

Strata Combined Street Naming and Numbering Policy

East Devon District Council

Teignbridge District Council

Exeter City Council

Adopted EDDC – Live from May 2017

Adopted TDC – Live from August 2017

Adopted ECC – Live from August 2017

Street Name and Numbering Policy

1 Previous Policies

Street Name and Numbering Policy version 1

2 Purpose of the Policy

The naming and numbering of streets and buildings in East Devon, Teignbridge and Exeter, is controlled 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, the Districts are happy for developers or owners to propose street names, whereas for Exeter City Council the developer is required to forward street names for consideration. It is recommended however 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 in the Districts from the Town/Parish Councils or in Exeter from the Ward Councillors or Devon & Somerset Fire & Rescue Service, or the Royal Mail Address Development Centre, the new address will be formally allocated and all relevant bodies will be notified. See Schedule A for a list of those informed by us.

Problems could arise if an application for a street name is submitted at a late stage of the development and the proposed street name is rejected by the Ward Councillors or the Town or Parish Council and purchasers have bought properties marketed under an unofficial marketing title. It should always be made clear by the developer in any marketing literature distributed to prospective purchasers that marketing names for developments do not form part of an official postal address. Some occupiers could feel aggrieved by the loss of a supposedly prestigious address and its replacement with an address that falls within the Council's guidelines as set out in this document.

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.

It is possible to run a competition to find suitable road name suggestions; however Street Naming and Numbering should be contacted prior to proceeding. This is to ensure a new road name is actually necessary for the site. Once we have confirmed a competition is viable, developers and Ward Councillors for Exeter, or Town/Parish Councils for the Districts, must consult each other and confirm they are both happy to proceed. The competition must be run by whoever submits the competition request. The council must be sent a list of names considered viable to check against our criteria before a competition name is chosen. The council will not collect entries or participate in the process other than to check the viability of street names.

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.

All addresses are stored in our Local and Land Property Gazetteer (LLPG) which is to be used as the master database for all council address systems.

The Council Commitments

- To treat everyone in a fair and equal manner in line with our Equality and Diversity Policy.
- To endeavour to deliver best value and to place the customer first.
- To meet our statutory duties and to achieve the targets set out in the Performance Monitoring section.

3 Terms Explained and 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

The Public Health Acts Amendment Act 1907

Section 21 of this Act gives the power to us as the street naming and numbering authority to alter a street name or assign a street name to all or part of a street where a name has not been given. It says:

“The local authority may, with the consent of two-thirds in number and value of the ratepayers in any street, alter the names or name of such street – or any part of such street.”

The modern interpretation of the phrase “two-thirds in number and value of the ratepayers” would be two-thirds of the property owners.

As the authority, we would not normally add or amend a street name except where there is a compelling reason eg. problems arising for the emergency services or Royal Mail deliveries. In such instances we would consult with Royal Mail and the emergency services. The council would provide and install new street nameplates where necessary.

Our policy for considering a request from a resident or residents to name or re-name a street is covered later in this document.

Section 64

We can cause to be put up or painted the numbers to the 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 in a week from the 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.

Therefore the Council cannot charge for initial street naming and property numbering services (since the duty to provide this service is not discretionary), but it can charge for changing property names, changing street names and amending existing numbering (which is a discretionary service) by virtue of section 64 and 65 of the 1847 Act coupled with section 93 of the 2003 Act.

Private Streets (not adopted)

Private Streets have to follow the same naming and numbering procedure as adopted streets and nameplates have to be placed in a conspicuous position. The Council is not liable for the provision, installation or maintenance of these nameplates. The developer is responsible for the initial installation and once the properties are sold, the homeowners are jointly liable for maintenance and replacement.

‘Addresses’ created by others

‘Addresses’ created by Developers, the Valuation Office, Council Tax or the Land Registry without reference to Street Naming and Numbering are subject to change.

They do not have the authority to create postal addresses, as this is completed by the Street Naming and Numbering section following the specific guidelines stated in this policy.

The Valuation Office and Council Tax should immediately refer applicants requiring a new address to the Street Naming and Numbering section. Should a description be required to allow them to proceed with their processes, this will not constitute an official postal address. The same applies to any Land Registry description.

The Land Registry does not require a site to have a postal address as a description is sufficient for their needs. They outline the relevant site on an Ordnance Survey map and give it a location description. This is sometimes an official postal address but often it is just a description or is copied from the application form provided. The Naming authority reserves the right to allocate an address, following our policy, to a site which might not be ‘prestigious’ or the same as the one that the Land Registry uses.

4 Specific Policy Areas

Naming Streets and Numbering Houses

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.

While we are the authority for naming streets, in practice we follow the recommendation of the Town or Parish Council for the Districts and the Ward Councillors for Exeter, so long as a name meets the naming criteria.

Property developers are required to suggest names for new streets within Exeter, but it is optional within the Districts. Any naming suggestions will be received by us and checked against our criteria, then forwarded for their consideration to the Town or Parish Council for the Districts or the Ward Councillors in Exeter.

The Town or Parish Council for the Districts or the Ward Councillors for Exeter, will consider the name and may approve, otherwise they may suggest their own. We will follow the suggestion of the Town or Parish Council for the Districts or the Ward Councillors for Exeter, so long as it meets the naming criteria. In cases where their suggestion does not meet the criteria a decision will be made by a Corporate Director in conjunction with the Chairman or Vice Chairman of the relevant council Development Control Committee.

All costs for the erection of signs for new streets will be borne by the property developer. There is a specification for the signs and their locations and we must be contacted for advice.

Maintenance of street signs becomes the council's 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 Strata: **Note:** 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 team will use these guidelines when agreeing a new number or address. Developers, Ward Councillors and Town and Parish Councils should follow these guidelines for any suggested street names:

- New street names must 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 street or building title (for example a request for a street called Church Close or a block of flats called Church Court off an existing street called Church Way). 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, awkward to spell or open to interpretation by shortening or graffiti in any way.
- Street names should, where possible, reflect the history or geography of the site or area.
- Names which can be considered or construed as obscene, racist or which would contravene any aspect of the Council's Equal Opportunities Policy will be rejected.
- New names will not be assigned where developments can satisfactorily be included in the existing numbering scheme of the street providing access
- We will not adopt any unofficial 'marketing' titles used by developers in the sale of new properties.
- All street names and addresses when stored in databases must meet the standards set out in BS7666. This restricts the use of punctuation marks and special characters e.g. apostrophes, hyphens, ampersands. The reason for this is to avoid potential problems when searching the databases as these characters have specific meanings in computer systems, it also means that letters sent to the public will not include apostrophes.

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

Street	(for any thoroughfare)
Road	(for any thoroughfare)
Way	(for major roads - also appropriate for pedestrian routes)
Avenue	(for residential roads)
Drive	(for residential roads)
Grove	(for residential roads)
Lane	(for residential roads)
Gardens	(for residential roads) subject to there being no confusion with any local open space
Place	(for residential roads)
Crescent	(for a crescent shaped road)
Court/Close	(for a cul-de-sac only)
Square	(for a square only)
Hill	(for a hillside road only)
Circus	(for a large roundabout)
Vale	(for residential roads)
Rise	(for residential roads)
Row	(for residential roads)
Wharf	(for residential roads)
Mews	(for residential roads)
Mead	(for residential roads)

Meadow (for residential roads)

Exceptions:

Single or dual names without suffixes are acceptable in appropriate places (for example, Broadway for major roads only) such names will have to get approval by the Parish/Town Council for Districts and Ward Councillors for Exeter, and be appropriate for the locality.

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

Walk
Path
Way

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 locality, 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 locality or town/village. For example, Alfred Road and Alfred Close or Churchill Road and Birch Hill Road.

The use of a name which relates to someone either living or alive during living memory should be avoided in case of negative claims coming to light at a later date. If this did occur, any remaining expenses or complaints would be handled by the relevant town or parish council (including new street nameplates or “inconvenience” expenses claimed by the local residents), but these names can be put forward by the Town or Parish Council as long as written permission has been obtained from the person or family of the person (this is to help avoid upsetting living relatives). This written permission must be provided when the name is submitted.

If the name relates to a public figure, the above still applies, and we recommend that the intention to use the name is announced in the local press to assist with consultation. If there are objections to a proposed name, another name should be submitted. If no other suggestions are made a decision will be made by Street Name and Numbering in line with our current policy.

The use of names that pertain to the Royal Household should be avoided, as to use such a name may require Royal Assent from the Privy Council.

The use of tree names should be avoided mainly due to the duplication of many existing streets already named. We will only do this if those requesting them show that such confusion is not likely to take place and that the tree name has local relevance. This includes all names based on “Orchard”.

The use of numbers as the first part of a street name should be avoided. For example, 20 Four Elms Hill could be misconstrued in an emergency situation as 24 Elms Hill.

Street names beginning with “The” should be avoided due to press articles suggesting this can impact negatively on emergency service response times.

Locally known (or historically known) street names will not have street nameplates unless they form part of the official postal addresses of the properties along those streets

If signs have been placed in the past or have been requested, but the name does **NOT** form part of the official postal address, the relevant Ward Councillors for Exeter or the Town or Parish Council for the Districts should canvas the affected residents.

- a) If they are in agreement to an address change to include the name (which may result in a change of postal code) the sign can remain or signs can be purchased by the Town or Parish council.
- b) If the residents are NOT in agreement to the address change then any existing sign will be removed as this will cause confusion for delivery and emergency services (as the name is not classed as an official road name).

ONLY OFFICIAL ROAD NAMES WHICH FORM PART OF AN OFFICIAL POSTAL ADDRESS CAN HAVE STREET NAMEPLATES

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.

If the dwelling does not have Planning Permission

If contacted to address premises without planning permission, we will forward all such requests to Council Tax/Commercial rating and Planning Enforcement. If Council Tax/ Commercial rates make an assessment on the property, we will start the addressing process as long as there is a secure mail delivery point.

We will not number properties without relevant planning permissions. Only dwelling descriptions will be accepted. If an applicant fails to provide an acceptable dwelling description then a descriptive name will be issued. Such names can be changed later by the applicant following the standard procedure (this will incur our standard fee). The reason behind this is to ensure the numbering sequence of any street is not disrupted by additional properties which have not gained proper planning permission and therefore are likely to be subject to enforcement action, which may ultimately result in their removal.

Note: It may be necessary to number such a property (if it is situated on a numbered street) once planning permission has been granted.

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.

Under no circumstances will we grant an official address without either planning permission (for a business or residential premise) or an assessment for council tax or NNDR being in place. This includes agricultural and other land. We will not allocate a postal address purely for deliveries or satellite navigation systems unless there is a registered business on site with a secure delivery point. This conforms to Royal Mail policy and guidelines.

Holiday Lets

All holiday lets will eventually be added to our property gazetteer which forms part of the National Land and Property Gazetteer. 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 about the believed change of use.

Providing Postcodes

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.

Street Naming and Numbering is not responsible for issuing postcodes. This is the responsibility of Royal Mail. However they will not issue a postcode for a new street or property until requested to do so by the Council.

The Royal Mail primary objective is the efficient delivery of mail; sometimes the town, locality or Postcode may not be quite as expected. Often this is out of our control.

The Royal Mail policy also states: If a field/barn is part of a larger site that has an existing postal address, then under Royal Mails Universal Service Obligation Royal Mail will deliver mail to the delivery point for that main address only. Onward distribution of the mail is not Royal Mails responsibility.

If the field/barn is not part of a larger site that is a postal address then it is not an address and does not qualify for any form of mail delivery.

Royal Mail will not allocate a postal address/postcode to a piece of land, allotment or uninhabited barn for the purpose of deliveries

Applicants should be aware that if they are seeking to change an address there could be a resulting change of postcode, which is outside the control of the Council. This is most likely where the proposed change relates to a road name change or for a sub division into flats. For the simple addition of a house name it is unlikely that there would be a change of postcode.

Postcodes for commercial premises are allocated in the same way as residential premises, but a large company or business can apply to Royal Mail for its own code – known as a large user code. Application for a large user code is the responsibility of the user, as they will know what volume of mail they generate.

Address Locality

Localities within the official **postal** address are the responsibility of Royal Mail. Where applicants object to a locality name in their postal address, the Street Name and Numbering team will advise them to consult Royal Mail, who has 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.

Royal Mail does not have any authority to issue or confirm addresses. It is responsible for setting the post town and post code for a property. On occasions, Royal Mail may use a different locality detail for their 'postal address' to the one contained on our register. We will do everything we can to ensure consistency between our address and their postal address.

Guidelines for numbering buildings

- A new street will be allocated a street name and the properties will be allocated numbers, regardless of whether the street from which it is accessed is a named or unnamed street
- A new street should generally be numbered with even numbers on the right side and odd numbers on the left side except for a cul-de-sac, consecutive numbering in a clockwise direction is preferred.
- Additional infill properties in streets which are currently numbered will always be allocated a property number. Alias names can be added if requested by the owner.
- Private garages and similar buildings used for housing cars and similar will not be numbered.
- Stables and outbuildings will not be allocated official postal addresses unless planning permission is approved for residential conversion or manned offices at the site
- A proper sequence shall be maintained, with all numbers included unless the omission of a number (for example 13) is specifically requested at the time of application. 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 street 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.
- 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.

- For an infill of two or more properties accessed via a roadway (private or adoptable), where it is appropriate, we will number the properties and agree a 'terrace' name with the developer, for example 1 – 4 Curlew Cottages, High Street or we will officially name the roadway (via our standard procedure) and number the properties. For smaller roads such as this, it may also be necessary to include the main road name, for example 1 to 4 Curlew Mews, High Street to assist in locating the site
- 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.
- Where a property has a number, it must be used and displayed. Where an application is made to add a name to a property with a number, the number must always be included. The number cannot be removed from the official address and the name cannot be regarded as an alternative.
- We will enforce numbering of properties without numbers, for example in streets where all properties have names or those where numbers are not being displayed where this causes serious mail delivery problems or emergency service response issues.
- Once numbered a property will always retain that number, even if residents only use a name. Neither Strata nor the relevant council shall be liable for any mail delivery or credit rating problems caused by residents not using the given property number.
- Royal Mail will only register properties which have their own entrance and/or their own secure letter box. Sometimes this can cause problems as people think their address/flat should be registered. If mail for a building is delivered to a single letter box, and occupants then collect their own mail, Royal Mail class this as a 'building in multiple occupation' and will only register the parent building and not individual flats.
- For commercial properties, whenever possible, unit numbers will be allocated. If there are special circumstances that make numbering impractical then building names will be requested. However we will not normally register company / business names as the building name.
- All new commercial / industrial sites will be numbered (as per the residential process above). We will use combinations of number and letter where this is no alternative eg 1A, 1B etc.

- Where a building is divided into business and residential parts, if the residential element has its own access then this will be numbered independently. For example, we may use 7 for the business and 7A for the residential element. If the site is on an unnumbered street then the residential element should be named independently from the business to ensure a consistency of address if the business were to change. For example, rather than the addresses being The Swan Inn, Bank Street and Flat 1, The Swan Inn, Bank Street they would instead be The Swan Inn, Bank Street and Flat 1, *Building Name*, Bank Street.

Procedure for New Developments

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

Applicants are encouraged to contact us prior to a formal application in order to get advice on our naming policy and the positioning of nameplates.

The applicant or developer is required to suggest a possible name or names for any new street(s) in Exeter City, but name suggestions are optional within the Districts. Several suggestions for names can be made in case we, Royal Mail, the Ward Councillors or the Parish/Town Council object.

Initial approval for street names will be sought from Royal Mail (and Devon & Somerset Fire & Rescue Service by Exeter City Council). If there are objections to a name an alternative will need to be suggested, otherwise suggestions from the Ward Councillors for Exeter or Town/Parish Councils for the Districts will be the only ones considered.

The proposed street names are passed to the relevant Ward Councillors for Exeter or the Town or Parish Council(s) for the Districts for approval. Ward Councillors and the Town or Parish Councils can at this stage suggest their own names that conform both to our and Royal Mail policies.

While we are the authority for naming streets, in practice we follow the recommendation of the Ward Councillors for Exeter and the Town or Parish Council for the Districts, as long as it meets the naming criteria.

email will be used for consulting Ward Councillors and Town and Parish Councils regarding the naming of streets or developments.

FOR DISTRICTS

Town and Parish Councils will be given 21 working days from the date of the consultation in which to respond (due to irregular meeting scales) with at least 2 proposed names per street (which must meet policy criteria), or agreement to the developers proposal. Reasons must be given for any proposed names from the Town or Parish Council, and also reasons why a developers' proposal is not acceptable.

Town and Parish Councils will only be consulted on the naming or renaming of streets.

The Council reserves the right to name streets/developments without consulting the Town/Parish in circumstances where there is a Council decision to name a street/development.

If the developer does not accept a name suggested by the Town/Parish Council, the District Council reserves the right to make a final decision without further reference to the Town/Parish.

FOR EXETER CITY

Ward councillors will be contacted via email and given 10 working days to respond to street name suggestions.

Ward Councillors will not be consulted over individual residential property names, but will be consulted over larger blocks of flats or commercial premises.

Where the Ward Councillors or the Parish or Town Councils cannot agree, final approval of street names will be given by a Corporate Director in consultation with Chairman or Vice Chairman of the Development Control Committee.

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"

When numbering is complete we will contact all the bodies listed in Appendix A.

Procedure for Address Changes

If the property has a house number, it will not normally be possible to replace the number with a name. In cases of dispute a decision will be made by Street Name and Numbering in line with our current procedure. These will only be considered where it can be shown that the current numbering system causes delivery problems or emergency response issues. Also, if more than one property is affected then the written agreement of all owners affected will have to be obtained by the person requesting the change.

To request a change to an address, the owner must give us either by email or in writing,

- the existing house name, address and postcode
- the proposed new address
- a plan showing the exact location of the property if the property is not easily identifiable from the existing address.
- a date from which the change should be made if it's not immediate (in case the application should be between exchange and completion stage of a sale)
- If a resident wishes a house name that either Street Name and Numbering or the Royal Mail consider inappropriate in any way we will not assist in the renaming process.

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 location with the same or similar name. Royal Mail will then be asked for their opinion on the suitability of the chosen name in case it may cause delivery problems due to the similarity with other local names. Royal Mail cannot guarantee mail delivery if their advice is ignored. In these situations, we will formally advise the applicant against the name and may also contact those other affected properties. Owners/residents of affected properties may take legal action if they have delivery problems caused by such name changes.

Once all checks are satisfactorily complete and any necessary fees received, we will change the name of the property and advise the relevant parties including Royal Mail, Ordnance Survey, 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 the new official address in writing to the owner of the property.

Procedure to name/re-name an existing street

All requests to name a currently unnamed street or to rename a named street will be forwarded to the relevant Ward Councillors in the case of the City, or to the appropriate Town or Parish Council in the case of the Districts. The relevant body will then need to agree to the request and to any suggested name, and arrange for the affected property owners to be canvassed.

Requests to name an unnamed street or rename a street will only be progressed if it can be demonstrated that the owners of all affected properties have been consulted and all are in agreement. A canvas form detailing the changes and signed by all the property owners would be acceptable.

In the case of a privately owned street, the request will only be actioned if the owner of the street agrees. Proof of ownership will be required eg Land Registry documentation.

If the request is to rename an existing street, the request must be justified by legitimate reasons in order for it to be forwarded to the relevant Ward Councillors or Town / Parish Council. A dislike of a street name would not normally constitute a legitimate reason for changing it.

The suggested new street name will need to be confirmed as acceptable by Royal Mail and / or the Fire & Rescue Service and final confirmation will be required from a Council Corporate Director.

Where addresses are changed as a result of the naming or renaming of a street we will arrange for Royal Mail to amend their records. We will also notify a number of bodies including the Valuation Office Agency, Land Registry and the emergency services. We will not take any responsibility for any issues which may arise from the address change with third parties such as utility companies or insurance companies.

All costs associated with providing and erecting new street nameplates will have to be met by the owners who request the new street name except in exceptional circumstances where at its discretion the Town / Parish Council / City Council will provide and install the nameplates. Once sited, the District Council or City Council will maintain all nameplates on the street if it is adopted by the highway authority.

Charging for Street Naming and Numbering Process

We will charge for the Street Naming and Numbering Process as specified in Appendix B.

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 this charge is for:

- renaming existing properties
- renumbering 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.

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 by Strata and new charges approved by the Councils

The NLPG and LLPG

Strata is responsible for maintaining address information relating to 3 authorities in the National Land and Property Gazetteer (NLPG). This is done by maintaining a Local Land and Property Gazetteer (LLPG) for each Council.

The LLPG and NLPG will be updated to include all authorised new street names, building names and numbering. The LLPG and NLPG are maintained in accordance with British Standard BS7666 "Spatial Data-sets for geographical referencing".

The LLPG and NLPG are growing in importance as increasingly these databases are being used by many government agencies, including the emergency services. Strata is in the process of integrating the LLPG with its other property based information systems. All changes to, or additions of, addresses will be also be made in the LLPG. This information is then distributed internally within each Council and passed to the NLPG for National distribution.

5 Outcomes

- A modern Street Name and Numbering policy which is clear and easily understandable by our staff, developers and members of the public
- Appropriate involvement of all interested groups
- Address and street number systems which comply with the needs of the Royal Mail and emergency services.
- Addresses entered and maintained in our systems in British Standard 7666 format
- Recoverable costs for house renaming and where developers seek to renumber and/or rename after their initial proposals have been dealt with.

6 Who is Responsible for Delivery?

The Street Name and Numbering team within Strata Service Solutions in consultation with Planning, Council Tax and the Development Control Committee.

7 Performance Monitoring

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

All requests for property name changes will be dealt with in 10 working days. It can take a considerable amount of time for new addresses and address changes to appear in address databases used by other companies and organisations.(for example, banks, insurance companies, Google maps etc)

8 Policy Consultation

This policy has been written by the Street Name and Numbering team in consultation with Corporate Directors and Legal Services.

9 Equality Impact Considerations

Our policy has been written to be neutral towards all religious and ethnic groupings.

10 Policy Review

This policy will be reviewed every three years. Charges and standard correspondence will be reviewed on an annual basis by Strata Management and the Street Naming and Numbering Team.

11 Related Policies and Strategies

- Equality and Diversity Policy
- Customer First Policy

Appendix A – Organisations we inform of new or changed addresses

Valuation Office Agency
Address Development Centre
Plymouth Land Registry Survey Services
Quail Map
West Country Ambulance Service
Devon Fire & Rescue Service
Geographers A-Z Map Company
Devon and Cornwall Constabulary
Devon County Council Highways
plus some of the larger utility companies e.g. British Gas and BT

Other organisations are informed via the NLPG

Internally:
Planning Administration, including Land Charges
Electoral Registration
Council Tax

Appendix B

Schedule of Street naming and Numbering Charges

Approach to charging

We do not charge for the mandatory service of naming new streets and numbering new properties.
We do not charge for the conversion of an existing property into flats or units.

We will charge for 'cosmetic' changes and 'reworking' previously completed developments
This includes the change of a property name, changes to a property number (for example 13 to 11A)
and the addition or change of an alias name

We will also charge if a developer has not requested the omission of a specific number at the time of application, but later requests the removal of, for example, all of the number 13s.