

# How-to Guide

## Living by the Railway webpages

### Overview

The purpose of evolving content on the community section of the Network Rail website was to improve the customer journey for our lineside neighbours, to help them gain a better understanding of the work that we do. The content is structured to educate lineside neighbours without using industry jargon and provides an interactive experience.



**Note:** Research was conducted with a mix of both rural and urban lineside neighbours. Participants felt that the tone was appropriate, informative and helpful, they suggested it would be useful to have a clear link to our contact us page and the usage of sound files (where possible) would be beneficial. The pages have therefore been developed with this feedback in mind.

### How to find the webpage

[www.networkrail.co.uk/lbtr](http://www.networkrail.co.uk/lbtr) OR [www.networkrail.co.uk/livingbytherailway](http://www.networkrail.co.uk/livingbytherailway)

If you have any issues please contact Kay Horne - [kay.horne@networkrail.co.uk](mailto:kay.horne@networkrail.co.uk)

### How to navigate each section



#### Road/Path and Bridge Closures

[www.networkrail.co.uk/roadandpathclosures](http://www.networkrail.co.uk/roadandpathclosures)  
[www.networkrail.co.uk/bridgemaintenance](http://www.networkrail.co.uk/bridgemaintenance)



#### Track renewals

[www.networkrail.co.uk/renewals](http://www.networkrail.co.uk/renewals)



#### Noise and Vibration

[www.networkrail.co.uk/noise](http://www.networkrail.co.uk/noise)



#### Level Crossing

[www.networkrail.co.uk/lxclosure](http://www.networkrail.co.uk/lxclosure)



#### Vegetation

[www.networkrail.co.uk/vegworks](http://www.networkrail.co.uk/vegworks)  
[www.networkrail.co.uk/vegmaintenance](http://www.networkrail.co.uk/vegmaintenance)  
[www.networkrail.co.uk/wildlife](http://www.networkrail.co.uk/wildlife)  
[www.networkrail.co.uk/managingenvironment](http://www.networkrail.co.uk/managingenvironment)  
[www.networkrail.co.uk/rocknetting](http://www.networkrail.co.uk/rocknetting)



#### Electrification

[www.networkrail.co.uk/electrificationworks](http://www.networkrail.co.uk/electrificationworks)  
[www.networkrail.co.uk/oleworks](http://www.networkrail.co.uk/oleworks)  
[www.networkrail.co.uk/piling](http://www.networkrail.co.uk/piling)



#### Bridge Works

[www.networkrail.co.uk/bridgeraising](http://www.networkrail.co.uk/bridgeraising)  
[www.networkrail.co.uk/graffiti](http://www.networkrail.co.uk/graffiti)

### How to request amendments

Copy the URL (web address) of the page that has the issue

Send an email to [websupport@networkrail.co.uk](mailto:websupport@networkrail.co.uk) with the subject: LBTR: (URL of page)

In the email, please provide as much detail as possible about the amends you would like to see

Additional new page requests are subject to the review of the central community team who own this section of the website

Not all changes will be enacted - they may have to be checked with the central community team for consistency

If you want to add or include an image, then please supply this for review.  
 By supplying an image, you take responsibility for it being safety approved and if the image is challenged, you may be required to account for it

**Note:** Updates will be made within two working days up until the 12th April. After this date the process will default to the standard websupport requests with a five day review period