

# Street Naming and Numbering Guidance and Policy

Effective from 8 November 2021



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## 1. Purpose of Policy

- 1.1. Newark and Sherwood District Council (NSDC) is the Authority responsible for the administration of the street naming and numbering process. The purpose of the policy is to ensure all properties within Newark and Sherwood are officially addressed with a consistent and unique postal address, including Unique Property Reference Number (UPRN) and provides for a policy that is fair to everyone and creates a consistent approach to the process.
- 1.2. This power extends to commercial property as well as to domestic addresses. This includes new and converted properties, large developments and single in-fill plots, residential and commercial buildings as well as properties which may not have had official addresses assigned in the past. Where street names or previous numbers have been established without reference to the Council, the Council has the authority to issue renaming or renumbering notices, under Sections 17-19 of The Public Health Act 1925.
- 1.3. In addition to complying with appropriate legislation, this policy is compliant with the standards laid down by GeoPlace (the custodians of the National Address Gazetteer and the National Street Gazetteer), in their document "[Data Entry Conventions and Best Practice for Addresses](#)". It also draws extensively on the recommendations of their Street Naming and Numbering Working Group. The Council is required to adhere to GeoPlace's standards under the terms of the Public Sector Mapping Agreement.
- 1.4. The production of this document aims to draw together our procedures and set them out in clear language.

## **2. Reasons for Street Naming and Property Numbering**

2.1. All property development and address changes within the Newark and Sherwood District Council area are subject to the guidance contained within this Policy. Maintaining a comprehensive and high standard for naming streets and numbering or naming properties is essential in order to:

- Ensure post is delivered efficiently;
- Facilitate emergency services finding a property without undue delay;
- Provide consistency of property based information across local government (e.g.: ongoing accuracy of the National Address Gazetteer (NAG)) and within the community of users for addresses which aids service delivery;
- Facilitate the reliable delivery of services and products; and
- Enable the general public to find where they want to go.

2.2. If a property is not “registered” through the street naming and numbering process it will not appear in our Local Land and Property Gazetteer (LLPG). Updates of changes to addresses and our LLPG are provided to a number of organisations, including Royal Mail, emergency services, credit agencies, satellite navigation system suppliers, utility companies and many private companies. Furthermore, in our experience difficulties may be encountered in obtaining mail, goods and services from a variety of sources (e.g.: applying for a credit card, grant schemes or obtaining goods by mail order) when address information is not maintained.

### 3. Legislation

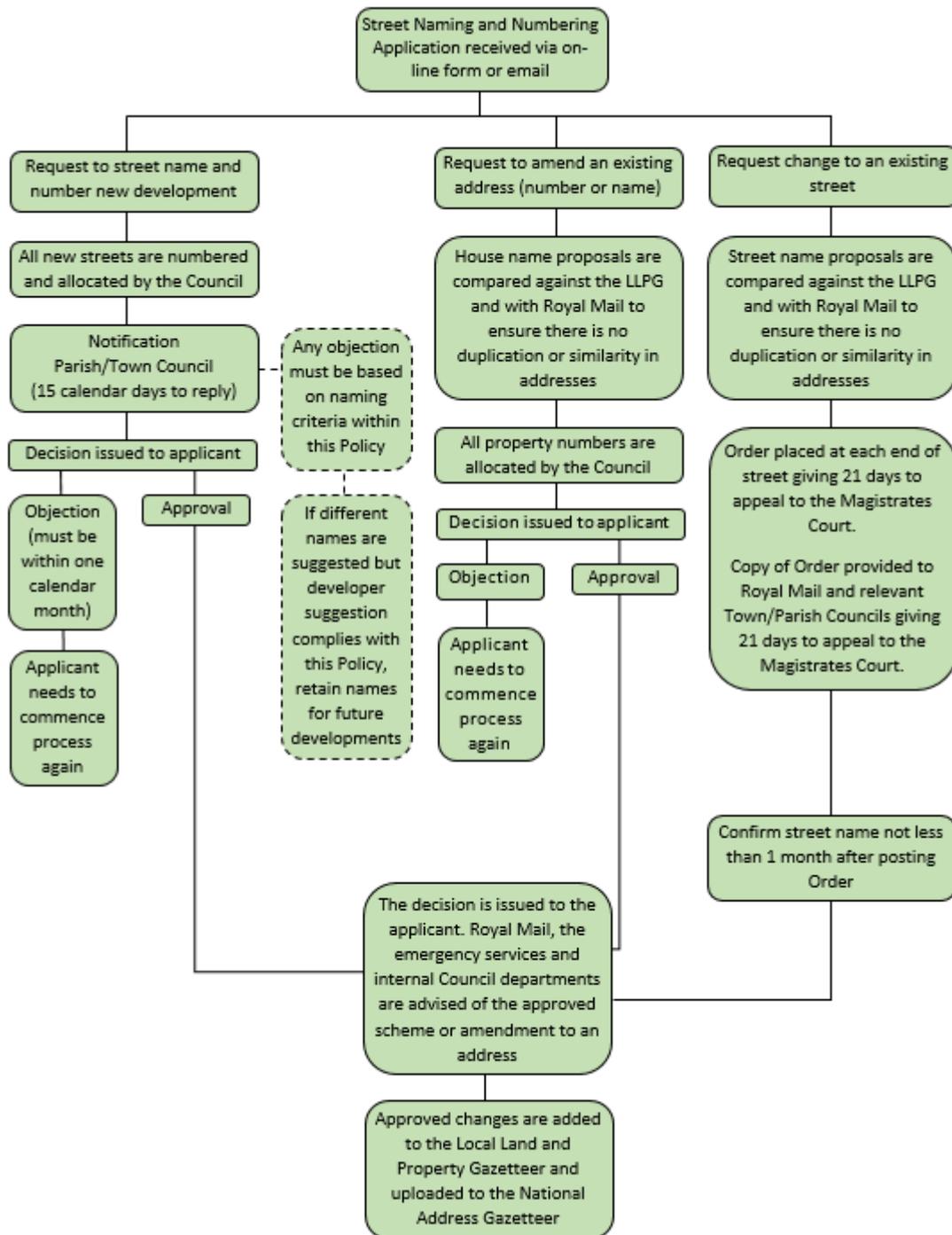
- 3.1. The Legislation under which naming and numbering can be carried out is:
- Section 21 Public Health Acts Amendment Act 1907 (alteration of street name);
  - Sections 17-19 Public Health Act 1925 (naming of streets and alteration and indication of street names);
  - Town Improvement Clauses Act 1847 (street naming and numbering provisions); and
  - Sections 64 and 65 of the Town Improvement Clauses Act 1847 (street numbering).
  - Section 93 of the Local Government Act 2003
- 3.2. Adoption of Section 18 of the Public Health Act 1925 causes Section 21 of the Public Health Acts Amendment Act 1907 automatically to cease to apply. Adoption of section 19 of the 1925 Act causes the street naming provisions in the Town Improvement Clauses Act 1847 to cease to apply.
- 3.3. Newark and Sherwood District Council has resolved to apply Sections 17 (Naming of streets) and 18 (Alteration of name of streets) of the Public Health Act 1925 and Sections 64 (Buildings to be Numbered) and 65 (Numbers to be renewed by occupiers) of the Town Improvement Clauses Act 1847 and until such time as they resolve to dis-apply them, the Authority cannot use the provisions of Section 21 of the Public Health Acts Amendment Act 1907, Section 19 of The Public Health Act 1925 or the Town Improvement Clauses Act 1847 as relates to the naming of streets.
- 3.4. The Local Government Act 2003 brought about new devolved powers for Local Authorities. These included giving Council new powers to charge for non-statutory (i.e. discretionary) services (Section 93). As well as simply determining the name or number to be allocated, the Council (as part of dealing with these applications) carries out consultation with other bodies. There is no statutory requirement for such consultation, but it is clearly related to the naming and numbering functions. The applicable charges are set out within the [Fees and Charges Document: Planning Development, Planning Policy, Land Charges and Street Naming and Numbering](#) document.
- 3.5. In 1994 a British Standard (BS7666:2006 Spatial datasets for geographical referencing) was introduced. The standard comprises a number of parts covering Street Gazetteers, Land and Property Gazetteers and Delivery Points. BS7666 has been through a number of revisions with the last review taking place in 2005/2006. All addresses will be compliant with BS7666.

#### **4. Scheme of Delegation**

- 4.1 The Council's Constitution, PART 2: Responsibility for Functions (May 2021) at paragraph 7.3.2 delegates the power and function of the naming and numbering of streets to the Chief Executive and Chief Officers, who in turn, in accordance with clause 7.1.7, have delegated authority to Authorised Officers.

## 5. Street Naming and Numbering Process

5.1 Requests for street name and numbering schemes are received by various streams, including [online form](#), [email](#) or commencement on site for new development.



Whether you are naming a new development or amending your address, it is important to notify essential services and other interested parties of the change. We will notify our statutory consultees, a full list of which is provided in Appendix C. It is important to be aware, when naming or renaming a property, Royal Mail will not accept any change to the address unless notification has been provided by us. Furthermore, we recommend the letter you receive from us confirming the change is retained with the deeds to your property for future reference.

It is the responsibility of the rate payer/owner/occupier to notify any other organisations that you may do business with, this may include magazine subscriptions, broadband supplier etc.

## **6. Consultation and Notification of Postcodes and Postal Addresses**

- 6.1 The Council has chosen to adopt Sections 17 and 18 of the Public Health Act 1925 and Sections 64 and 65 of the Towns Improvement Clauses Act 1847 for the purposes of street naming and numbering. Within these Acts, there is a legal requirement to undertake consultation for certain aspects of the role, but not all. Notwithstanding this, in order for the Service to be transparent and open, it has decided even where consultation is not legally required to undertake this process. The paragraphs below set out the detail as well as the responsibilities of other parties. requires consultation prior to adoption

### **Notification before street is named**

- 6.2 Section 17 of the Public Health Act 1925 requires the person proposing to name the street to give notice of the proposed name to the Council's Street Naming and Numbering department. Within one month after receipt of the notice, the department may object to the name. If no response is given after the expiration of one month, the proposer may erect the street name plate.
- 6.3 Whilst consultation is not required for the naming of streets, it is considered to be good practice to undertake this with relevant Town/Parish Councils. Upon receipt of notices, the Service will notify the Town/Parish Council via email of the suggested name who will be given 14 calendar days in which to respond. Any objection to a proposed name needs to be in accordance with the criteria set out within this Policy. Should the Town/Parish Council request a longer period of time to provide comment, consideration will be given to this taking account of the requirement to issue an objection within one month. Any Town/Parish Council not replying or requesting a longer period of time within the 14 days will be treated as accepting the name.

### **Notification before existing street name is altered**

- 6.4 Section 18 of the Public Health Act 1925 enables an authority to alter the name of a street, part of a street or to give a name to an un-named street. Not less than one month before making the order, the Council will post the intended order at each end of the street or part of the street, or in a conspicuous position in the street or part affected.
- 6.5 The order will contain a statement that the intended order may be made by the local authority on or at any time after the date given in the notice. The order will detail that any person who is aggrieved by the order (i.e. they do not agree with the name or name change) may, within 21-days after the notice is posted, appeal under this Act to the Magistrates' Court.
- 6.6 Additionally, when an application for renaming a street is received, we will notify Royal Mail and the relevant Town/Parish Council by providing them with a copy of the notice. They will also have the right to appeal to the Magistrates Court.
- 6.7 Once the street name(s) is/are agreed, the Service will create all official paperwork and notify relevant consultees, as set out within [Appendix C](#), as part of the decision process.
- 6.8 The process will take approximately 6 weeks to allow for notification and consultation with relevant parties. However, if there is an appeal, timescales will be outside of the Council's control.

## 7. How to Apply

- 7.1 You are advised to read this document prior to submitting your application with a focus upon those sections that apply to your particular scheme.
- 7.2 A form is available on our website for all aspects of the street naming and numbering process [click here](#) or visit our website at [www.newark-sherwooddc.gov.uk/streetname/](http://www.newark-sherwooddc.gov.uk/streetname/). It is recommended for all street naming and numbering proposals with the exception of wanting to rename or add a name to an existing property that you contact our Technical Support (Land Charges and Address Management) Team. This will help to ensure that the application process goes as smoothly as possible.
- 7.3 In the case of major or minor (single plot or an infill plot) developments, once the developer has commenced building on site, our Street Naming and Numbering Officer in liaison with the developer, will begin the process of naming and numbering a new scheme. The Officer will refer to the approved site layout plan (as per relevant planning permission). However if this does not include sufficient details, the Officer will contact the developer and request a plan. The plan must include:
- Name of development
  - Total number of plots
  - Plot Numbers
  - Proposed Street Name(s). Even if only 1 street is to be named, it is suggested that more than one proposed name is given.
  - Types of Property: dwellinghouses, flats/apartments, maisonettes, commercial etc.
  - For flats/apartments, details of the number of storeys and flats per storey (floor plans will be required). Details of whether occupiers will have their own personal post box or will share a communal post box should be included.
  - Door access to street
  - Site Boundary
  - Existing road from which the new development will be accessed from
  - North Arrow
- 7.4 In addition, the requisite [fee](#) must be paid with the submission of the proposal (please note, there is no fee for the initial naming scheme, only for amendments to an approved scheme).
- 7.5 In relation to street naming proposals, we encourage developers to liaise with the relevant Town/Parish Council prior to submission of names for consideration.

## **8. Naming of New Streets**

- 8.1 The Officer will review the plan and if necessary carry out a site visit to assess the development. If required, they will contact the developer to resolve any issues.
- 8.2 If requests are submitted for new dwellings (including flats) with a property naming scheme only (excluding numbers), we will always assign a number to the properties for the purposes of service delivery and emergency services location. If that is possible and complies with the SNN Authority's policy, the following rules will be applied:
- If numbers exist on the Street Name, new properties will be numbered into the existing sequence.
  - If the development requires a new Street Name, all properties will be numbered.
  - If existing properties on the Street are named only, consideration will be given to numbering existing houses as well as the new properties. Existing house names would remain.

## 9. Choice of Street Names

- 9.1. We will not create a Street Name similar to or the same as one which already exists if any of the following conditions apply:
- It is in use in the same locality;
  - It is in use in the same town or village;
  - It is in use in the same post town or village;
  - It is in use in the same town/village or post town/village within a neighbouring SNN Authority's administrative area.
- 9.2. The purpose of this is to avoid confusion, for example, resultant Street Names could be identical in every way including post town or which include numbers which can cause confusion, for example "20 Seven Foot Lane" sounds the same as "27 Foot Lane"
- 9.3. Street names should not be difficult to pronounce or awkward to spell. The use of names and their combination with numbers that could be considered offensive, obscene and racist or which would contravene any aspect of the Council's Equality and Diversity Strategy will not be accepted. Neither will the use of names which could be capable of deliberate misinterpretation and which could result in early demands for a change of address from occupiers. Examples include:
- aesthetically unsuitable - such as Gaswork Road, Tip House, Coalpit Lane;
  - misinterpretation - Hoare Road, Typple Avenue, Swag House, Quare Street;
- 9.4. Avoid having two phonetically similar names within a postal area and, if possible, within a town i.e. Newark, Southwell, Rainworth e.g. Alfred Road and Alfred Close or Churchill Road and Birch Hill Road.
- 9.5. Names of living people will not be considered. Names of the deceased will only be considered 20 years after their death.
- 9.6. The use of names and their combination with numbers that could be easily vandalised or changed into any of the above, for example, "Canal Turn".
- 9.7. The use of names that can be construed to be used for advertising or commercial gain.
- 9.8. We strongly encourage the use of any historic links to the development site to be included in the address, including previous use of the land/building. As part of the scheme, we will undertake a site history and recommend suggestions (if any can be found) to the developer and/or occupier. We have agreements in place with a number of local historians who will be consulted for suggestions.
- 9.9. The use of local names or events may also be considered, however this is not commonly undertaken. Ideally, names should have a proven relevance to the history or local geological features of the area or they should commemorate past industries or deceased local person (subject to being deceased for 20 years or more). Should you wish for a person's name to be considered, it is important you provide evidence that they have made a significant contribution to the community either at a national, regional or local level or have a historical connection to the land being developed. The person's full name will not be used (e.g. surname only). Prior approval from the named person or the person's family or estate administrators for the use of the names of deceased people in the adoption of any street name must be provided by the developer or body (including Town/Parish Councils) recommending the name. Without this, the name will not be considered.

- 9.10. The use of a name with Royal connotations: The consent of the Lord Chamberlain's office must be obtained if a name with any reference to the Royal family or the use of the word 'Royal' is suggested. For further information <https://www.royal.uk/use-royal-arms>
- 9.11. With reference to paragraph 9.9, it can sometimes be appropriate to add a short description of why a street has a particular name. Doing so increases the cost of the name plate and this will therefore be at the discretion of the developer.
- 9.12. The use of North, East, South or West (as in New Road North and New Road South) (or East, 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. In such a case one half should be completely renamed.

## 10. Name Suffixes

10.1 When new street names are proposed, an appropriate suffix which is a reflection of the type of street to be constructed needs to be chosen. If you would like to propose a suffix, please refer to the list. Alternatively, we will choose one appropriate to the type of street.

Street Type	When to Use
Avenue Dene Drive Lea Pasture Park* Rise Vale	Can be used for residential streets
Bank	Usually refers to streets that have an edge, embankment or verge
Brook	Usually used for residential streets that run near a brook, river or stream
Chase Croft Dale Green Grove Haven Mead Meadow	Can be used for small residential streets
Close	Specifically for cul-de-sac residential streets
Court	reserved for naming buildings only such as apartments/office blocks/care homes
Crescent	Specifically for crescent-shaped streets
Field	Usually refers to residential streets originally surrounded by fields or built on them
Fold	Can be used for residential farm conversions
Gardens	Usually used for residential streets with amenity/garden land in situ
Gate	Old English term meaning 'Way'. Usually indicates a main roadway leading to smaller streets.
Haven	Indicates a street on a hill
Lane	Usually refers to a narrow street in the countryside
Mews	Usually refers to a terrace of small townhouses
Oval	Specifically for oval-shaped streets
Parade	Usually refers to a terrace of townhouses
Path	Indicates a pedestrian only street
Place	Can be used for residential or commercial streets
Road Street	Indicates a main roadway
Row	Usually refers to a terrace of townhouses
Square	Indicates a street that forms a square
Terrace	Usually refers to a terraced residential street
View	Can be used for small residential streets within view of the related

	feature e.g. Church View
Walk*	Indicates a pedestrian only street
Way*	Indicates a main roadway or a pedestrian only street

\* – Indicates a main roadway and pedestrian walkway

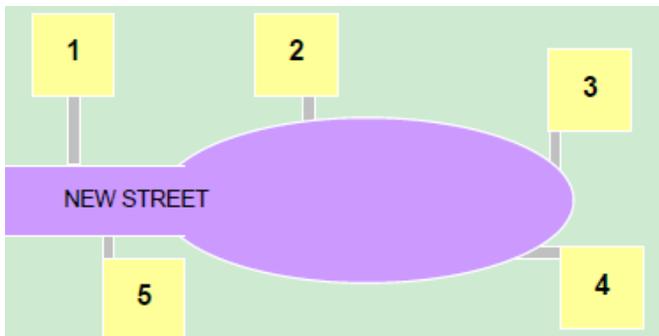
## 11. Numbering Sequence

### General Guidance on Numbering

- 11.1 All numbering will start at the beginning of a road (usually the end closest to the town centre).
- 11.2 Numbers will be assigned with odds of the left of the street and evens on the right of the street when standing at the beginning of the street with your back to the town centre.
- 11.3 Only use whole numbers, do not use fractions.
- 11.4 Number 13 will not be used unless the developer specifically requests that it be included.
- 11.5 If the developer's plan does not offer a similar number of properties on both sides of the street the following alternatives will be considered.

### Cul-de-Sac

- 11.6 If in the case of a small Cul-de-Sac consider consecutive numbering with number one issued to the first house on the left.
- 11.7 If the development consists of a cul-de-sac, consecutive numbering in a clockwise direction will be used, providing that there is little or no likelihood of the road being extended in the future. If there is a chance that the road could be extended, then the road would be numbered as a new street. The approved scheme will be shown on a copy of the approved site layout plan as approved at planning permission. It is advised any amendments to the approved layout (e.g.: removal or addition of house/s) is submitted to us at the earliest possible opportunity.



- 11.8 In a large Cul-de-Sac we will adopt the above, however if there is scope for future development off the Cul-de-Sac, numbering will be split at the appropriate point.



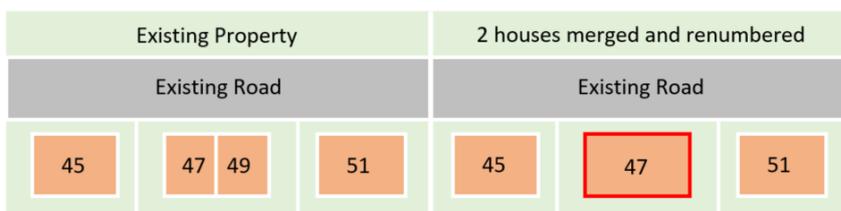
- 11.9 If a Cul-de-Sac development is restricted to only one side of the road, number consecutively.

**Infilling**

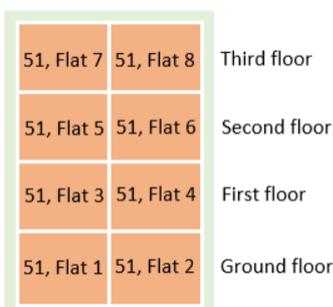
- 11.10 For infill numbering, all available numbers will be used first with letters being applied only when there is no gap in the numbering sequence. The only exception to this is if a property is built on a plot of land preceding No. 1, these properties will normally be named. We will avoid using letters beyond 'C'.
- 11.11 A single plot of infill follows the existing numbering scheme but with the 'A' suffix attached to the lowest adjacent number within the existing scheme.
- 11.12 If multiple infill plots, their naming and numbering will depend on the road from which they are accessed and the style of the development. If there is a large enough gap in the numbering, i.e. the plot of land sits between property numbers 15 and 21, then the houses will normally be considered part of that road and be numbered 17, 19, etc. If this is not the case and the plot of land sits between 15 and 17, they will be numbered 15A, 15B, etc.
- 11.13 In some circumstances, the new development may be allowed a street name of its own, as in a Close or Mews. If this is the case, please refer to the guidelines for naming of new developments (see above).
- 11.14 If a house is built on a plot of land between property numbers, e.g. between 21 and 25, then it will be numbered 23. Where it is not possible to number the new properties with the existing numbering sequence, then up to three plots may be suffixed e.g. 23a, 23b, 23c. If this is not practical, house names will be allowed to be used.



- 11.15 If two properties are merged into one, the numbering scheme will be in consultation with the owner/developer. The preferred option is the lowest of the old numbers.



- 11.16 Flats are numbered from the ground floor upwards using the number and Flat 1 etc. The properties are addressed to the road on which the principal entrance is accessed. In this example the property is number 51.



## **12. Re-numbering Existing Properties/Buildings or Re-naming a Street**

- 12.1 Requests can only be accepted from the owner of a property and not tenants for the renaming of a property. A declaration of ownership will therefore be required.
- 12.2 The Local Authority cannot formally add, amend or remove a property name where the property is in the process of being purchased, that is, until the exchange of contracts, although guidance of the acceptability of a name may be given.
- 12.3 There are occasions where existing street naming and numbering is found to be unsatisfactory and changes may need to be made. Examples include:
- There is confusion over a street's name and/or numbering;
  - A group of residents are unhappy with their street name; or
  - The number of named-only properties in a street is deemed to be causing confusion for emergency and/or postal and delivery services.
- 12.4 All requests for re-numbering re-naming will be properly investigated before deciding on a course of action.

### **13. Adding a Name or Changing an Existing House Name to Your Property**

- 13.1 If you wish to add a name or change your number or the existing name of your property, requests can only be accepted from the owner of a property and not tenants for the renaming of a property. Confirmation of ownership will therefore be required.
- 13.2 Subject to ownership, there is usually no problem with this. All we ask you to do is inform us of the change in writing or by using our [online form](#). This will allow our records to be maintained (e.g.: Council Tax and Electoral Register) and for Royal Mail to acknowledge the change.
- 13.3 Royal Mail will only amend their records if notified by the Local Authority.
- 13.4 When considering any new name we require you to not to choose a name that is offensive, aesthetically unsuitable or the same or similar to one that is currently used within close proximity of the property. Duplication can cause issues regarding postal deliveries and callers. Persons wishing to add a name or change a name of their property must provide two suggestions for consideration, detailing which is the first and second choice. If suggestions are not acceptable we will object to the proposal and ask for further suggestions.
- 13.5 In all cases, the name must be used with the number, because omitting postal numbers in place of a name causes complications for deliveries as well as for the emergency services.

## **14. Changing from a House Number to a Name**

- 14.1 This is not permitted unless one of the following circumstances apply. The only time a house is given a name as opposed to a number is where there is no logical way of numbering it, or if properties are built on a stretch of land that precedes No. 1 of any street. You may, as stated above, give your house a name, but the number of the house must be retained in the address.

## **15. Private Streets (Un-adopted)**

- 15.1 Private Streets have to follow the same naming and numbering procedure as adopted streets and name plates have to be placed in a conspicuous position. The process of applying for a street name and numbering set out within this Policy therefore must be followed. The Council is not liable for the provision, installation or maintenance of these name plates. The developer is responsible for the initial installation and once the properties are sold, the homeowners are jointly liable for maintenance and replacement.

## 16. Charging - Cost Recovery

- 16.1 Under Section 93 of the Local Government Act 2003, a local authority may charge for discretionary services. Discretionary services are those services that an authority has the power but not a duty to provide. An authority may charge where the person who receives the service has agreed to its provision, the charge must not exceed the cost of providing the service.
- 16.2 Details of our fees and charges are set out in or [Fees and Charges Document: Planning Development, Planning Policy, Land Charges and Street Naming and Numbering](#) document. Payment can be made by credit or debit card using our website at [www.newark-sherwooddc.gov.uk/paymentstothecouncil/](http://www.newark-sherwooddc.gov.uk/paymentstothecouncil/). Choose 'change to your address' and follow the prompts ensuring you add reference to the address you are seeking to add/amend. . If you have any problems with paying on-line, please contact our Customer Services Team on 01636 650000 giving your name and address.
- 16.3 All charges are to be paid in full prior to any changes being made. Changes to addresses made without contacting the Council's Street Naming and Numbering Department will be not be officially recognised and will not be registered with services and organisations listed in [Appendix C](#) nor recognised by Royal Mail.
- 16.4 Fees and charges applicable for the street naming and numbering service will be annually reviewed during the Council's budget setting process and publicised through the Council's agreed communication channels including the website.

## **17. Claims for Compensation**

- 17.1 The Local Authority is not liable for any claims for compensation arising directly or indirectly from the naming of streets, re-naming of streets, numbering or renumbering of properties.
- 17.2 The property developer should not give any postal addresses, including the postcode, to potential occupiers, either directly or indirectly (for example via solicitors or estate agents) before the official naming and numbering scheme has been issued by the Local Authority. The Council will not be liable for any costs of damages caused by failure to comply with this.

## **18. Powers of Enforcement /Default Actions**

- 18.1 On occasion it is necessary to consider enforcement action to ensure the display of correct names and numbers. Powers of Street Naming and Numbering enforcement available to the Council is as set out in the legislation referenced herein this policy and produced at [Appendix A](#). Informal action will, in all cases, be attempted first. Where formal action is required, then that person shall be liable to a fine under the provision of Criminal Justice Act 1982.
- 18.2 The service will endeavour to make developers aware of the need for an official address and the process to follow.
- 18.3 In any case where no Street Naming and Numbering application is received, the Council may allocate official addresses for emergency services purposes with no further consultation. Internal notification will be made for Council business purposes only but no external notification will be made for or requests for post codes to be allocated to properties.
- 18.4 If the developer or owner requests an amendment to the allocated naming or numbering at a later date the standard application process and charges current at the time of the application will apply.
- 18.5 Please also note, 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 1847. This legislation also permits a penalty to be applied not exceeding level 1 on the Standard Scale.

## **19. Decision**

- 19.1 A written record of the decision (both the authorised and objected to scheme) will be issued to the requestor. This will also be available for inspection upon request (sent by email or viewed at the Castle House). It is requested that 3 working days' notice is given for inspection.

## **20. Responsibility for Property Addressing**

- 20.1 All elements of an address, with the exception of postcode and post town, are defined by the Council. The numbers and names assigned to property and the official names assigned to streets are the intellectual property of the Council.
- 20.2 Allocation of postcodes is managed by Royal Mail and must be confirmed by them. The Council will undertake this process on the applicant's behalf and inform the applicant and other interested parties. The maintenance of postcode information, and any future change to individual postcodes or postcode sectors, is the responsibility of Royal Mail.

**The Council accepts no responsibility or liability for omission of postcode or post town information, nor for any failure of services arising from this omission.**

## 21. Customer Service and Contacts

- 21.1 We take great pride in the level of service provided and our dedicated Street Naming and Numbering Officer is on hand to offer guidance. This may include naming suggestions or a site visit to determine the most appropriate numbering or naming scheme. We also provide online forms to allow you to notify us of any change at a time convenient to you. You can contact us by:
- Website: <https://www.newark-sherwooddc.gov.uk/streetname/> ;
  - Email: [streetnaming@newark-sherwooddc.gov.uk](mailto:streetnaming@newark-sherwooddc.gov.uk); or
  - Telephone: Customer Services 01636 655000.
- 21.2 Your comments are also extremely important to us and we welcome feedback from all our customers. If you wish to praise staff, submit a complaint about our service or processes, or suggest an idea to improve our service, please complete our online form at <https://www.newark-sherwooddc.gov.uk/customerfeedback/>.
- 21.3 We also undertake customer surveys on a regular basis to assess customer satisfaction levels and service improvements from our customer experiences.

## 22. Limits of Council Responsibility

22.1 The Council is **not** responsible for the following:

- Allocation of postcodes. This is the responsibility of the Royal Mail.
- Non-delivery of items to the official address. Issues of this nature should be raised with the appropriate delivery service.
- The address being unavailable on databases used by third parties. Various third parties refresh their address sets at different frequencies and from various different sources. Address changes can therefore take some time to appear in their systems.
- Maps not showing new properties or roads (e.g.: Ordnance Survey, satellite navigation systems). Information can take some time to percolate through to third party products and depends on those third party update regimes.
- Notifying anyone other than those organisations listed in [Appendix C](#).
- Erection of new name plates. The owner/developer is responsible for the proper provision of street name plates.

## 23. Street Name Plates

- 23.1 The Local Authority is responsible for the replacement, erection and repairing of damaged street name plates. Damaged nameplates will be erected and replaced whenever required, taking into account both the financial restraints and requirement. If a replacement name plate is required, please contact our Corporate Property team via email [property@newark-sherwooddc.co.uk](mailto:property@newark-sherwooddc.co.uk).
- 23.2 Where new street/s are created as part of a development, the costs of supplying and erection of new street nameplates will be borne by the developer. A detailed specification will be provided to the developer to ensure new name plates are to the correct specification. Once installed by the developer, maintenance of the name plates will then be taken over by the Local Authority.
- 23.3 Where a street is approached only from one direction only one nameplate will be erected and this will face the direction from where the traffic will be approaching. Where a road can be approached from both directions, name plates on either side of the junction will be erected. Name plates will also be erected at any junction or entrance onto the street.
- 23.4 All new and replacement name plates will be constructed of recyclable material.
- 23.5 All requests for no through road symbols to be added to street name plates will only be considered when erecting new nameplates. If the need for a no through road symbol arises and the street nameplate is not in need of replacement, then the request should be sent to [Nottinghamshire County Council](#).

## 24. Retention of Documentation

### How long will you retain the information for?

24.1 We will retain documentation relating to the street naming and numbering function in accordance with the following retention periods.

Function	Retention Action
Application for a new street name and to rename and existing street	Destroy 6 years after last action
Application for new property number or name and to renumber or rename an existing property	Destroy 6 years after last action
Official decision document and plan approving a new street name or approving a rename to an existing street	Permanent
Official decision document and plan approving a new property number or name and approving a renumber or rename to an existing property	Permanent
Request to Royal Mail for postcode allocation	Destroy 6 years after last action
Confirmation from Royal Mail of postcode allocation	Destroy 6 years after last action
New street name and renamed street allocation or distribution document.	Destroy 6 years after last action
New property number or name and renumber or rename to an existing property allocation or distribution document	New property number or name and renumber or rename to an existing property allocation or distribution document
Working files relating to Street Naming and Numbering	Destroy 4 years after last action

## Glossary

Applicant	Person or people who submitted the SNN application and accept responsibility for the naming and/or numbering of properties and/or streets. Sometimes referred to as developer.
ASG	Associated Street Gazetteer – refers to Street information in an LLPG that is present in GeoHub.
Conversion	Development which involves the internal and/or external modification of an existing building to create new properties.
Developer	Person or people who submitted the SNN application and accept responsibility for the naming and/or numbering of properties and/or streets. Sometimes referred to as applicant.
Development	Defined as the construction, modification, or subdivision of any building which requires planning permission and results in the creation of a new addressable object. This does not include replacement properties.
Infill	A development site which occurs either between two existing properties, at the end of a row of existing properties, or in the grounds of an existing property.
LLPG	Local Land and Property Gazetteer – Local Authority list of addresses within its boundary.
LSG	The Local Street Gazetteer (LSG) - database of all street information compiled by one of the 172 Highway Authorities in England and Wales. Nottinghamshire County Council are custodians of the LSG.
NAG	National Address Gazetteer - brings together address information from local authorities and Ordnance Survey to create a 'national address gazetteer database', providing one definitive source of accurate publicly-owned spatial address data for the whole of the public sector.
NSG	National Street Gazetteer – holds authoritative information for all the streets in England and Wales. Nottinghamshire County Council are custodians of the LSG.
PAF	Postal Address File – the address database owned and maintained by Royal Mail.
Plot	Area of land, property or structure of fixed location having occupation, ownership or function.
Postal Address	The official designation of the property. It indicates that the property has its own post box or letter box. The postal address is allocated a postcode and post town to assist with the delivery of mail and services such as utilities.
Property	Residential or commercial building.
SNN	Street Naming and Numbering – function by which streets and properties are officially named.

UPRN	Unique Property Reference Number - unique number given to each property or piece of land to which an address will be applied. The address may change but the UPRN remains the same. You can view your address (UPRN) on <a href="http://www.FindMyAddress.co.uk">www.FindMyAddress.co.uk</a>
USRN	Unique Street Reference Number – provides start and end point for a street within the ASG. Refers to Street information in the LLPG only.

## Appendix A — Legislation

### **Legislation Section 64: Town Improvement Clauses Act 1847 - Houses to be numbered and streets named**

“The commissioners shall from time to time cause the houses and buildings in all or any of the streets to be marked with numbers as they think fit, and shall cause to be put up or painted on a conspicuous part of some house, building, or place, at or near each end, corner, or entrance of every such street, the name by which such street is to be known; and every person who destroys, pulls down, or defaces any such number or name, or puts up any number or name different from the number or name put up by the commissioners, shall be liable to a penalty not exceeding [level 1 on the standard scale] for every such offence”.

### **Section 65: Town Improvement Clauses Act 1847 - Numbers of houses to be renewed by occupiers**

“The occupiers of houses and other buildings in the streets shall mark their houses with such numbers as the commissioners approve of, and shall renew such numbers as often as they become obliterated or defaced; and every such occupier who fails, within one week after notice for that purpose from the commissioners, to mark his house with a number approved of by the commissioners, or to renew such number when obliterated, shall be liable to a penalty not exceeding [level 1 on the standard scale], and the commissioners shall cause such numbers to be marked or to be renewed, as the case may require, and the expense thereof shall be repaid to them by such occupier, and shall be recoverable as damages.”

### **Section 17: Public Health Act 1925 - Notice to urban Local Authority before street is named**

- 1) Before any street is given a name, notice of the proposed name shall be sent to the urban authority by the person proposing to name the street.
- 2) The urban authority, within one month after the receipt of such notice, may, by notice in writing served on the person by whom notice of the proposed name of the street was sent, object to the proposed name.
- 3) It shall not be lawful to be set up in any street an inscription of the name thereof –
  - a) until the expiration of one month after notice of the proposed name has been sent to the urban authority under this section; and
  - b) where the urban authority have objected to the proposed name, unless and until such objection has been withdrawn by the urban authority or overruled on appeal; and any person acting in contravention of this provision shall be liable to a penalty not exceeding [level 1 on the standard scale] and to a daily penalty not exceeding [£1].
- 4) Where the urban authority serve a notice of objection under this section, the person proposing to name the street may, within twenty-one days after the service of the notice, appeal against the objection to a Magistrates court”.

### **Section 18: Public Health Act 1925 - Alteration of name of street**

- 1) “1) The urban authority by order may alter the name of any street, or part of a street, or may assign a name to any street, or part of a street, to which a name has not been given.
- 2) Not less than one month before making an order under this section, the urban authority shall cause notice of the intended order to be posted at each end of the street, or part of the street, or in some conspicuous position in the street or part affected.
- 3) Every such notice shall contain a statement that the intended order may be made by the urban authority on or at any time after the day named in the notice, and that an appeal will lie under this Act to a petty Magistrates Court against the intended order at the instance of any person aggrieved.
- 4) Any person aggrieved by the intended order of the local authority may, within twenty-one days after the posting of the notice, appeal to a Magistrates court”.

## Appendix B — Frequently Asked Questions

### How long will my application or query take?

We will endeavor to respond to all enquiries within 5 to 10 working days however, complex enquiries may take up to 10 working days. Every effort is made to acknowledge receipt of emails but this is not always possible. Nevertheless, please be assured your enquiry will be dealt with as quickly as possible.

Applications for naming of new streets will be decided on or before the expiration of one calendar month. In the event of no response being provided, the naming may go ahead.

Applications for the re-naming of an existing named street or part of a street will be determined within approximately 6 weeks.

### I want to give my house a name?

If your property is located on a numbered road, we do not have any objections to you supplementing your address unofficially for your own purposes. If you choose to do this, it will not be recognised against the property number in any database. If however, you wish for the name to be officially recognised against the number, an application will be required to ensure the name does not duplicate any existing properties of the same name. The relevant application fee will be payable. Under both circumstances, the number must be retained in the address. The number is the official identifier for your property and must always be used when quoting your address.

### I want to change my house name?

An application must be made to the Council's Street Naming and Numbering department. Requests will be dealt with in accordance to the guidance outlined in '[Adding a Name or Changing an Existing House Name to Your Property](#)' within this policy.

### I've moved in to a new property and my address is not being recognised?

If your property is within a large development, the developer is advised when official address confirmation is sent to them that we need to be notified when the properties are nearing completion and becoming occupied. This is so we can advise Royal Mail to make the postal addresses live. Until properties are complete to a standard where they can receive mail, Royal Mail will hold the addresses in their 'not yet built file' database until they are required to be used for mail delivery. To make a postal address 'live' on their Property Address Finder (PAF), please use Royal Mails [online contact form](#). The form requests all relevant information to allow them to deal with your request quickly and efficiently.

Alternatively, it may be that a request has not been made to us for naming/numbering the new properties. We are the street naming and numbering authority and addresses created by any other means are not official and will not be officially recognised. In these circumstances, you are likely to experience problems of address recognition. Royal Mail will only take instruction from us to add new addresses to their Postal Address File. Once we have received an application, a name or number will be applied and confirmed accordingly. We will then notify interested parties of the new address. You should contact the developer or seller of your house to find out if they have made an application to us.

### **My property is new, the postcode is showing on Royal Mail's website but it's still not being recognised?**

Once an official address has been issued and Royal Mail includes the information on their database, it will be up to companies using an address database to ensure their records are up to date. The frequency of companies updating their data varies and therefore a delay in companies recognising the new address is possible.

The Council has no legal obligation to notify any external bodies of any address changes or additions. Address changes are processed in our Local Land and Property Gazetteer (LLPG) and these are then amended in the National Land and Property Gazetteer (NLPG). The NLPG is made available to external bodies via the AddressBase products from Ordnance Survey (OS). We do our best to notify some external bodies such as the emergency services and the land registry of address changes, but our contacts list is not conclusive and we accept no responsibility for any address data sourced by any other means/held by another party.

### **Who should apply?**

You need to contact us if:

- You want to add a name or rename your existing property;
- You are undertaking conversion of residential, commercial or industrial premises, which will result in the creation of new properties or premises or renaming of old properties;
- You are planning to build a single property or small development; or
- You are a developer planning a new housing or commercial development.

It is important to note that if a development results in the creation of new properties, utility companies will not install services without an official postal address, including postcode.

### **I'm experiencing mail delivery problems?**

Are you using the correct address details and postcode? The address officially issued by the local authority will be given to Royal Mail for them to allocate a postcode. This is then the address that must be used. If you are using any other alternative, particularly postcode, it may cause problems. We do not have any responsibility for the effective delivery of mail and would therefore advise you contact Royal Mail customer services directly.

### **I don't think my postcode is correct?**

We do not have any jurisdiction over postcodes as these are owned by Royal Mail. Royal Mail does have a facility on their website (<https://www.royalmail.com/find-a-postcode>) where you can look up a postal address and postcode. The information shown on their website will be the details held on their Postal Address File.

If you have checked Royal Mail and we are not holding the correct postcode, let us know.

### **Can you tell me the origin of my road name please?**

Although we may hold some records of road name origins, particularly recent developments, our records are not exhaustive. Our local libraries (located across the District) may hold information in archive or alternatively try contacting local historian groups who may be able to assist.

### **My address differs between Council departments?**

Ideally, every property should have one unique address. For new developments, road names are allocated and properties numbered on to the road accordingly. These properties should not

therefore experience any address discrepancies.

However, where departments have historically held their own addresses and variations of addresses, they may not match that being held within the Local Land and Property Gazetteer immediately. We are endeavouring to ensure that these discrepancies are resolved as quickly as possible and with minimal impact on property owners.

Please bear in mind that some departments are restricted to time of the year when changes can be made. For example, the Electoral Register can only make major changes immediately prior to a new register being published. Address changes made at any other time may not be recognised by credit agencies. If this causes problems for you, the electoral services team may be able to help by providing you with a letter confirming your entry on the current register. There may be a charge for this service. Please contact [Voting@newark-sherwooddc.gov.uk](mailto:Voting@newark-sherwooddc.gov.uk) for further information.

### **I think the name of the road being used is incorrect?**

Please see our guidance in this policy for '[Re-numbering Existing Properties/Buildings or Re-naming a Street](#)'.

### **I've built some new dwellings/units and need addresses for them?**

It is the Council's responsibility to name and number new developments/roads. An application should be submitted to us for official addresses to be issued.

Addresses obtained by any other means will not be official and could therefore be changed. The Council will not accept liability for any costs incurred by the process not being correctly followed.

If you are in doubt, please contact the Street Naming and Numbering team who will be more than happy to help.

### **The details on my postal address are not correct?**

Royal Mail creates a postal address from address details issued by the council.

We would therefore advise you contact us prior to contacting Royal Mail, unless your query is specifically relating to delivery of mail or a postcode query.

If you approach Royal Mail first, they are likely to direct you to us depending on the nature of your enquiry.

If your property is new and you have not been issued an official address through the street naming and numbering process, Royal Mail will direct you to us.

If your property has existed for several years but has never been recognised by Royal Mail, you will need to contact us for us to direct Royal Mail accordingly.

### **I have been paying council tax on my new property for several years but no one else seems to recognise the address**

If your property has not been through the street naming and numbering process, your address is unlikely to be recognised even though the council tax department have used the address they have been given.

Council tax is a different department to Street Naming and Numbering and therefore datasets do not always match even though every effort is made to ensure they do.

An application will be necessary so that the property can be subjected to the same criteria and checks outlined in this policy. We would particularly draw your attention to '[Adding a Name or Changing an Existing House Name to Your Property](#)'.

The address held by our Revenues Department may therefore be subject to change once official naming and numbering has been issued. Alternatively, they will adopt the address we issue them as being the official address, particularly where the street naming and numbering process hasn't been followed.

**I would like to report a street name plate that is missing or damaged**

If your development is new, the developer is responsible for providing the name plate. Please contact them directly. For any damaged or other missing name plate, our Corporate Management team is responsible. Please contact them via email [property@newark-sherwooddc.gov.uk](mailto:property@newark-sherwooddc.gov.uk)

**I would like to speak to a member of the Street Naming and Numbering team**

If you can't find the answer to your question on our website at [www.newark-sherwooddc.gov.uk](http://www.newark-sherwooddc.gov.uk), please contact via 'phone, email or letter, details below:

Tel: 01636 650000

Email: [streetnaming@newark-sherwooddc.gov.uk](mailto:streetnaming@newark-sherwooddc.gov.uk)

By post: Newark and Sherwood District Council, Planning Development Business Unit, Castle House, Great North Road, Newark on Trent, NG24 1BY

**Why will only names of the deceased be considered 20 years after their death?**

This is to help ensure that the decision about whether or not to shortlist a candidate is made with a sufficient degree of hindsight.

## **Appendix C: Newark and Sherwood District Council external and internal consultees**

As part of our street name and numbering process, we currently notify the following organisation/services of new and amendments to an address.

### **External:**

BT New Sites

Nottinghamshire Fire Services HQ

Geographer's A-Z Map Co (New street names only)

National Grid (was British Gas)

GeoPlace

Newark Child and Family Team NHS (Newark, Balderton and Farndon only)

Nottingham East Land Registry

East Midlands Ambulance Service

Nottinghamshire Constabulary

Nottinghamshire County Council (new streets only)

Ordnance Survey

Royal Mail Address Development Team

The Valuation Office

Severn Trent

### **Internal (Newark and Sherwood District Council):**

Electoral Registration

Council Tax or Business Rates

Environmental Services including refuse collection

Land Charges

Planning Development

East Midlands Building Control

NAG Custodian

Corporate Property (new street names only for street name plates)