

# Wiltshire Council

## Street Naming and Numbering Policy

### 1 Introduction

Wiltshire Council has a statutory power to name and number streets and to approve and register official property addresses in the county of Wiltshire. Prior to April 1 2009, this Street Naming and Numbering function was the remit of the former district councils of Wiltshire.

Street Naming and Numbering is an important function of Wiltshire Council as it allows the Council to maintain a comprehensive, unambiguous and accurate list of addresses covering all properties in Wiltshire. In turn, this enables:

- Emergency services to find a property quickly (delays can cost lives and money)
- Mail to be delivered efficiently
- Visitors to find where they want to go
- Reliable delivery of services and products
- Records of service providers to be kept in an effective manner

This policy sets out:

- The legal powers used by Wiltshire Council to exercise its duty in respect of Street Naming and Numbering
- The process to be followed by applicants, and the consultation Wiltshire Council will undertake with affected parties, including Town and Parish Councils
- Guidelines for naming and numbering streets and houses that are designed to enable us to meet the overall policy objective of maintaining a comprehensive, unambiguous and accurate database of all properties within Wiltshire.

### 2 Purpose of the policy

The purpose of the Street Naming and Numbering Policy is to establish the correct process, rules and fees for the following activities:

- Naming of new streets and numbering properties on those streets
- Renaming an existing street or renumbering all existing properties on an existing street
- Registering a new property / properties on an existing street
- Allocation of numbers to properties with names only
- Allocation of house names or changing house names to properties with a number

### 3 Scope

Wiltshire Council, Wiltshire residents, businesses and visitors and external organisations are all affected by the contents of this policy.

### 4 Powers used by Wiltshire Council

Wiltshire Council is responsible for ensuring that streets are named and properties numbered and for ensuring that authorised names and numbers are displayed in an appropriate manner.

The Council's powers to require street numbers and road names to be displayed are contained in sections 64 and 65 of the Towns Improvement Clauses Act 1847.

The Council's authority to name or alter a street name is contained in sections 17 and 18 of the Public Health Act 1925.

## **5 Resolution of the Council**

Wiltshire Council has resolved to apply Section 17 and 18 of the Public Health Act 1925 and Sections 64 and 65 of the Towns Improvement Clauses Act 1847. This resolution was obtained at the Wiltshire Council Cabinet Meeting of 22 June 2010.

## **6 Consultation and Notification**

The Address Information Team will consult, as appropriate, before proceeding with the allocation of road names. The mechanism for agreeing new street names with Town and Parish Councils, before a formal application is made, is set out in section 7 of this policy.

The Address Information Team will notify, as appropriate, the Royal Mail, Electoral Registration, Council Tax, and the custodians of the Local Land and Property Gazetteer and other council or external address databases confirming property numbering or amendments to addresses.

### **Royal Mail**

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 Wiltshire Council's Planning Enforcement team about any suspected change of use.

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 the responsibility of the Royal Mail.

The Council will notify the Royal Mail of new addresses but it will be the responsibility of the Royal Mail to update their records.

Locality names within the official postal address are the responsibility of the Royal Mail. Where applicants object to a locality name in their postal address, Royal Mail, 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 may be several miles away.

Royal Mail will only hold a name for a property where there is no numbering scheme in place. If a property is named and numbered, the name of the property

will only be held as an "Alias". Therefore, even if you obtain an officially-approved name for a property from Wiltshire Council, the Royal Mail may not pass this name on to other organisations when they make their address database available to those other organisations. For clarification, please contact the Address Information Team.

## **7 Street Naming and Numbering Processes**

### **(a) Naming of new streets and numbering properties on that street**

This process would apply if a new street(s) is required for a development.

#### **Pre Application Process**

Before making a formal application to name new streets, the developer and the Town or Parish Council need to agree suitable street names within a development.

- Each Town or Parish Council needs to have a process in place of how such agreement could be obtained – this could be by discussion with the Parish Clerk, or could require agreement at an appropriate Town or Parish Council Meeting.
- The Town or Parish Council needs to ensure that they do not agree to names that do not follow the guidelines for naming laid down within this policy. An officer from the Address Information Team will be able to give pre-application guidance, in particular by vetting proposed names to ensure they comply with the overall policy; and advising on how many different street names are required. (In complex developments this is not always immediately obvious).
- Once agreement is reached, it is the responsibility of the Town or Parish Council to provide the developer/applicant with written agreement on the street name(s) chosen. This agreement should be included by the developer in their formal application to Wiltshire Council.
- Where two or more developers are working on a contiguous piece of land, it is the responsibility of the Town or Parish Council to meet with all developers concerned and agree the suggested name(s) and number of street names required which may run across several developments. Again, an officer from the Address Information Team would be able to offer appropriate advice.

#### **If it is proposed to name a street after a living person**

If it is proposed to name a street after a living person, this is permissible subject to agreement being reached between the Town and Parish Council concerning the suitability of the proposed name. Wiltshire Council will not object to such names where agreement has been reached and where the name otherwise meets the street naming guidelines outlined below, subject to the following:

- It is the responsibility of the Town or Parish Council to ensure written consent is obtained from the named person to have a street named after them. A copy of the written consent should be submitted by the developer to Wiltshire Council along with their formal application.

Town and Parish Councils should give due consideration to possible sensitivities that may arise from naming streets after controversial or notorious figures, and should also consider the likelihood that the public perception of a living person may change considerably – for better or worse – over the course of the rest of their life.

- On request, an officer from the Address Information Team will check the proposed name against the database of existing street names and also obtain confirmation of acceptability of this name from Royal Mail before proceeding with the application.

### **If it is proposed to name a street after a deceased person**

If it is proposed to name a street after a deceased person, this is permissible subject to agreement being reached between the Town and Parish Council concerning the suitability of the proposed name. Wiltshire Council will not object to such names where agreement has been reached and where the name otherwise meets the street naming guidelines outlined below, subject to the following:

- It is the responsibility of the Town or Parish Council to ensure written consent is obtained where necessary from the family or estate of the deceased person to have a street named after them. A copy of the written consent should be submitted by the developer to Wiltshire Council along with their formal application.

If the named person has been deceased for more than 50 years then written consent is not needed.

Town and Parish Councils should give due consideration to possible sensitivities that may arise from naming streets after controversial or notorious figures, and should also consider the likelihood that the public perception of a deceased person may change considerably – for better or worse – in the future.

- On request, an officer from the Address Information Team will check the proposed name against the database of existing street names and also obtain confirmation of acceptability of this name from Royal Mail before proceeding with the application.

### **Application process**

Complete the “New Property/Properties on New Street(s)” application form and submit to Wiltshire Council with the following:

- Site location plan
- Site layout plan (including house types)
- Written agreement from the Town or Parish Council that they agree to the proposed new street name(s)
- Written consent, from the family or estate of the deceased person to have a street named after them, if appropriate
- Written consent from the named person to have a street named after them, if appropriate
- The appropriate fee

Applications from developers that do not contain evidence that agreement on names has been reached with the Town or Parish Council will be refused.

The Address Information Team will, on receipt of the application:

- Check that the appropriate planning permissions are in place.
- Consult with Royal Mail on suitability of suggested street name(s).
- Allocate addresses to plot numbers and create draft numbered plan and schedule.
- Send draft numbered plan and schedule to developer for approval.
- On receipt of approval, request postcodes from Royal Mail.
- On receipt of postcodes, update Wiltshire's address database
- Notify all parties specified in Section 6 above
- Issue Certificate of Postal Address to developer

### **(b) Renaming an existing street or renumbering all existing properties on an existing street**

This may cause disruption to occupiers and should be avoided if possible. For a new development in an existing street the use of suffixes of "A" "B" etc or renumbering just a few properties is preferable to renumbering an entire street. This is not always possible however, and the renaming of streets and renumbering will be at the discretion of the Council within the statutory framework.

**Renumbering** existing properties and buildings is normally only considered when there are potential problems for the emergency services or there is additional development (e.g. within the grounds of an existing property).

Sections 64 and 65 of the Towns Improvement Clauses Act 1847 allows a local authority to require buildings to be marked with numbers "as they think fit". There is no right of appeal or requirement for formal consultation but the Council will notify occupiers and give them as much notice period as practicable to display the new number.

**Re-naming** a street(s) is again normally only considered to avoid potential problems for the emergency services (or where an error in naming has occurred). An Order of the Council must be made for renaming and notices displayed under Section 18 of the Public Health Act 1925.

Any requests to rename or name an unnamed street must be submitted via the Town or Parish Council.

Again, as much warning of the re-naming as is practicable will be given to residents.

If the Town or Parish Council wishes to rename a street after a living or deceased person, consent from the person or estate of the deceased person should be obtained as set out in the process for **(7a) Naming of new streets and numbering properties on that street** (see above).

### **Application process**

Complete the “Street Renaming or Renumbering of Properties on Existing Street” application form and submit to the Council with the following documents:

- Site location plan
- Written consent, from the family or estate of the deceased person to have a street named after them, if appropriate
- Written consent from the named person to have a street named after them, if appropriate

The Address Information Team will, on receipt of the application:

- Ensure the request has been submitted by the Town/Parish Council and that the relevant permissions have been included in the application if appropriate
- Notify residents and ward member of the proposed change and post notices on site
- If no objections are received within the 21 day period, the order will be confirmed
- Request new postcodes from Royal Mail, if appropriate
- Notify residents, ward member and Town/Parish Council that the order has been confirmed

### **(c) Registering a new property / properties on an existing street**

This process would apply if you have:

- Built new dwelling/dwellings on existing streets
- Converted existing building(s) into a dwelling/dwellings

### **Application process**

Complete the New Property / Properties on Existing Street application form and submit to the Council with the following:

- Site location plan
- Site layout plan (including house types)
- The appropriate fee

The Address Information Team will, on receipt of the application:

- Check that the appropriate permissions are in place.
- Check the numbering sequence on the existing street
- Allocate new postal address(es) as appropriate.
- If house name(s) are suggested, check to ensure that the proposed name(s) are not already in use in the local area.

Once agreement has been reached on the new postal address(es) the Address Information Team will:

- Request postcodes from Royal Mail.
- Update Wiltshire’s address database
- Notify all relevant parties

- Send a Certificate of Postal Address to the applicant.

#### **(d) Allocation of numbers to properties with names only**

This numbering is carried out on receipt of an application for public safety reasons with the support of the Emergency Services. Consultation is carried out with the Town/Parish Councils and Ward Member and notification letters sent to occupiers with as much notice as practicable to comply, subject to the discretion of the Address Information Team. A house name may continue to be used in conjunction with the designated house number.

#### **(e) Allocation of house name or change house name to properties with a number**

This process would apply if you are:

- Adding a house name to an existing numbered property
- Changing a house name on an existing numbered property

The allocation of a property name is permitted where a numbering scheme is in place. This is under the condition that the name would be in addition to the existing property number and not a replacement. The property number should always be displayed on the property and quoted as part of the address in all correspondence. The applicant is advised to submit three alternative property names, listed in order of preference, although the Address Information Team can also be contacted to determine whether the proposed name(s) are already in use in the local area.

Where there is a number, this must be used in conjunction with the house name and displayed. The name cannot be regarded as an alternative. This is enforceable under Section 65 of the Towns Improvement Clauses Act 1847. The Wiltshire Council accepts no responsibility for any problems of whatever nature arising from the Council not being kept up to date with the house name.

#### **Application process**

Complete the “Change of Address” application form and submit to Wiltshire Council with the following:

- Site location plan
- The appropriate fee

The Council will, on receipt of the application, check to ensure that the proposed name is not already in use in the local area. Any application to change the name of a property such that it would duplicate an existing property name will not be acceptable. The Address Information Team will notify the Royal Mail, emergency services, public utilities and council bodies of the new house name. It is the responsibility of the owner to contact and notify all other bodies of the new name.

#### **(f) Change a house name to properties without a number**

This process would apply if you are:

- Changing a house name on an unnumbered property

## **Application process**

Complete the “Change of Address” application form and submit to the Council with the following:

- Site location plan
- The appropriate fee

The applicant is advised to submit three alternative property names, listed in order of preference, in case any of the proposed names duplicate existing addresses.

The Council will, on receipt of the application, check to ensure that the proposed name is not already in use in the local area. Any application to change the name of a property such that it would duplicate an existing property name will not be acceptable.

Once agreement has been reached on a property name the Address Information Team will notify all parties specified in Section 6 of this policy. The full list can be found on the Wiltshire Council website at [www.wiltshire.gov.uk/streetnaming](http://www.wiltshire.gov.uk/streetnaming).

## **(g) Responses**

Wiltshire Council will:

- Under most circumstances, complete all applications for property name changes within 10 working days
- Complete all applications for naming and numbering of new properties on existing streets within 10 working days from receiving postcodes from Royal Mail
- Approve suggested street names within 28 days of receiving the application, and will complete the application for naming the properties within 10 working days from receiving postcodes from Royal Mail
- Treat everyone in a fair and equal manner

## **8 Guidelines for deciding new street names and numbers**

The following guidelines are intended to enable Wiltshire Council to create unambiguous addresses within Wiltshire. Ambiguity can lead to delays and mistakes in areas such as postal delivery or access by the emergency services; for example when trying to find two similar addresses or trying to understand an address given over the telephone.

However, these are only guidelines within the overall policy objective of maintaining a comprehensive, unambiguous and accurate list of addresses. Therefore, deviations from these guidelines will be allowed where it can be demonstrated that such deviations enhance the overall objective of easing the delivery of local services to the correct property.

### **Guidelines for numbering buildings**



- A new street should be numbered with even numbers on one side and odd numbers on the other except that, for a cul-de-sac, consecutive numbering in a clockwise direction is preferred.
- Additional properties in streets which are currently numbered, will always be allocated a property number.
- Private garages and other buildings used for housing cars and similar will not be numbered.
- A proper sequence shall be maintained, with the number 13 omitted.
- 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 multi-residential residential buildings (for example, blocks of flats) it is usual to give a street number to each dwelling.
- 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.
- 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.
- All of the above guidelines apply to both commercial and residential properties.

### **Guidelines for naming a new street and numbering properties on that street**

- New street names should not be difficult to pronounce or awkward to spell.
- Names which could give offence should not be used nor should names which encourage defacing nameplates.
- We will not adopt any unofficial "marketing" titles used by developers in the sale of new properties.
- All new streets should ideally end with one of the following suffixes:
  - Street (for any thoroughfare)
  - Road (for any thoroughfare)
  - Way (for major roads)
  - 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)
- All new pedestrian ways should end with one of the following suffixes:
  - Walk
  - Path
  - Way
- New street names should not duplicate any similar name already in use in a town or village or in the same postcode area. A variation in the terminal word, for example, "street", "road", "avenue", will not be accepted as sufficient reason to duplicate a name. A common request is to repeat existing names in a new road or building title (for example a request for "St Mary's Close" off an existing St Mary's Way, near St Mary's Church) This is not allowed as it can cause the emergency services to initially go to the wrong property, wasting crucial time.
- Buildings on corner plots are numbered with the street towards which the main entrance faces. If pedestrian access is not possible from that street, the building may be numbered with the street giving access. Occupier's preference will not be a relevant consideration.
- Generally, if a building is demolished then the existing numbering sequence is retained and reused in any new development as far as possible.
- If additional plots are added to a proposed development at a later date, eg. due to a revised layout, these plots will be allocated existing numbering with suffixes of "A", "B", "C" etc. and the Address Information Team will request a resubmission of the full scheme which will incur a new full application cost.

### **Guidelines for 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.

### **Guidelines for Listed Buildings**

- When receiving a request to rename or renumber a property or add a house name, a check will be made against the listed building records on the planning computer system. If the building is listed, the Conservation Officer is notified so that the Statutory List held in Development Control can be updated.

## **9 Fees**

We will charge fees for the Street Naming and Numbering Process as specified on our website at [www.wiltshire.gov.uk/streetnaming](http://www.wiltshire.gov.uk/streetnaming), which also contains details of how to pay. We require fees to be paid in advance of processing an application.

If amendments are received to an application once the Street Naming and Numbering process has commenced, the Address Information Team will request a resubmission of the full scheme and this will incur a new full application fee for the number of properties affected. (For example, on an application of 10 properties, if a change is made to one of the early properties in the numbering sequence, this may

affect the numbering sequence of all properties and therefore a new fee would be charged to renumber all 10 properties, not just the affected property).

Fees will be reviewed annually in line with the normal council process for reviewing and updating fees, or at other times as a result of changes in legislation.

## **10 Claims for Compensation**

Wiltshire Council is not liable for any claims for compensation arising directly or indirectly from the naming of roads, renaming of roads, numbering or renumbering of properties.

## **11 Decision and Discretion**

The Council's decision is final for the naming of roads, renaming of roads, numbering or renumbering of properties and is at the discretion of the Director for Workplace Transformation, ICT and Information Management.

## **12 Retention**

All records will be held for 7 years, in accordance with Wiltshire Council's Retention Policy. Where appropriate, at the end of 7 years, records may be offered to the Wiltshire and Swindon Records Centre rather than being automatically destroyed.

## **13 Limit of responsibility**

The Council is not responsible for the following

- Correspondence and deliveries not being delivered to the correct address. Any complaints should be directed to the Royal Mail, Customer Services. Phone number 08457 740740.
- The address being unavailable on databases used by third parties, such as retail outlets (including Internet based ones).
- Ordnance Survey maps or plans not featuring any new properties or roads.
- Notifying anyone other than the services listed.

The Address Information Team is not responsible for the erection or replacement of road nameplates – please contact:

### **Northern Division**

Neighbourhood Services  
Local Highways and Streetscene  
Divisional Office  
Bath Road Industrial Estate  
Chippenham  
SN14 0AB  
Tel: 01249 445554  
Email: [northernhighways@wiltshire.gov.uk](mailto:northernhighways@wiltshire.gov.uk)

### **Central Division**

Neighbourhood Services  
Local Highways and Streetscene

Divisional Office  
36 Lancaster Road  
Bowerhill  
Melksham  
Tel: 01225 702649  
Email: [westernhighways@wiltshire.gov.uk](mailto:westernhighways@wiltshire.gov.uk)

**Southern Division**  
Neighbourhood Services  
Local Highways and Streetscene  
Divisional Office  
The Avenue  
Wilton  
SP2 0AB  
Tel: 01722 744440  
Email: [southernhighways@wiltshire.gov.uk](mailto:southernhighways@wiltshire.gov.uk)

#### **14 How do I apply?**

Application forms are available on our website at  
[www.wiltshire.gov.uk/streetnaming](http://www.wiltshire.gov.uk/streetnaming).