



## **Street Naming & Numbering Policy & Procedure**

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## **Policy Statement**

The naming and numbering of streets and buildings in Torridge, is controlled by Torridge District Council (the Council) under the legislation detailed in this policy. 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 can 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 to us, in writing or via our online forms, 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 addressable properties on said street will be officially addressed to include that street name and 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 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 (The 1925 Act):**

#### **Section 17**

- Requires anyone naming a street in Torridge to inform the Council.
- Grants the Council the right to deny street names proposed by developers.
- Anyone found to have put up false or unapproved street signs is liable to prosecution.

#### **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 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 (The 1847 Act):**

#### **Section 21**

- Gives the Council the power to alter street names or any part of a street and assign street names to all or part of streets 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.
- 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.

### **New Legislation**

- Any new legislation that is introduced between policy review dates that grants powers to the Council that fall under the responsibilities of the Street Naming & Numbering Service may be used at the discretion of the Street Naming & Numbering Officer. Any responsibilities set by said legislation will be enforced by the Street Naming & Numbering Officer and Relevant Managers.

## Naming & Numbering Streets & Properties

Section 64 of the 1847 Act 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 the 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 provided by Geoplace LLP. 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/Parish Council for consideration. The Town/Parish Council will consider the name and may approve, otherwise they may suggest their own. In this case, we will forward the Town/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 the Council, subject to compliance with this policy, and in consultation with ward members.

Under no circumstances will we allow a street or property name / alias that is offensive or can be construed to be offensive. Also, we will not allow names or aliases that have links to historical or contemporary people or groups that may cause reasonable offense to residents.

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 in Torridge until the street name has been confirmed in writing by the 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.

The SNN Officer will report any illegal activity discovered during the processes of the SNN Service to the relevant departments & authorities.

## Criteria for Naming Streets

The Street Name and Numbering Officer (SNN Officer) will use these guidelines when agreeing a new number or address. Developers and Town and Parish Councils (Collectively known as Consultees) should follow these rules 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 and/or parish. 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. We will also object to having two phonetically similar names within a postal area or parish, for example Churchill Road and Birch Hill Road.
- 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 the protected characteristics defined in the Equality Act 2010.
- We will not adopt any unofficial 'marketing' titles used by developers. This rule includes any street name that has been publicly announced before it has been approved by the Council. Names that refer to non-defunct businesses will also be denied. The SNN Officer has discretion to ignore this rule if no acceptable alternatives are proposed by the developer or town/parish council.
- The SNN Officer will have to seek permission from the Cabinet Office before allocating street names referring to the Royal Family. If permission is denied, the naming proposal will also be denied.

### 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, Nook

### 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, Pathway, Path

### 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 approximately continuous (e.g., when a road passes over a major junction). It is not acceptable when the road is in two separate parts with no vehicular access between the two sections.

The use of a name that relates to people either living or those who died within the last 60 years will not be permitted. This explicitly includes the parents, aunts/uncles, grandparents, siblings, and descendants of the applicant. Exceptional circumstances may warrant an exception to this rule. All decisions on whether a name qualifies under exceptional circumstances shall be decided by the SNN Officer and a Relevant Manager. Decisions on exceptional circumstances are final and have no appeal.

## **Criteria for Assigning New Postal Addresses**

After receiving a request to address properties which currently have no address, we will first check for approved planning permission. We will not address properties without relevant planning permissions, and we will only begin allocating addresses once Building Control Documentation for the properties is presented certifying that the foundations have been built. This is to ensure that we identify the correct planning permission used to address the development. Illegal developments will be reported to the Planning Enforcement Team. All structures that have been built under any right that circumvents planning permission (e.g. permitted development) must be inspected by the Council's Planning Department and receive a valid Certificate of Lawful Development for residential or business use (excluding agricultural use) before we will address it. Once planning permission has been verified and building works have commenced on the development, we will begin the process of allocating addresses.

Addresses issued to properties without planning permission or certificate of lawful development, or addresses issued in any way contrary to this policy will have no bearing on planning matters and will not be capable of being used in support of any planning appeal. Postal addresses have no bearing on your liability for Council Tax or NNDR.

All official postal addresses must comply with Royal Mail's requirements for secure delivery points. For each address, there must be a separate & secure delivery point that is clearly visible & accessible from the nearest street. We will only request an official postal address from Royal Mail where we have an operational requirement to do so. Such reasons would include that the planning permission for the site allows for permanent residential use or for a permanent business premises that will be regularly staffed during the normal working week. Please note that we will not address a property if a condition of its planning permission states that the building is an ancillary building that must not be used independently of another property.

### **Agricultural Land & Barns**

All agricultural land and buildings 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 to create a unique record for each property, for future use. Planning Permission for agricultural barns will not be accepted for the allocation of new addresses. Farms must use the address of the farmhouse for all business purposes.

We will not allocate addresses to land where no structure has been permitted there.

### **Miscellaneous Structures**

Miscellaneous structures include temporary structures, campsites, motor homes, caravans & houseboats.

Campsites & Caravan Parks shall not be given postal addresses unless there is a permanent structure on site used to administer the campsite/caravan park (The address will always be assigned to the admin building).

Caravans, Motor Homes, Houseboats & Portable Cabins will be recognised as temporary structures by this policy. They will be added to the Council's LLPG Database, regardless of postal addressing.

Temporary Structures will only be addressed in the following circumstances:

- The structure is located on a site with permanent residential planning permission and where the structure is being used to house the owners while the new residence is being built. The address will then transfer to the main structure once construction is completed.
- The structure has been granted explicit planning permission for permanent situation on a site for residential use.

### **Non-Residential Structures**

Holiday lets & non-residential structures not mentioned above will be addressed at the discretion of the SNN Officer. We will only allocate addresses to structures that will be visited by people regularly.

## Postal Address Format

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

<i>Acme Ltd</i>	<i>Property Alias or Organisation Name (if applicable)</i>
<i>123 Any Street</i>	<i>Postal Number/Name and Street</i>
<i>Anywhere</i>	<i>Locality</i>
<i>ANYTOWN</i>	<i>Postal Town (in capital letters)</i>
<i>EX00 0AA</i>	<i>Postcode</i>

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.

All official postal addresses and further information can be found at [www.royalmail.com/find-a-postcode](http://www.royalmail.com/find-a-postcode)



## 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 usually be allocated a property number as determined by the SNN Officer.
- 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 "prestigious" address or to avoid an address 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 postcodes, to others before we have issued formal approval. They must also refrain from erecting signage of unapproved addresses. We will not be liable for any costs or damages caused by failure to comply with these requirements. Use of a falsified or unauthorised postal address may be considered fraud and may be reported to the police.**

If a developer requires street names, they should apply as soon as their planning permission has been approved. If construction of properties has not begun, we will allocate street names and then place the application on hold until the construction of properties begins. Only then will addresses be allocated.

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. Torridge District Council reserves the right to object under Section 17 of the 1925 Act. Objections may be used to support this process.

The proposed street names are then passed to the relevant Town or Parish Council(s) for consultation. These consultations shall last for no longer than 10 working days for each case. Town or Parish Councils can at this stage suggest their own names that comply with this policy. If no response is received, a result of “No Objection” will be presumed and the developer’s proposals may be permitted by the SNN Officer.

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 agreement from the developer for the Parish/Town Council’s alternative naming proposals. If the developer does not respond within 5 working days of this request, they will be presumed to have “No Objection” and the parish council’s proposed street names will be allocated. Where developer objects to the parish council’s proposals, the matter will be presented before Torridge District Council’s Community and Resources Committee who will then give final approval to street names, subject to compliance with the naming criteria. Any comments by Ward Members will be included in the committee report, and the SNN Officer will be present at committee to advise members. In practice they will usually follow the recommendation of the Town or Parish Council, though this is not a requirement.

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

Where developers have not applied for an address and occupation of the property has taken place, the Council’s Revenues & Benefits Department 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.

## **Digital Site Plans**

Applications for 5 or more new addresses must be submitted with a digital site plan in the form of a correctly scaled and georeferenced drawing (.dwg) file. The submission of drawing files is encouraged, but optional for other developments, but all drawing files that are submitted must follow the rules contained in this policy. Drawing files shall be passed to the Council's GIS Officer and Address Custodian, who shall both determine acceptability.

The Council will open the files on our mapping software (Cadcorp SIS). An acceptable digital site plan will appear in the correct location at the correct scale, with the correct plot numbers clearly visible in the corresponding plots. All site plans submitted must match the planning permission granted on the development site. Any discrepancies may be reported to the Council's Planning Department.

If the file is incorrectly georeferenced, the plan will appear in the wrong location.

If the file is incorrectly scaled, the plan will show the properties as being smaller or larger than they are to be in real life.

The Council will not move or alter the site plan one we have received it. As such, incorrectly scaled or georeferenced plans will be rejected. We will also reject plans where we know the plot numbers are incorrect. We reserve the right to revoke approval of a DWG when the planning permission affecting the corresponding site is altered after receipt.

If an acceptable digital site plan is not received, or if a drawing file has been rejected, the application will be put on hold until an acceptable drawing file is received. The Council will continue with the naming of the streets while we wait for a corrected file to be submitted, but the addresses on the development shall not be assigned until an acceptable drawing file is received.

If the planning permission on a site is changed after an application for new postal addresses has been processed to completion but before the properties are registered as liable for Council Tax or NNDR, the applicant will need to submit a new drawing file containing an accurate site plan. The application will be placed on hold until the new file is received. Refunds will not be available during this stage.

The data provided in the drawing files must be accurate, as it shall be used to inform various government organisations, local government partnerships and Royal Mail of the details of the development.

It is also used by the SNN Officer to create the numbering plan for the development.

## **Database Upkeep**

The Council's LLPG Database holds all data on the Basic Land & Property Units (BLPUs) in Torridge. This includes all structures and land in the district.

The Address Custodian and SNN Officer shall monitor planning and building control applications to determine if there are any properties that no longer need postal addresses.

The Council reserves the right to de-allocate official addresses for any property that we believe is no longer in need of an address. Such decisions will primarily be taken based on information provided by the Council's Planning, Building Control and Revenues & Benefits departments.

We will not de-allocate an address from a property by request, unless the property owner can provide reasonable grounds proving that the address is no longer needed (e.g., Planning Permission for demolition)

## **Procedure for Changing Property Names / Aliases**

**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.

**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, the Council Tax Team, 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.

## **Procedure to Rename an Existing Street or Renumber Properties**

For the purposes of this policy, "Ratepayer" refers to an individual or organisation that is liable to pay Council Tax or NNDR on a property.

The Council will only renumber a street where the SNN Officer and at least one relevant manager can see a reasonable operational need for doing so.

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 ratepayers of all affected properties have been consulted and at least two thirds are in agreement.

Third Parties not mentioned above may not request that a street be renamed or renumbered, without going to the local Town/Parish Council. The Town/Parish Council must then consult ratepayers as described above.

Once proposed by the Town/Parish Council we will send a consultation letter to the residents of the street, giving them 10 working days to respond. Failure to respond will be considered as a rejection of the name, unless a signed petition calling for the street name change has been received. If a signed petition has been received, consent is presumed unless indicated otherwise. Once the name has received the necessary approval, we will inform the Devon County Council Street Gazetteer, as well as other departments and organisations listed on Appendix A.

All costs associated with providing and erecting nameplates, except in exceptional circumstances, will have to be met by the Town/Parish Council. Where the Parish Council requests assistance, the SNN Officer may order the street nameplate and instruct contractors to put up the nameplate. The costs of these works will then be recharged to the Parish Council by invoice. Once sited, we will maintain all street 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 SNN Officer. If this is not satisfactorily dealt with, appeals should be directed through the formal complaints process, details are available from our website.

### **Address Confirmation**

Residents may request a letter from the Council which confirms the Official Postal Address and location of their property.

The Council charge a fee for this service. If the property has no official postal address, no letter will be issued, and no fee will be payable.

To request an address confirmation letter, please email the SNN Officer at [corporate.property@torridge.gov.uk](mailto:corporate.property@torridge.gov.uk)

Once we have received your request and billing information, we will send out the letter and an invoice for the administration fee.

## **Charging for Street Naming & Numbering Services**

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 must be paid prior to any changes being 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 in line with other authorities across the country.

### **New Developments**

Naming & Numbering properties, passing property details to Royal Mail to assign Postcodes.

### **Cosmetic Changes**

Renaming a property, adding an alias name, or re-working an existing development shall incur a fee per property.

### **Confirmation of Official Address**

Replacement address completion notices or written confirmation of addresses to third parties shall incur an administration fee per property.

### **Works in Default**

If an Occupier fails to correct or repair address signage on their property within 7 days of a formal request from the SNN Officer, the Council is authorised, under section 65 of the 1847 Act, to conduct works in default and to invoice the occupier for the cost of the works.

**All current fees and charges shall be reviewed each financial year and will change at the start of each April.**

**Current fees and charges can be found in the Fees & Charges document on the Council's Website.**

## **Service Delivery**

### **Statement of Delegation**

The Street Naming & Numbering Service (SNN Service) for the District of Torridge shall be administered by the Council's Estates Department. The permanent administrator for this service shall be the Estates Support Officer, though other officers in the department may act as an administrator for this service as necessary.

Any officer acting as an administrator for the Council's SNN Service may be referred to as a Street Naming & Numbering Officer (SNN Officer) and is delegated such relevant powers by the Head of Communities & Place, as stated in Part 3, Chapter 2, Section B6, Paragraph 1 of the Constitution of Torridge District Council.

The term "Relevant Manager" refers to the Contracts Officer, Estates Manager, and Head of Communities & Place. Relevant Managers may act as SNN Officers as needed.

The SNN Officer works closely with the Address Custodian, who is responsible for the maintenance of Torridge's Local Land and Property Gazetteer (LLPG). The SNN Service works in consultation with the Council's ICT, Planning, Council Tax, NNDR & Elections teams.

### **Jurisdiction**

This policy, and all statements within, will only apply to the District of Torridge, in the County of Devon.

### **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 working days.

All requests for property name changes will be dealt within 30 working days. However, to provide the best service to our customers, we always aim to turn requests around within 15 working days. We monitor our performance and keep a record of the number of working 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 10 working 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.

The Community and Resources Committee monitors the SNN Service.

### **Policy Review**

This policy will be reviewed by staff at the beginning of each financial year. All changes to this policy will be agreed by Full Council before taking effect. Charges will be reviewed on an annual basis, usually for the start of the new financial year on April 1st by the Finance Manager, with approval from the Community and Resources Committee.

## Contact Details

The Street Naming & Numbering Service is run from the Council's head office.

The contact details are:

### Street Naming & Numbering

**Torridge District Council**

**Riverbank House**

**BIDEFORD**

**EX39 2QG**

*Email: [corporate.property@torridge.gov.uk](mailto:corporate.property@torridge.gov.uk)*

Opening Hours: Monday to Friday (Exc. Public Holidays) 09:00 – 13:00 & 14:00 – 16:30

All alterations to opening hours will be shown on our website at [www.torridge.gov.uk](http://www.torridge.gov.uk)

### Submitting Applications

Applications for new addresses and applications for cosmetic changes to addresses can be submitted using the online forms available at [www.torridge.gov.uk/snn](http://www.torridge.gov.uk/snn). Please note that once an application for new addresses has been submitted, it cannot be withdrawn by the applicant. Applications for cosmetic changes can only be withdrawn by the applicant prior to completion.

Supporting documents can be sent to the email address above.

If you do not have access to the internet, there is a public computer available at the reception of our main office. Our Customer Service Team will be able to advise you on how to apply. Please see above for the address and opening hours of our office. Alternatively, some public libraries also have public computers.

The SNN Officer has discretion to issue paper forms for these services. Officers will always recommend that customers use our online forms for the SNN Service. Please post paper forms to the address above in bold enclosing a cheque for the applicable fees.

If no payment is received with your application, an invoice will be sent to the applicant requesting payment.

## Appeals

All appeals and complaints relating to the SNN Service must be sent to the Complaints Coordinator (Unless specified otherwise in this policy).

The complaints coordinator can be contacted at:

### Complaints

**Torridge District Council**

**Riverbank House**

**BIDEFORD**

**EX39 2QG**

*Tel: 01237 428959*

*Email: [complaints@torridge.gov.uk](mailto:complaints@torridge.gov.uk)*

*Web: [www.torridge.gov.uk/article/20209/Feedback](http://www.torridge.gov.uk/article/20209/Feedback)*



## **Appendix A - Notification List:**

**Information on new and existing addresses may be shared with any of the organisations & departments below.**

### **Internal Departments**

- Customer Services Team
- Economic Development, Leisure & Tourism Department
- Estates Department
- Finance Department
- Housing Options Team
- HR & Comms Department
- Legal Services Department
- LLPG Team
- Major Projects Department
- Operational Services Department
- Planning Department
- Public Health & Community Safety Department
- Revenues & Benefits Department
- Strategic Management Team
- Strategy, Performance & ICT Department

### **External Organisations**

- Cabinet Office
- Devon & Cornwall Police
- Devon County Council
- Devon & Somerset Fire & Rescue
- Geoplace LLP
- HM Land Registry
- Ordnance Survey
- Royal Mail
- Southwest Ambulance Service
- Valuation Office Agency

**All organisations not listed above must obtain mapping & address data from an alternative source.**