



Street Naming and Numbering Policy & Procedure

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Version History

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Policy Statement

The naming and numbering of streets and buildings in Torridge, is controlled by Torridge District Council under the Town Improvement Clauses Act 1847. The purpose of this control is to make sure that any new street names and building names and numbers are allocated logically with a view to ensuring, amongst other things, the effective delivery of mail and that emergency service vehicles are able to locate any address to which they may be summoned.

Anyone wishing to change the name or number of their property or seeking an address for a new property should apply in writing to us following the procedures detailed in this policy.

As far as street naming proposals are concerned, we are happy for developers or owners to propose their own preferred names for consideration. However it is recommended that more than one suggestion for a new name should be put forward just in case one fails to meet the criteria outlined in this guidance. It is desirable that any suggested road name should have some connection with the area.

If proposals comply with our Policy on Street Naming and Numbering and, for street names, do not meet with an objection from the Town/Parish Councils or the Royal Mail Address Development Centre, the new address will be formally allocated and all relevant bodies will be notified. See Appendix A for a list of those informed by us.

Where street names or previous numbers have been established without reference to us, we have the authority to issue Renaming or Renumbering Orders, under section 64 of the Town Improvement Clauses Act.

To aid the emergency services, we will endeavour to ensure that where appropriate, if a street has a name and has street signs relating to that name, all properties accessed off of it will be officially addressed to include that street name and also where appropriate, all new properties are numbered.

Our Vision

“Torridge – a great place to live, work and visit”

To support this vision, we have four goals:

- Be an effective and confident Council
- Enable sustainable economic growth
- Safeguard the environment
- Promote stronger, safer, healthier communities

The Street Naming and Numbering Policy will cut across all of these themes and will meet the objectives set out in our equality scheme. We have completed an ‘equality impact and needs assessment’ to ensure this policy does not disadvantage minority or under-served groups in Torridge.

Statutory Context

Definition of a street

The naming of a street includes any road, square, court, alley or thoroughfare, within the limits of the Towns Improvements Clauses Act 1847 or relates to any thoroughfare which when named will be included in an official postal address.

Public Health Act 1925: Section 19 (Adoptive Provision)

Provides us with the duty to ensure that the name of every street which is maintained at public expense is shown in a conspicuous position and also to alter or renew it if it becomes illegible.

Anyone found guilty of damaging or removing a sign is liable to prosecution.

Signs for private streets are the responsibility of the residents.

Town Improvement Clauses Act 1847: Section 21

This section gives the power to us to alter the street name or any part of a street and assign a street name to all or part of a street where a name has not been given.

We may, with the consent of two thirds of the ratepayers and people who are liable to pay Council Tax or NNDR in any street, alter the name of the street or any part of the street. We will consider this if the Town or Parish Council has received the request and can provide proof of consent from the required number of residents.

In such instances we will consult with Royal Mail, Fire Authorities and Police Authorities.

Section 64

We can cause to be put up or have painted the numbers to houses, as we think fit.

Section 65

The Occupiers of houses and other buildings in streets must mark them with such numbers as we approve and they **must** renew them whenever we think it reasonably necessary.

Where an occupier fails to do this within a week from receiving notice from us, they are liable to a fine in the magistrates' court, if we decide to pursue them. We can mark or renew the numbers and the occupier must pay our cost of the work where we have had to take this course of action.

Power to charge under Section 93 of the Local Government Act 2003

A best value authority may charge a person for providing a service if the authority is authorised, but not required, to provide the service – that is the service must be discretionary. There must be a power to provide the service, the person receiving the service must agree to its provision, and the charge must not exceed the cost of providing the service.

So the Council cannot charge for street naming services (since the duty to provide this service is not discretionary), but it can charge for the numbering of houses and other buildings (which is a discretionary service) by virtue of section 64 and 65 of the 1847 Act coupled with section 93 of the 2003 Act.

Naming Streets and Numbering Dwellings & Non-Dwellings

Section 64 of The Town Improvement Clauses Act 1847 requires Councils to ensure houses and buildings are “marked with numbers as they think fit”. We also have a responsibility to make sure that the street names are displayed. Should any person destroy, deface or put up another number or name other than the official one, then that person shall be liable to a fine under the provisions of Criminal Justice Act 1982 for every such offence.

We will name and number streets and dwellings in line with the Local Land and Property Gazetteer and Street Naming and Numbering (LLPG & SNN) data entry conventions and best practice for the National Land and Property Gazetteer (NLPG). Following these conventions will ensure our practices are compliant with the British Standard BS7666:2006

Ensuring we have a comprehensive Street Naming and Numbering Policy, that complies to BS7666:2006 is important because we want to ensure:

- Emergency Services can find a property quickly – delays can cost lives and money
- Mail is delivered efficiently
- Visitors can easily find where they want to go
- There is a reliable delivery of services and products
- Services providers have up to date and accurate records. Poor record keeping is only a disadvantage to the customer
- We bill the right person, in the right property, at the right time for Council Tax and National Non-Domestic Rates (NNDR)

Property developers suggest names for new streets. These will be received by us and checked against our criteria, then forwarded to the Town or Parish Council for consideration. The Town or Parish Council will consider the name and may approve, otherwise they may suggest their own. In this case, we will forward the Town or Parish Council's suggestion to the developer for consideration. Once both parties are happy, we will officially allocate the street name.

In cases where neither can agree on a street name, the decision will be made by members of the Community and Resources Committee of this Council, subject to compliance with this policy, and in consultation with ward members.

All costs for the erection of signs for new street nameplates will be borne by the property developer. There is a specification for the signs and their locations and we will inform the developer of this.

Maintenance of street nameplates become our responsibility once a street has been adopted.

It is not lawful to erect a street nameplate until the street name has been confirmed in writing by the District Council. Contravention attracts a fine under the provisions of the Criminal Justice Act 1982 (Section 37(2) Standard Scale Level 1 offences). A daily penalty rate also applies in this case.

Criteria for Naming Streets

The Street Name and Numbering (SNN) Officer will use these guidelines when agreeing a new number or address. Developers and Town and Parish Councils should follow these guidelines for any suggested street names:

- New street names should try to avoid duplicating any similar name already in use in a town/village or in the same postcode area. A variation in the terminal word, for example, "street", "road", "avenue", will not be accepted as sufficient reason to duplicate a name. A common request is to repeat existing names in a new road or building title (for example a request for "St Mary's Close" off an existing St Mary's Way, near St Mary's Church). This is not allowed as it can have a detrimental effect in an emergency situation. This is in line with Government guidance found in circular 3/93.
- Street names should not be difficult to pronounce or awkward to spell.
- Street names must not cause offence and will be verified by the Street Naming and Numbering Officer to ensure that they do not cause offence, having particular regard to the six strands of the Council's Equality Policy covering race, disability, gender, age, faith & belief and sexual orientation
- We will not adopt any unofficial 'marketing' titles used by developers

All new street names should ideally end with one of the following suffixes:

Street, Road, Avenue, Drive, Way, Avenue, Grove, Lane, Gardens, Place, Crescent, Court, Close, Square, Hill, Circus, Vale, Rise, Row, Wharf, Mews

Exceptions:

Single or dual names without suffixes are acceptable in appropriate places and subject to the discretion of the SNN Officer.

All new pedestrian ways should end with one of the following suffixes:

Walk, Path Way

Further Notes:

For private houses it is sufficient that the name should not repeat the name of the road or that of any other house or building in the same postcode area, see **Procedure for Address Changes** below.

The use of North, East, South or West (as in Alfred Road North and Alfred Road South, or East or West) is only acceptable where the road is continuous and passes over a major junction. It is not acceptable when the road is in two separate parts with no vehicular access between the two.

We will avoid having two phonetically similar names within a postal area and if possible within a borough, for example Alfred Road and Alfred Close or Churchill Road and Birch Hill Road.

The use of a name that relates to people either living or those alive during living memory should be avoided if possible. Only exceptional circumstances will be given consideration and justifications will be required.

Criteria for Assigning a New Postal Address

After getting a request for an address for property/properties, which currently have no address we will first check for approved planning permission. If this has been granted then we will start the process to create a new address. We will not address properties without relevant planning permissions. The reason behind this is to ensure the numbering sequence of any street is not disrupted by additional properties that have not gained proper planning permission and therefore are likely to be subject to enforcement action, which may ultimately result in their removal.

Issuing an address to properties without planning permission will have no bearing on planning matters or be capable of being used in support of any planning appeal. We will still add your property to the Local Land and Property Gazetteer (LLPG) and you will still be liable for Council Tax or NNDR.

Holiday Lets & Agricultural Land

All holiday lets and agricultural land parcels will eventually be added to our LLPG. They will be flagged as non-official and non-postal in systems that generate mail. This is to assist emergency response and create a unique record for each property for future use.

We will only request an official address from Royal Mail where we have an operational requirement to do so or we believe the property is being used for permanent residency. Such addresses will have to meet Royal Mail's requirements for secure delivery points and we will inform our enforcement section and investigation team about the believed change of use. There must be a separate and secure postal delivery point.

Postal Address Format

For clarification, official postal addresses always take the following format:

Acme Ltd	Company or Organisation Name (if applicable)
123 Any Street	Postal Number/Name and Street
Anywhere	Locality
ANYTOWN	Post-town (in capital letters)
EX00 0AA	Postcode

NB: The County does not form any part of an official postal address and there is no need to include its use in any address

When an approved address is agreed by all parties, Royal Mail will confirm a Postcode. The maintenance and any future changes to this Postcode are Royal Mail's responsibility.

Localities within the official postal address are the responsibility of Royal Mail. Where applicants object to a locality name in their postal address, the SNN officer will advise them to consult Royal Mail, who have a procedure laid down in their code of practice by the Postal Services Commission for adding or amending locality details.

We will however, remind applicants that postal addresses are not geographically accurate descriptions, but routing instructions for Royal Mail staff and they can and do contain names for villages, towns and cities that are several miles away.

For further information about addresses, you are advised to read the Royal Mail's guidance, which can be found at the following address:

<http://www.royalmail.com/portal/rm/content1?catId=400044&mediaId=9200078>

Guidelines for Numbering Buildings

- A new street should be numbered with even numbers on one side and odd numbers on the other except that, for a cul-de-sac, consecutive numbering in a clockwise direction is preferred.
- Additional properties in streets that are currently numbered will always be allocated a property number.
- Private garages and similar buildings used for housing cars and similar will not be numbered.
- A proper sequence shall be maintained, with the number 13 not omitted. Once numbered we will not normally re-number properties. We will only renumber a property where there can be shown to be consistent delivery problems.
- Buildings (including those on corner sites) are numbered according to the street in which the main entrance is to be found and the manipulation of numbering in order to secure a "prestige" address or to avoid an address, which is thought to have undesired associations will not be sanctioned.
- If a multiple occupancy building has entrances in more than one street, then each entrance can be numbered in the appropriate road if required.
- In residential buildings (example, blocks of flats) it is usual to give a postal number to each dwelling where the block is up to six storeys in height. When the block exceeds this height or there are not sufficient numbers available because of existing development, it should be given a name and numbered separately internally. Such names will be treated in the same way as house names. Descriptive names for flats/apartments are generally not permitted (e.g. Ground Floor Flat/First Floor Flat), instead flats should either be numerically or alphabetically, labelled such as Flat A, Flat B, or Flat 1, Flat 2.
- We will use numbers followed by letters where there is no alternative. For example these are needed when one large house in a road is demolished and replaced by a number of smaller houses. To include the new houses in the numbered road sequence would involve renumbering all the higher numbered houses on that side of the road. To avoid this each new house should be given the number of the old house with either A, B, C or D added. Letters will also be used if the new development were to lie prior to the numbering scheme commencing. For example, if 4 houses were built prior to the first property number 2. The new dwellings would become 2A, 2B, 2C, 2D. This is to aid emergency service response and mail delivery.
- We will endeavour to avoid using suffixes to numbers wherever possible. For new developments where additional properties have been requested after initial numbering we will renumber the entire street. This will incur a per property charge.
- Individual houses in existing unnumbered roads will normally require property names. For an infill of two or more properties accessed via a private drive, where we feel it is appropriate, we will agree with the developer a 'sub-road' name, for example 1–8 Surf Cottages, Gold Links Rd.
- Where a property has a number, it must be used and displayed. Where a name has been given to a property together with its official number, the number must always be included. The name cannot be regarded as an alternative. This is enforceable under section 65 of the Town Improvement Clauses Act 1847. This applies both to domestic and commercial property. This is to ensure consistency of records over time, reduce costs and aid delivery of mail and emergency service response.

Procedure for New Developments

The property developer should not give any postal addresses, including postcode, to potential occupiers, either directly or indirectly (for example via solicitors or estate agents) before we have issued formal approval. We will not be liable for any costs or damages caused by failure to comply with this.

Developers should always apply directly to the Council at the earliest opportunity for new postal addresses, i.e. as soon as development starts.

The applicant or developer may suggest a possible name or names for any new street(s). Several suggestions for names can be made in case we, Royal Mail or the Parish/Town Council object.

The proposed street names are then passed to the relevant Town or Parish Council(s) for approval. Town or Parish Councils can at this stage suggest their own names that conform to our policy.

Town or Parish Council's will contact us once the members have considered any proposal. If they do not agree with the developer's proposal, we will seek acceptance from the developer. Where the Parish or Town Council and developer cannot agree, the members of Torridge District Council's Policy Community and Resources Committee will give final approval of street names. In practice they will usually follow the recommendation of the Town or Parish Council.

The developer will cover the initial costs of the street nameplates. We will cover maintenance costs once the street has been officially adopted.

Numbering of the new street(s) will be carried out following the guidelines within this policy. All properties on newly named streets will be allocated numbers. All new properties on existing streets will be numbered unless the existing properties on that street all have official dwelling names and no numbers, or in the exceptional circumstances outlined under the section "Guidelines for numbering buildings"

Where the development is an infill on an existing street we will try and number the properties wherever possible, as outlined in the "Guidelines for Numbering Buildings" section. If this is not possible, or the street does not have a numbering scheme, the developer should suggest property names. The property name **must** comply with the guidance set out in this policy.

When numbering and/or naming is complete we will contact the Royal Mail who will allocate the postcode to the address, and add the property to their "not yet built" file.

Once the Royal Mail have allocated the postcode, we will write to you with official confirmation of the postal address, and where applicable, any instructions for the erection of street nameplates.

We will also notify users who have requested address change information. A list of those notified is shown in appendix A.

Where developers have not applied for an address and occupation of the property has taken place, the Council's Fraud & Investigation Team will inform us. We will endeavour to contact the owner or developer and ask them for an official application. If they do not apply within four weeks of us contacting them, we will allocate an address. If at a later stage, the owner wishes to change the property name, they will have to follow the official procedure to make the change and a charge will be made.

Please complete form **SN2 – Application for new postal address(es)**

Procedure for Changing or Adding a Property Name

If you wish to change your property name, or add an official 'alias name' you must follow this procedure. The Royal Mail will not accept name changes from anyone other than the local authority.

To request a change to a property name, the owner must complete the relevant application form. Requests can only be accepted from the owners of properties and not tenants.

We cannot formally change a property name where the property is in the process of being purchased, that is, until exchange of contracts, although we can give guidance on the acceptability of a chosen name before this.

A check is made by us to ensure there is no other property in the locality with the name. Under no circumstances will we allow a replicated name in the same postal area, the Street Naming and Numbering Officer can refuse such names. We also strongly recommend against similar sounding names to existing properties, although we will not refuse these. However, the Royal Mail cannot guarantee mail delivery if our advice is ignored. You should also be aware that owners/residents of properties that are affected by your choice of a similar sounding name may take legal action if they have delivery problems caused by such name changes.

Under no circumstances will we allow a name that is offensive, or can be construed to be offensive.

If the property has a house number, it is not possible to replace the number with a name. However, we will allow you to add an 'alias name' to the address. The name will be held by the Royal Mail on their 'alias file' and will not form part of the official address; the alias name can only be used with the property number, not as a replacement of it.

Once all checks are satisfactorily complete and any necessary fees received (see list of fees), we will change the name of the property and advise the relevant parties including Royal Mail, Land Registry, Council Tax, the Local Land and Property Gazetteer team and emergency services. A full list of those informed is included in Appendix A.

We will then confirm in writing to the owner of the property, the new official address.

To make your application, you must complete application form:

SN1 – Application for Cosmetic Change

You can submit your application by the following method:

- **By Post**, please send your application form with a cheque:
to Torridge District Council, Riverbank House, BIDEFORD, EX39 2QG
- **Deliver by hand:** to Torridge District Council, Riverbank House, Bideford EX39 2QG
Opening times: 9.00am – 4.30pm Monday – Friday

Procedure to Rename an Existing Street or Renumber Properties

Town/Parish Council's may from time to time request that we rename an existing street. Town/Parish Councils can only make such a request if they can demonstrate that the owners/residents of all affected properties have been consulted and at least two thirds are in agreement.

Once raised by the Town/Parish Council we will confirm with Royal Mail that the name is acceptable

All costs associated with providing and erecting nameplates, except in exceptional circumstances, will have to be met by the Town/Parish Council. Once sited, we will maintain all nameplates.

Sometimes, we may decide that in order to improve the delivery of mail, and the routing of emergency services we have to rename a street, or renumber properties in the street. We will only do this after consultation with the effected properties and we will always give 30 days notice in writing.

In some cases, where a development takes place, some properties may find that their primary access has changed onto a new street. Where this is the case, we will have to number existing properties into the new street. We always promise to consult with the affected properties and give 30 days notice in writing.

In the above cases, the Royal Mail may also approach us where they believe there is an operational necessity to make changes. We will only make such changes where we believe there is a need, and where consultation has taken place.

Any appeals should, in the first instance be made to the Street Naming and Numbering Officer. If this is not satisfactorily dealt with, appeals should be directed through the formal complaints process, details are available from our website.

Charging for Street Naming and Numbering Service

We will charge for the Street Naming and Numbering Process as specified below

Under section 93 of the Local Government Act 2003, Local Authorities can charge only where they provide a service if they are authorised, but not required, to provide the service. The charge must not exceed the cost of providing the service.

For Street Naming and Numbering these charges are for:

- Renaming existing properties
- Alterations in either names or numbers to new developments after initial naming and numbering has been undertaken
- Contacting the bodies listed in Appendix A of new/altered addresses, including Royal Mail.

These charges have to be paid prior to any changes made.

Changes made without contacting us will not be registered with services and organisations listed in Appendix A. These organisations will not be informed until payment is received. We cannot be held liable for mail delivery problems caused by failure to inform us of name changes.

These charges will be reviewed on an annual basis and new charges approved by members of the Community and Resources Committee.

Schedule of Charges:

We are keen to ensure all new developments are postally named and numbered correctly. Our fees have been set on a cost recovery basis and are broadly inline with other authorities across the country.

New Developments

There is set a fee of £76.00 per application and then a per unit price charge for additional properties as follows:

- 1 to 10 Units £13.00 per Unit
- 11 to 100 Units £6.50 per Unit
- 100+ Units £1.50 per Unit

Cosmetic Changes

- Renaming a property, adding an alias name or re-working an existing development:
£50 per property/unit.

Confirmation of Official Address

- Replacement address certificate or confirmation to third parties:
£33 per property.

Service Delivery

The Street Name and Numbering Officer (SNN) is responsible for service delivery. The post holder sits within the Property & Procurement Team within Financial Services. The SNN Officer works closely with the Local Land and Property (LLPG) Custodian, who is responsible for the maintenance of Torridge's LLPG. The SNN service works in consultation with Planning, Council Tax and NNDR teams.

The Community and Resources Committee monitor the SNN service.

Performance Monitoring

The Street Name and Numbering team will pass all requests for new street names to the relevant Town or Parish Council. Once the Town or Parish Council pass their recommendation to us, we will normally complete the process within 30 days.

All requests for property name changes will be dealt within 20 working days. However, to provide the best service to our customers, we always aim to turn requests around within 10 working days. We monitor our performance and keep a record of the number of days it takes for us to process a request. The average time taken in a month is calculated, and this figure is entered into our Performance Management System and used as a Local Performance Indicator.

We promise to update our internal systems within 14 days of the SNN officer notifying those requesting the information in Appendix A. Please note that it may take at least six months for name changes to take effect in systems used by other companies and organisations.

Policy Review

This policy will be reviewed every three years, or if a major change in the process is required through the introduction of new legislation for example. Charges will be reviewed on an annual basis, usually for the start of the new financial year on April 1st by the Head of Financial Services, with approval from the Community and Resources Committee.

Contact Details

Street Naming & Numbering
Torridge District Council
Riverbank House
BIDEFORD
EX39 2QG
Tel: 01237 428740
E-mail: property@torridge.gov.uk

Head of Paid Service
Torridge District Council
Riverbank House
BIDEFORD
EX39 2HT
Tel: 01237 428700

Appendix A – Notification List

Internal Departments

- Building Control Office
- Customer Services
- Council Tax & Benefits Team
- Development Control Team
- Elections Officer
- Fraud & Investigations Team
- Housing Services
- Land Charges
- LLPG Custodian
- NNDR Team
- Planning Policy & Local Development Framework Team
- Bideford Tourist Information Centre
- Waste Services & Recycling Team

External Organisations

- British Gas
- Devon & Cornwall Police
- Devon County Council Land Charges
- Devon Fire & Rescue
- EDF Energy
- Land Registry Plymouth Office
- National Health Service
- Royal Mail Address Development Team
- South West Ambulance Trust