

Please note that the customer can see the comments you enter here.

OK Cancel

Submit

Reject Send External Comments

by Heath

9574901247. London Midland (Robert

psal to apply for Landlo...

posed and wind loads are sustained and

adjacent structures, premises, or Controlled

inage of liquids e.g. rainwater.

This is in line with Part A of Schedule 1 to The Building Regulations 2000

Please note: Internal comments are saved by pressing the "Next" button and External comments are saved and submitted to an Applicant by pressing the "Send External Comment" button

A1	Building & Structural Alterations	Please give a full description of the work and any comments you would like to make
A1.1	Is any demolition work planned (including internal partitioning)?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A

Works will involve the demolition of the existing Toilet Block. Works will also require the removal of the existing Canopy which covers the Bus waiting area.

Rejection email that is sent to applicant and reviewers

Application Submitted ► Application Review ► Application Pre-Approval Prepared ► Pre-Approval Granted ► Works Take Place ► Entry Into Service Confirmed ► Request For Final Approval ► Final Approval Granted

Dear Mr Toogood,

We are writing in connection with your Landlord's Consent application, Tracking Reference: **TN680203448620743223** for the **Wythall** location.

Unfortunately your application has been rejected from the system due to the following:

Rejection confirmed by:

Ian Grimes

Reason for rejection:

This application is rejected as a test

You are able to make a copy of your rejected application if you wish to re-submit it for review. This copied application will transfer the questions that you have answered into a new application with a new tracking reference number. You will need to fill out the information on the ? General Information? screen and also re-upload the attachments before submitting this new application for review.

Please contact the specific Network Rail contact that has rejected your application or the Consents Team on consentsteam@networkrail.co.uk for further information.

Best regards,

Consent Management Team

The content of this email (and any attachment) is confidential. It may also be legally privileged or otherwise protected from disclosure. This email should not be used by anyone who is not an original intended recipient, nor may it be copied or disclosed to anyone who is not an original intended recipient. If you have received this email by mistake please notify us by emailing the sender, and then delete the email and any copies from your system. Liability cannot be accepted for statements made which are clearly the senders own and not made on behalf of Network Rail.
Network Rail Infrastructure Limited registered in England and Wales No. 2904587, registered office Kings Place, 90 York Way London N1 9AG

4.0. Stage 3: Conditional Approval - Prepared

4.1. Conditionally Approving an Application

Once an Approving Reviewer is satisfied that they are happy for the works in the application to go ahead they can then conditionally approve the application.

All applications are conditionally approved as every application is subject to the *Network Rail General Terms and Conditions of Consent*. These terms and conditions are provided to an Applicant via email when the *Conditional Approval – Prepared* stage is completed. They are also detailed on the Licence to Alter that is created once an Applicant has 'acknowledged' the conditional approval of the Approving Reviewers using the electronic acknowledgement process. Further details regarding this process can be found in section 5.0.

An Approving Reviewer can conditionally approve an application by pressing the *Conditionally Approve* button that can be found next to the *Send External Comments* button. This *Conditionally Approve* button is only available on the question section that is applicable to the Reviewer, for example, a Fire Safety Engineer will only have the button available on the Fire Safety section.

The **Conditionally Approve** button will not be available for selection if there are still open external comments. Internal comments do not have an impact.

When the *Conditionally Approve* button is selected a new window titled *Conditional Approval Summary* will open up.

There is a box at the top of this window that allows an Approving Reviewer to enter any *Specific Conditions* they may wish to add to the Applicant's application. Similar to the *Network Rail General Terms and Conditions of Consent* these *Specific Conditions* are provided to an Applicant via email when the *Conditional Approval – Prepared* stage is completed. They are also detailed on the Licence to Alter.

The *Conditional Approval Summary* box automatically has the text 'No conditions stated' within it, this text is to be left in the box if the Approving Reviewer has no specific conditions to add. Otherwise it can be deleted and the specific conditions can be added by an Approving Reviewer.

At this stage there is also a check list of entry into service documents that the Approving Reviewer/s can choose from. Selecting from this list will add the documents to the entry into service attachments section. These documents need to be uploaded to the application by an Applicant during the *Entry Into Service – Requested* stage. Further details regarding this stage can be found in section 7.0.

This entry into service documents list is centrally stored and maintained by the Consents Team, if there is a requirement for any further documents to be added to this list please contact consentsteam@networkrail.co.uk to have these documents added to the list.

Once the Approving Reviewer has completed the details in the *Conditional Approval Summary* box these need to be saved by clicking on the *Ok* button. This changes the status of this individual Approving Reviewer to *Conditional Approval – Prepared* and turns their status light to light green.

Once all the Approving Reviewers have completed their review and each individual status is *Conditional Approval – Prepared* the overall application status will change to *Conditional Approval – Prepared*.

‘Conditional Approval Summary’ box

Specific conditions entered by Approving Reviewer

Entry into service documents selected

Conditional Approval Summary

Conditions of approval

- Condition A
- Condition B
- Condition C

Please note that the customer can see the comments you enter here.

Please indicate what documents the applicant should supply on Entry Into Service

- ☒ Signed Handback Certification
- ☒ Signed Entry Into Service Form
- ☐ Defect Liability Period
- ☐ Station/Depot Change Confirmation
- ☐ Health and Safety File
- ☐ As Built Drawings
- ☐ LC05 Document
- ☐ Planning Permission
- ☐ Listed Building Consent
- ☐ Refurbishment/ Demolition Asbestos Survey – UKAS Accredited ARMS/ Network Rail asbestos surveyor
- ☐ Building Warrant, including Completion Certificate
- ☐ Minor Electrical Installation Works Certificate BS 7671 IEE Wiring Regulations 17th Edition (minor works)

OK Cancel

Individual Approving Reviewer status showing ‘Conditional Approval – Prepared’

Application status showing as ‘In Progress’

Landlord's Consent for Stations and Depots

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Application List

Application Status

Tracking Number: 10194785398905022494

Location: Birmingham New Street

Installation of new customer information screen

Application Status: In Progress

Department	Status	Allocated To	Technical Viewers
Building Engineer	Conditional Approval - Prepared	Tony Cragg	
Telecoms Engineer	N/A		
Fire Engineer	Conditional Approval - Prepared	David Rayworth	Shane Bailey
Retail Operations Specialist	In Progress	Colin Lomas	
Station Portfolio Surveyor	N/A		
Station Manager	In Progress	Michael Murray	

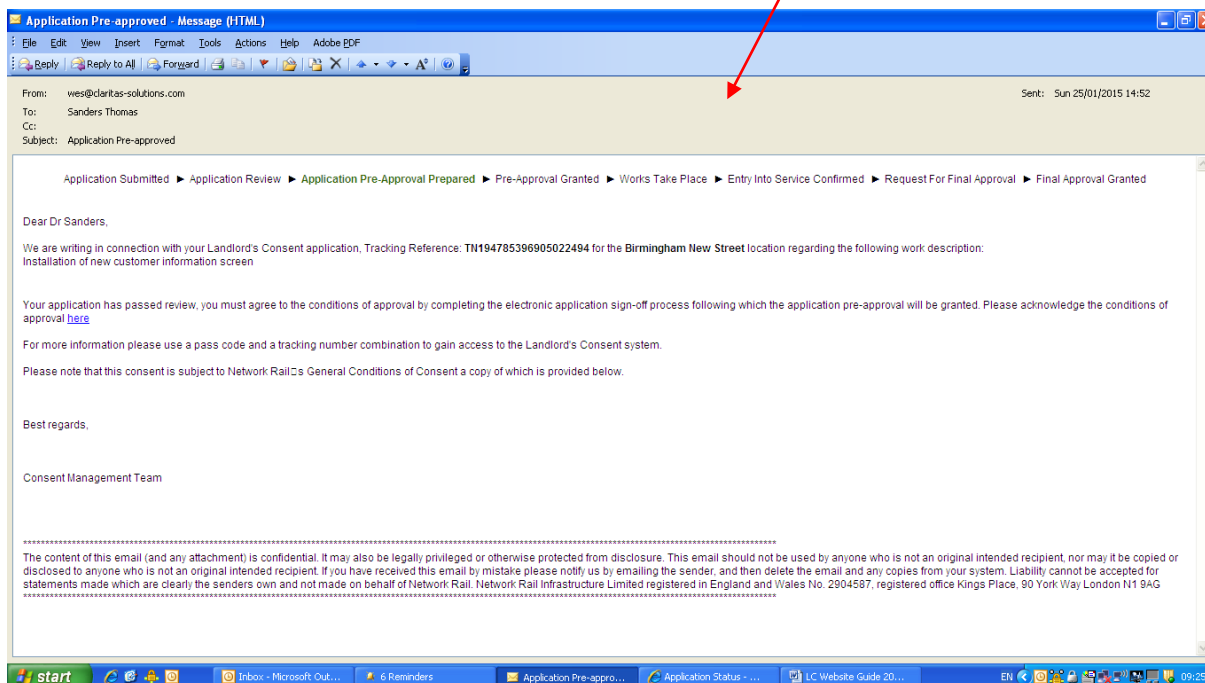
If a department status shows as 'No Reviewer Assigned' this will be rectified by the Consents Team.

Application status showing as 'Conditional Approval – Prepared'

Done

5.0. Stage 4: Conditional Approval - Granted

Once the application status changes to *Conditional Approval - Prepared* an **email** is sent to the Applicant informing them that they must agree to i.e. 'acknowledge' the application's conditions by completing the electronic acknowledgement process. Completing this process will change the application to *Conditional Approval – Granted*, will create a legally binding Licence to Alter document and the Applicant is then able to start their works.



5.1. Licence to Alter - Electronic Acknowledgement Process

The electronic acknowledgement process allows an Applicant to 'sign' the Licence to Alter electronically.

There are two ways in which an Applicant is able to complete this process:

- by clicking on the link that is sent to them in the 'Application Pre-Approval' email
- by logging in using a tracking number and passcode combination and selecting the *Acknowledgement* button on the *Application Status* screen of the application they wish to acknowledge

Either of the above will take the Applicant to the *Network Rail Landlords Consent Licence to Alter* screen. This shows the details contained in the Licence to Alter in electronic format.

The three tabs on the left hand side of the screen (General Conditions, Specific Conditions and Acknowledge Conditions) are a quicker way of taking you to that particular part of the licence.

The information shown/requested on the Licence to Alter is as follows:

General Conditions	<ul style="list-style-type: none"> • shows the NR generic set of conditions that are the same for every application in the system.
Specific Conditions	<ul style="list-style-type: none"> • shows an individual set of conditions that are specific to the individual application. Each Approving Reviewer has the option to leave specific conditions on an application.
Entry Into Service Documents	<ul style="list-style-type: none"> • shows the list of documents that the Approving Reviewers have specified need to be uploaded to an application using the entry into service stages of the process.
Tenant Acknowledgement of Terms and Conditions and Electronic Signatory Details	<ul style="list-style-type: none"> • this is where the authorised signatory of the Tenant enters their information in order to electronically 'sign' the Licence to Alter.
Work Dates	<ul style="list-style-type: none"> • this is where the project work dates are to be entered by the Applicant.
Signatory Security Code	<ul style="list-style-type: none"> • this is a unique code that needs to be entered by the signatory to complete the acknowledgement process.

Network Rail

Landlord's Consent for Stations and Depots

Home T&Cs Privacy Help FAQs





Application List Application Status Acknowledgement View Close

Logout

Tracking Number: TN194785396905022494 Application Status: Conditional Approval - Prepared

Location: Birmingham New Street

Installation of new customer information screen

Department	Status	Allocated To	Technical Viewers
Building Engineer	 Conditional Approval - Prepared	Tony Cragg	
Comments: condition a			
Requested Documents: Signed Handback Certification			
Telecoms Engineer	 N/A		
Fire Engineer	 Conditional Approval - Prepared	David Rayworth	Shane Bailey
Comments: - Condition A - Condition B - Condition C			
Requested Documents: Signed Entry into Service Form, Signed Handback Certification			
Retail Operations Specialist	 Conditional Approval - Prepared	Colin Lomas	
Comments:			

Done Internet 100%

'Acknowledgement' button

Network Rail

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Application List General Conditions Specific Conditions Acknowledge Conditions Close

Logout

Network Rail Landlord's Consent Licence to Alter

Application reference: TN194785396905022494

Description of Works: Installation of new customer information screen

Consent to carry out work at Birmingham New Street "The Premises" (subject to conditions)

Made between:

(1) NETWORK RAIL INFRASTRUCTURE LIMITED ("Network Rail") company registration number 02904587 whose registered office is at Kings Place 90 York Way London N1 9AG; and

(2) ("The Tenant") company registration number whose registered office is at

This is a legally binding contract and should only be electronically signed by a person who is an authorised signatory of The Tenant

Network Rail may request evidence of such authority.

General Conditions

1 **Definitions**

Enactment means any statute, statutory instrument, rule, regulation, treaty, directive, bye-law, code of practice, circular, guidance note, common law and any notice, order, direction or requirement given or made pursuant to them for the time being in force.

Entry Into Service Documents means the documents specified by Network Rail to the Tenant as part of this application for the Works and named entry into service documents.

Lease means the lease or licence relating to the Premises.

Notification Date means the date on which the Tenant has notified Network Rail of completion of the Works in accordance with clause 8.1

Specific Conditions means the conditions provided by Network Rail to the Tenant in relation to this consent; and set out in the Specific Conditions set out below.

Done Internet 100%

Licence to Alter page

General conditions

24 Delegated Authority of the Tenant's Signatory
24.1 If requested by Network Rail the Tenant must provide requisite board minutes or other suitable information that evidences that the signatory is the duly authorised signatory of the Tenant.

Specific Conditions

Application reference number TH19478539605022454 also has the following conditions:

Building Engineer:

- condition a

Fire Engineer:

- - Condition A
- - Condition B
- - Condition C

Station Manager:

- No conditions stated

Retail Operations Specialist:

- - Condition D
- - Condition E

Entry into Service Documents

The following documents also need to be provided as part of the 'Entry into Service' of the Works:

Building Engineer has requested:

1. Signed Handback Certification

Fire Engineer has requested:

1. Signed Entry Into Service Form
2. Signed Handback Certification

Station Manager has requested:

1. Signed Handback Certification

Retail Operations Specialist has requested:

1. Station/Depot Change Confirmation
2. Defect Liability Period

Specific conditions

Entry into service documents

4. TENANT LIABILITY FORM

Tenant Acknowledgement of Terms and Conditions and Electronic Signatory Details

For completion by the Tenant

I confirm that I am an authorised signatory of the Tenant and hereby electronically sign for and on behalf of the Tenant.

I understand that in electronically signing this document a legally binding contract will be formed between Network Rail and the Tenant, the Tenant will be then be liable for complying with the Tenants covenants contained in this consent.

Signatory Details:

Email:

Confirm Email:

Title:

Firstname:

Lastname:

Address:

Town:

County:

Post Code:

Telephone:

Mobile:

Work Dates

Please provide the dates that the Works should start and end on. Please note that the End Date should not exceed six months from

Tenant signatory document

5.2. Licence to Alter – Applicant Signatory Security Code

The signatory security code provides a quick and simple additional level of security in the electronic acknowledgement process.

The first time that an Applicant views the *Network Rail Landlord's Consent Licence to Alter* page they will need to press the *Send Security Code* button at the bottom of the page in order for a unique security code to be sent to them.

The unique security code will be sent to the email address that is entered in the *Signatory Details* section. Once the *Send Security Code* button has been pressed and the email has been sent the button will change to read *Submit*.

If a new security code is required, for any reason, leave the security code box empty and select the *Submit* button. This will resend the security code.

The email address and details of the Signatory can be changed at this stage if required. This must be done before any security code is entered and submitted. If a different email address is entered then a different unique security code will be created.

Once the security code has been received and entered into the box then the *Submit* button needs to be selected to confirm the acknowledgement of the Licence to Alter.

Once the security code is submitted the status of each of the individual Reviewers and the overall Application status changes to *Conditional Approval – Granted*.

Selecting the *Acknowledgement* button after successfully submitting the security code will show the security code that was used when signing the agreement and also the date that the agreement was signed into.

Work dates

'Send Security Code' button

The screenshot shows a web form for 'Licence to Alter'. It includes fields for 'Lastname', 'Address', 'Town', 'County', 'Post Code', 'Telephone', and 'Mobile'. Below these is the 'Work Dates' section, which is circled in red and has a red arrow pointing to it from the label 'Work dates'. The 'Work Dates' section contains a text box for 'Start Date' and a text box for 'End Date', both with calendar icons. Below this is the 'Applicant Signatory Security Code' section, which contains a text box for the security code and a 'Send Security Code' button. The button is circled in red and has a red arrow pointing to it from the label ''Send Security Code' button'. The form also includes instructions on how to use the security code and how to request a new one.

Tenant Acknowledgement of Terms and Conditions and Electronic Signatory Details

For completion by the Tenant:

Confirmation that an electronic signature of the Tenant and hereby electronically sign for and on behalf of the Tenant. Understanding that an electronically signed document is legally binding contract will be formed between the Tenant and the Tenant the Tenant will be held liable for complying with the Tenant's obligations contained in this contract.

Signatory Details:

Given:
 Surname:
 Title:
 Profession:
 Location:
 Address:
 Town:
 County:
 Post Code:
 Telephone:
 Mobile:

Work Dates:

Current Start Date: When date set:
 Current Finish Date: When date set:
 New Start Date:
 New Finish Date:

Signatory Security Code

In order to complete this electronic signature process, you must enter a security code which you will generate by using the other services provided in the Signatory Details section above.

Please note that if you change the email address in this Signatory Details section, you will need to generate a new security code. Please note that if you change the email address in this Signatory Details section, you will need to generate a new security code and enter it into the system.

Security Code:

https://test.daritas-solutions.com/Workflow/Acknowledge

Saved work dates

Security code entry box

'Submit' button

Application Conditions Agreed (TH194785396905022494) - Message (HTML)

From: www@daritas-solutions.com Sent: Mon 26/01/2015 12:14
 To: Sanders Thomas
 Cc:
 Subject: Application Conditions Agreed (TH194785396905022494)

Application Submitted ► Application Review ► Application Pre-Approval Prepared ► Pre-Approval Granted ► Works Take Place ► Entry Into Service Confirmed ► Request For Final Approval ► Final Approval Granted

Dear Dr Sanders,

We are writing in connection with your Landlord's Consent application, Tracking Reference: TH194785396905022494 for the Birmingham New Street location regarding the following work description:

Installation of new customer information screen

The application conditions have been agreed by:

Tom Sanders on 26/01/2015 12:08:15

In order to progress further you must enter the following agreement code into the acknowledgement page [here](#): **9393072-43a7-40be-bb24-e00b25506045**

The application has been pre-approved with the following conditions:

Building Engineer

- Condition A

Fire Engineer

- Condition A
- Condition B
- Condition C

Station Manager

- No conditions stated

Security code email

Work Dates

Current Start Date: When date set:
 Current Finish Date: When date set:
 New Start Date:
 New Finish Date:

Signatory Security Code

The security code used when signing the agreement is below:

Applicant Security Code: **9393072-43a7-40be-bb24-e00b25506045**

Date Agreement Entered into

The date that this agreement was entered into is below:

Agreement signed on: **26/01/2015 12:16:08**

Security code submitted and saved

Licence to Alter agreement details saved

5.3. Licence to Alter - Work Dates

These dates are requested when the Licence to Alter is acknowledged, as the Applicant should have a better idea of when the project will be able to start and end after having visibility of all the terms and conditions and the entry into service documents that are required by the Approving Reviewers.

The dates are selected using a calendar drop down box and the end date cannot be longer than 6 months after the start date.

After the security code has been submitted during the acknowledgment process the original work dates are saved in the system. There is however an option to update the work dates at this point if required. This can be done by simply updating the dates using the calendar boxes. If these dates are updated then the *Submit* button needs to be pressed to save these dates in the system. This generates an email that is sent to the Approving Reviewers for their information.

Work Dates

Start Date	When date set	Finish Date	When date set
Current Start Date	08/03/2015 26/01/2015 12:48:59	Current Finish Date	05/04/2015 26/01/2015 12:48:59
Original Date	01/03/2015 26/01/2015 12:06:15	Original Date	01/04/2015 26/01/2015 12:06:15
New Start Date	<input type="text"/>	New Finish Date	<input type="text"/>

Signatory Security Code

The security code used when signing this agreement is below:

Applicant Security Code: 939307243a740be8624e90625586045

Date Agreement Entered Into

The date that this agreement was entered into is below:

Agreement signed on 26/01/2015 12:16:08

Details Saved

Submit

Application Project Dates Changed (TN194785396905022494) - Message (HTML)

From: wes@kalis-solutions.com Sent: Mon 26/01/2015 12:42

To: Sanders Thomas

Cc: Application Project Dates Changed (TN194785396905022494)

Dear Landlord's Consent Management Team:

The project start and/or end date have been altered on the application with tracking number TN194785396905022494 for Birmingham New Street.

Start Date: 08/03/2015

End Date: 05/04/2015

You may need to view the application, if so please log on to the Landlord's Consent website

Regards,

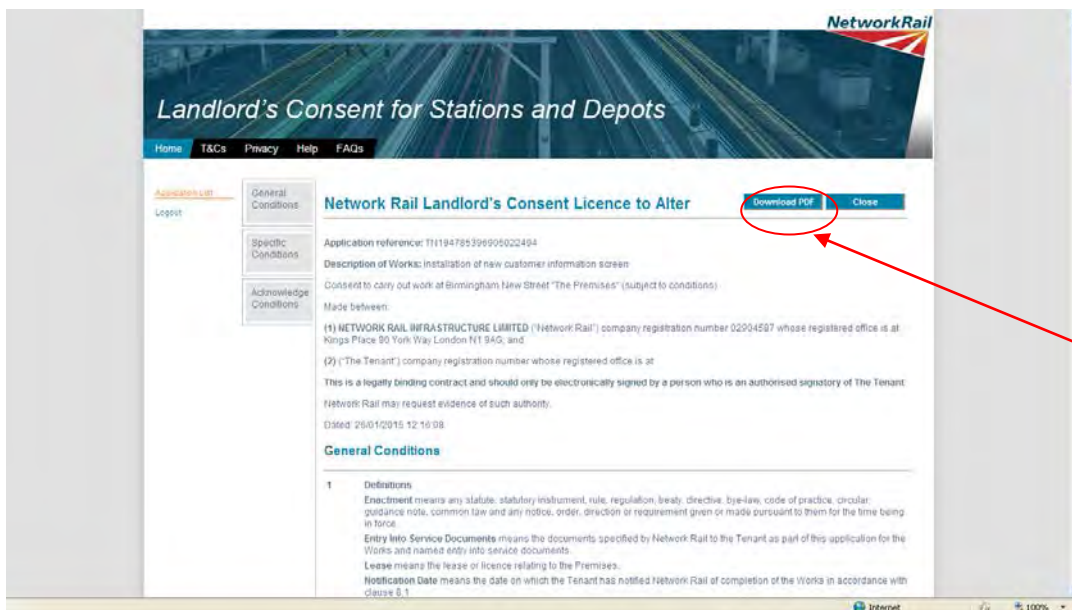
Consent Team

The content of this email (and any attachments) is confidential. It may also be legally privileged or otherwise protected from disclosure. This email should not be used by anyone who is not an original intended recipient, nor may it be copied or disclosed to anyone who is not an original intended recipient. If you have received this email by mistake please notify us by emailing the sender, and then delete the email and any copies from your system. Liability cannot be accepted for statements made which are clearly the sender's own and not made on behalf of Network Rail.

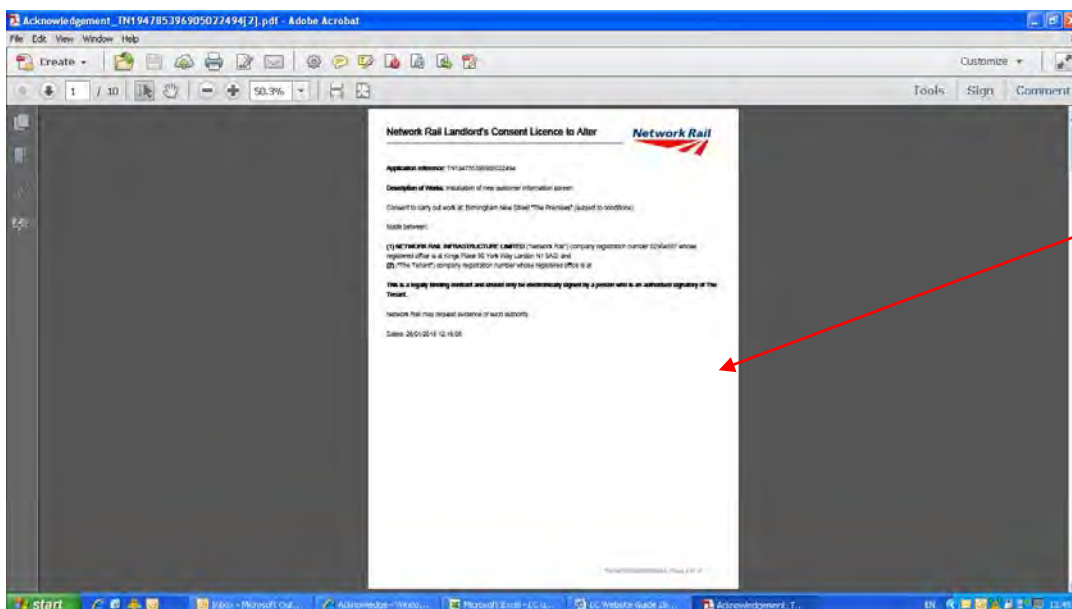
Network Rail Infrastructure Limited registered in England and Wales No. 2904587, registered office Kings Place, 90 York Way London N1 9AG

5.4. Licence to Alter – PDF

Once the security code has been submitted during the acknowledgement process a PDF document of the Licence to Alter is saved on the application. This PDF can be viewed by clicking on the *Acknowledgement* button and then selecting the *Download PDF* button. This PDF can then be viewed or saved as required.



Licence to Alter 'Download PDF' button



Example of downloaded PDF

5.5. Licence to Alter – General Points

General points to note regarding this acknowledgement sign off process are:

- Only authorised signatories of the tenants are able to electronically sign the consent for alterations
- NR Infrastructure Limited (NRIL) is seeking to consistently improve the way in which it grants consent for alterations to its tenants. The process used by the previous landlords consent system was that the terms and conditions for carrying out works were emailed to a representative of the Station Facility Operator or retail tenant. No reply or signature was required. This new process is a significant improvement on the old process
- The Licence to Alter will be ancillary to a lease, under the lease NRIL tenants must obtain NRIL consent prior to any works
- If the tenant is in breach of a term of the Licence to Alter and when challenged by NRIL raises a presumption that the consent to alter is invalid they, at the same time, are arguing that they are carrying out alterations without consent (unless consent has been granted by other means) and will therefore put them in breach of their lease which NRIL will have the option take action under

6.0. *Stage 5: Works Take Place*

Following the completion of the works an Applicant is then required to confirm the entry into service of their works by signing back into the system and completing the process outlined in Stages 6-8 of this document.

7.0. Stage 6: Entry Into Service - Requested

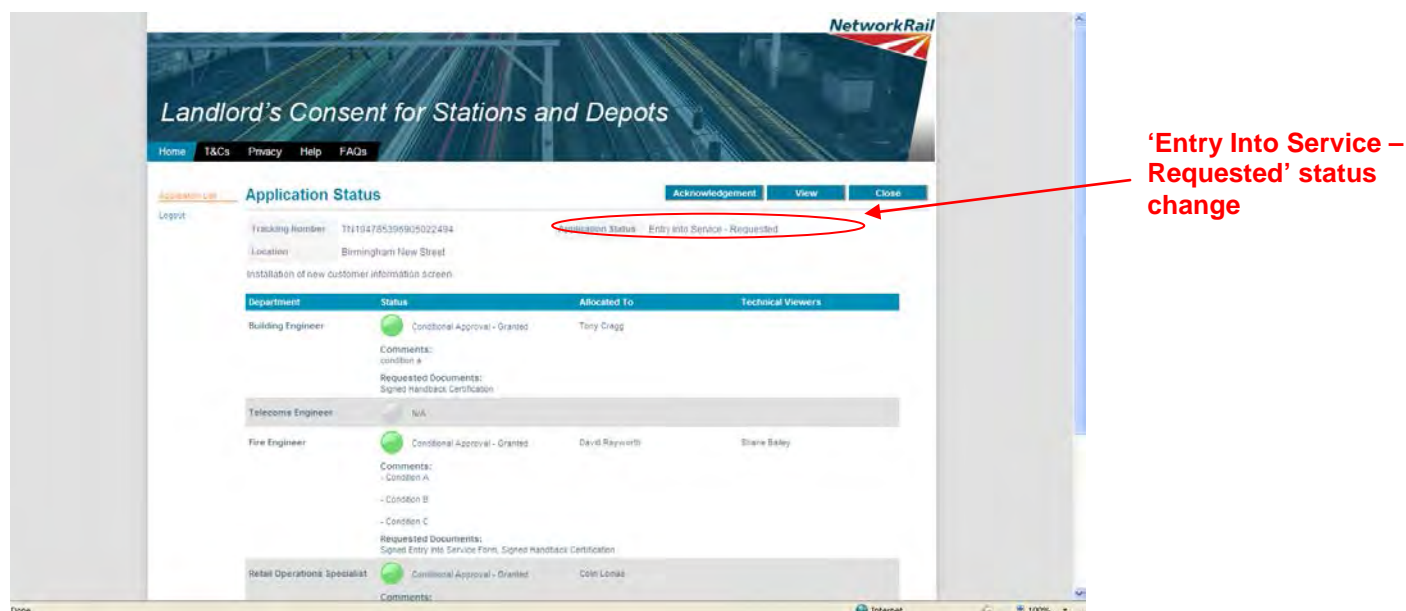
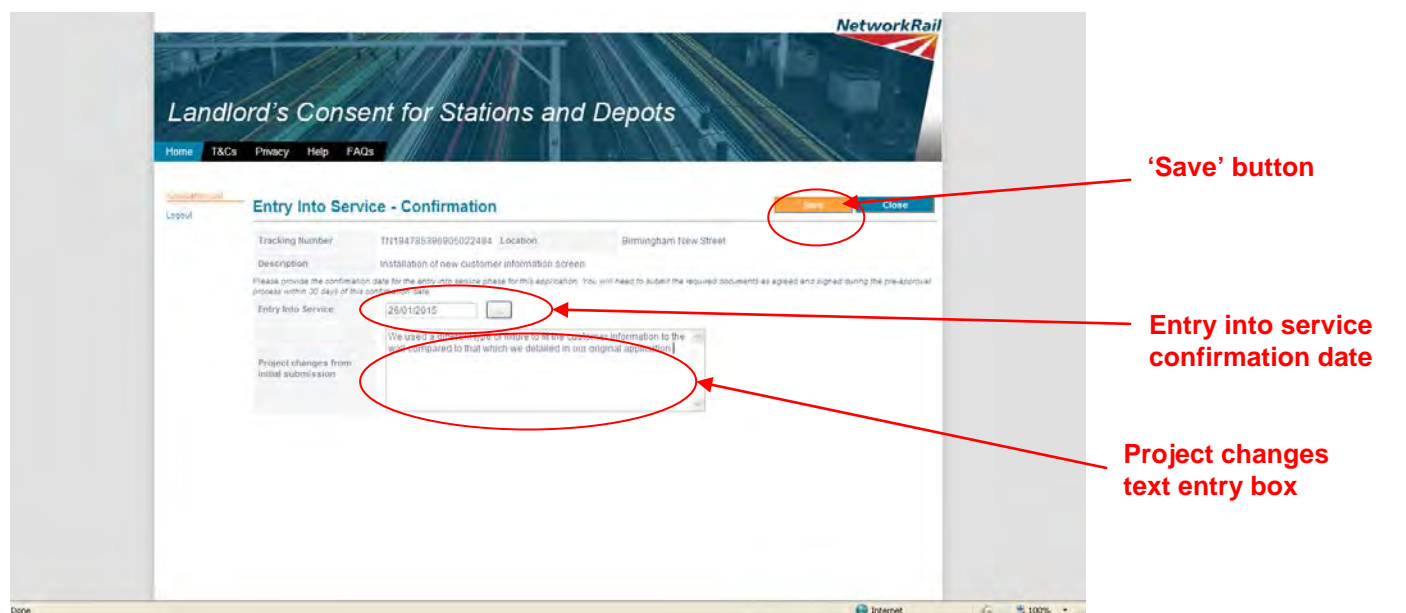
This stage consists of the Applicant signing into the application using their tracking reference and pass code combination and selecting the *Entry Into Service – Request* button on the *Application Summary* page of the application they wish to enter into service.

This takes the Applicant to the *Entry Into Service - Request* screen. This page requires the Applicant to confirm the date of the entry into service of the works (this allows up to two weeks backdating of the entry into service) and also provides them with a text box where they can provide further information to the Approving Reviewers with regards to any changes that may have been made to the works compared to the details provided during their original submission.

After completing this information and selecting the *Save* button the application status will change to *Entry Into Service – Requested*.

The Applicant then has 30 days from this point to upload the required entry into service documents and confirm the entry into service has been completed. There is a count down timer showing the Applicant how many days they have left to upload these documents. This can be seen in the *Entry Into Service* tab on the *Attachments* page. The Applicant will receive automated email reminders making them aware of the number of days they have left to upload this information.

If the 30 days passes then NR can decide whether or not to take further action against the Applicant and/or the Tenant as they have not complied by the terms of the Licence to Alter agreement.



8.0. Stage 7: Entry Into Service - Completed

In order for an Applicant to be able to confirm that they have completed the entry into service process they must upload the requested attachments that are listed on the Licence to Alter.

These attachments are also listed in the *Attachments* section of the application under the *Entry Into Service* tab. This is where the attachments need to be uploaded.

This attachments section works in the same way as the *Initial Submission Documents* attachments section. An Applicant needs to click on the *Add* link in order to upload the appropriate file to the application. The replace function is also available at this stage.

Once all the attachments are uploaded the Applicant can confirm that they have completed this stage by selecting the *Entry Into Service Complete* button.

If no attachments have been requested by any of the Approving Reviewers the Applicant simply needs to click on the *Entry Into Service Complete* button without uploading any documents.

This changes the status of the application to *Entry Into Service – Completed* and also sends an email to all of the Approving Reviewers alerting them that the requested entry into service documents have been uploaded.

At this point the Approving Reviewers will log in and check that they are content with the documents that have been uploaded by the Applicant. If they are happy then they can click the *Accept Entry Into Service* button which changes their individual Reviewer status to *Entry Into Service – Accepted* and their status light turns dark green. Further details regarding this process are detailed in section 9.0.

Entry into service tab in attachments section

Requested entry into service documents

'Add' link

'Entry Into Service Complete' button

Requested Attachments

Type	Description	Upload Date
Mandatory	Signed Handback Certification	Not yet provided
Mandatory	Signed Entry Into Service Form	Not yet provided

Requested Attachments

Type	Description	Upload Date
Mandatory	Signed Handback Certification	26/01/2015
Mandatory	Signed Entry Into Service Form	26/01/2015
Mandatory	Defect Liability Period	26/01/2015
Mandatory	Station/Depot Change Confirmation	26/01/2015

9.0 Stage 8: Entry Into Service - Accepted

9.1. Entry Into Service – Approving Reviewer Acceptance

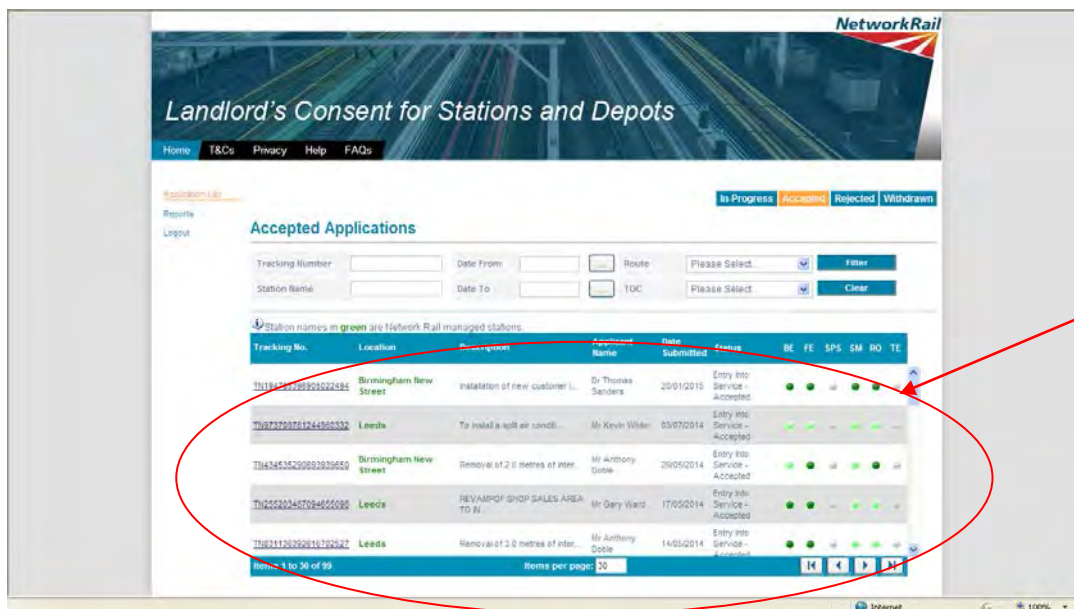
When an Applicant has uploaded the documents that have been requested by the Approving Reviewers it is the responsibility of the Approving Reviewers to log in and check that they are happy with the documents that have been uploaded.

If an Approving Reviewer is happy with the documents that have been uploaded then they can click the *Accept Entry Into Service* button which changes their individual Reviewer status to *Entry Into Service – Accepted* and their status light turns dark green.

Once all of the Approving Reviewers accept the entry into service this will change the overall application status to *Entry Into Service – Accepted* and the application will move from the In-Progress application list and will be stored in the *Accepted* application list.

'Accept Entry Into Service' button

'Entry Into Service – Accepted' status

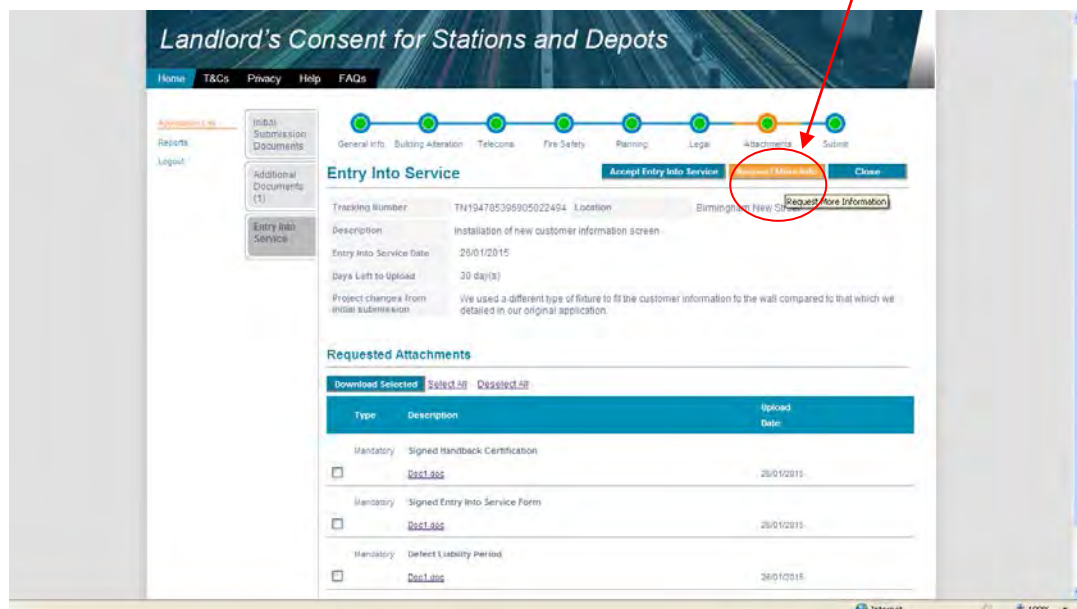


Accepted tab showing all applications that have an 'Entry Into Service – Accepted' status

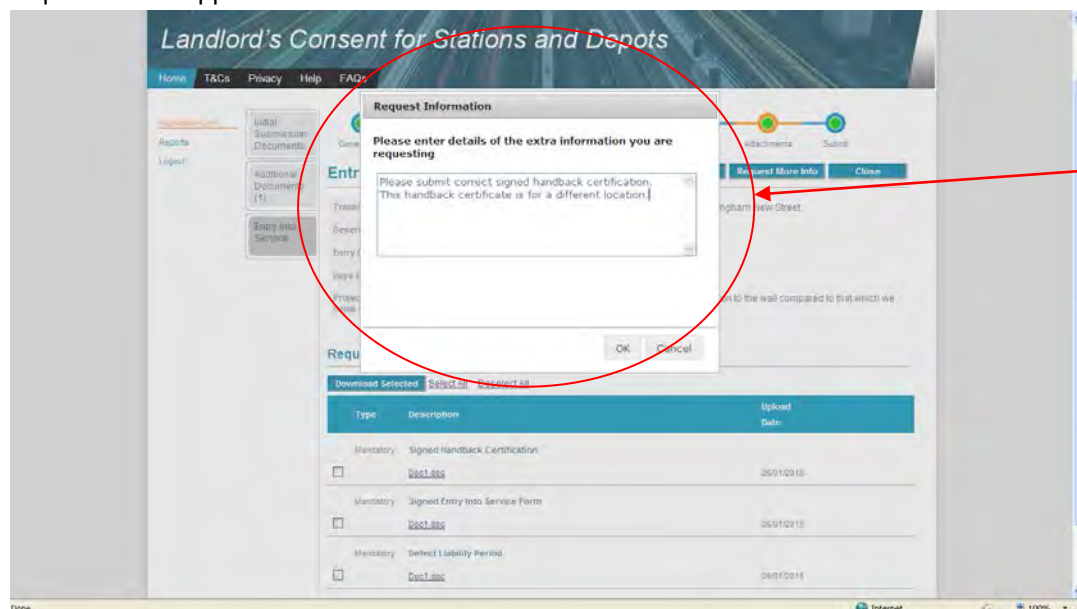
9.2. Entry Into Service – Request More Information

If an Approving Reviewer is not happy with any of the documents that have been uploaded during the entry into service stage they are able to submit a *Request for More Information* to the Applicant. This works in a similar way to the *Request for Information* process during the initial review of the application (Stage 2 of the process). See section 3.11 for more details.

In order to request more information the Applicant clicks on the **Request More Info** button under the attachments section of the application.



Selecting this button will open up a *Request Information* box where details regarding the request can be entered by the Approving Reviewer. Once the details are entered the Approving Reviewer should click **Ok** in order to submit the request to the Applicant.



Request information box

Once a request has been submitted the entry into service section of the application shows a message of 'More Information Requested'.

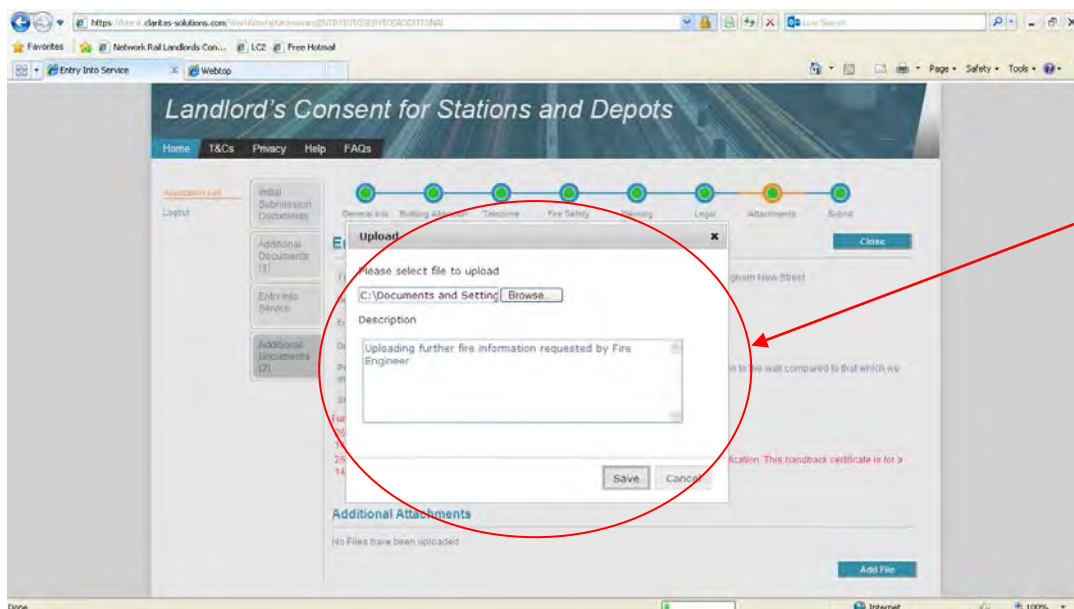
This further information message is then saved in red at the top of the *Entry Into Service* page. This will also open an *Additional Documents (2)* tab which works in the same way as the original *Additional Documents (1)* tab.

An email will be sent to the Applicant to inform them that further information has been requested during this entry into service stage.

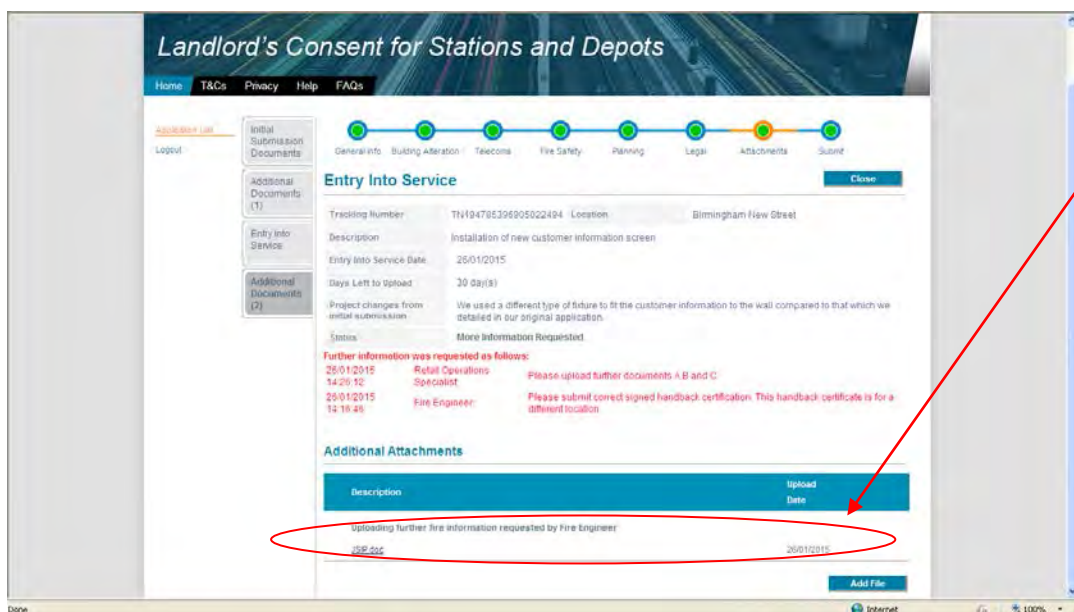
Further information text in entry into service section of application left by Fire Engineer (Approving Reviewer)

Further information email

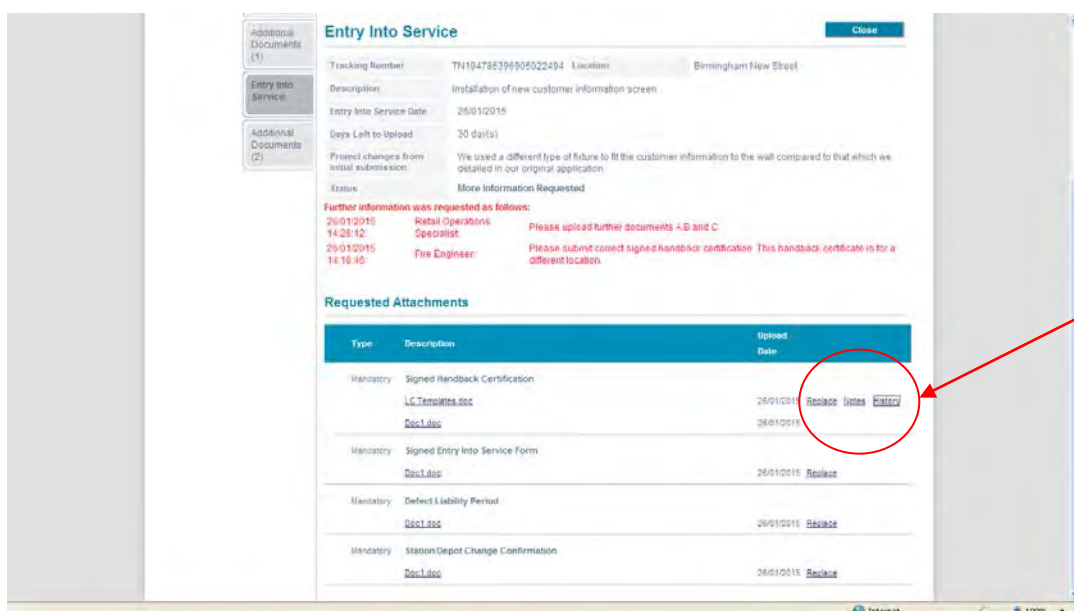
Further information text in entry into service section of application left by Facility Surveyor



Applicant 'Additional Documents (2)' upload box



Document uploaded successfully to 'Additional Documents (2)' tab



Replace document function available in entry into service tab

There is no function for the Applicant to be able to respond to this request other than to upload the documents that have been requested. The Applicant can either replace the original document they uploaded during the entry into service or they can attach an additional document in the *Additional Documents (2)* tab.

An email will be sent to inform the Approving Reviewers if a document has been replaced in the entry into service section of the attachments.

Once all of the Approving Reviewers accept the entry into service this will change the overall application status to *Entry Into Service – Accepted* and the application will move from the In-Progress application list and will be stored in the *Accepted* application list. This completes the application process.