

Wiltshire Council

Street Naming and Numbering Policy

Appendix 1

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 and accurate address database 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

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 that street
- 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 name or change house name 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 powers to name streets and number properties is given under the Public Health Act 1925 and the Towns Improvement Clauses Act 1847

Legislation

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

Section 64: Towns 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 [level 1 on the standard scale] for every such offence”

Section 65: Towns 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 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”

The Council’s authority to name or alter a street name is contained in sections 17 and 18 of the Public Health Act 1925 (and to display in section 19 of the Public Health Act 1925)

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 petty sessional court”.

Section 18: Public Health Act 1925

Alteration of name of street

- 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 sessional 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 petty sessional court”.
- 5)

Section 19: Public Health Act 1925

Indication of name of street

- 1) The urban authority shall cause the name of every street to be painted, or otherwise marked, in a conspicuous position on any house, building or erection in or near the street, and shall from time to time alter or renew such inscription of the name of any street, if and when the name of the street is altered or the inscription become illegible.
- 2) If any person, pulls down any inscription of the name of a street which has lawfully been set up, or sets up in any street any name different from the name lawfully given to the street, or places or affixes any notice or advertisement within twelve inches of any name of street marked on a house, building, or erection in pursuance of this section, he shall be liable to a penalty not exceeding [level 1 on the standard scale] and to a daily penalty not exceeding [£1].
- 3) ...

But if the provisions of the Towns Improvement Clauses Act 1874 are used then powers of Section 19 will not be used

5 Resolution of the Council

Wiltshire Council intends to resolve to apply Section 17 and 18 of the Public Health Act 1925 and Sections 64 and 65 of the Towns Improvement Clauses Act 1847.

6 Consultation and Notification

The Street Naming and Numbering Officer will consult, as appropriate, with the local Town and Parish Councils before proceeding with the allocation of road names.

The Street Naming and Numbering Officer will notify, as appropriate, the Royal Mail, Electoral Registration, Council Tax, 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 our Planning Enforcement section about the believed 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 Royal Mail of new addresses but it will be the responsibility of the Royal Mail to update their records.

Localities within the official postal address are the responsibility of 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 are 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.

Application process: Complete the New Property/Properties on New Street(s) 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 planning permissions are in place.

- Within 28 days, check suggested street name(s) comply with the Street Naming and Numbering policy. If compliant, they will advise the relevant Town/Parish Council of the suggested street name(s) and ask for its comments. If the suggested street name(s) does not comply with the Street Naming and Numbering policy, they will contact the developer for further suggestions.
- Also within the 28 day period, 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 our address database
- Notify all parties specified in Section 6 above
- Issue Certificate of Postal Address to developer

In general it is the responsibility of the developer to suggest new street name(s). The council will then consult with the appropriate Town/Parish Council as to the suitability of the suggested names. However the developer may defer this responsibility to the appropriate Town/Parish Council.

In the event that no agreement can be reached between the developer and the appropriate Town/Parish Council, Wiltshire Council will accept the submission from the Town/Parish Council providing it is in accordance with this policy. The Council has the overall decision for the naming and numbering of streets and properties in Wiltshire.

(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).

S64 and s65 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) again is normally only considered to avoid potential problems for the emergency services (or where an error in re-naming has occurred) An Order of the Council must be made for renaming and notices displayed under s18 of the Public Health Act 1925.

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

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

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

- Consult the Royal Mail to obtain their views
- If the street name change is compliant with the Street Naming and Numbering policy, amend our address database
- Notify all interested parties specified in Section 6 above
- Issue Certificates of Postal Addresses to all owners/residents

(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 our 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 Address Information

Teams discretion. 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

It is advisable that the public notify the Address Information Team of any house name additions or changes. This will allow the Address Information Team to maintain the Land and Property Gazetteer to an accurate level. 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. 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 s65 of the Towns Improvement Clauses Act 1847. The Address Information Team accepts no responsibility for any problems of whatever nature arising from the Council not being kept to date with the house name.

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

Application process: Complete the Change of Address application form and submit to the 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.

Guidelines for adding or changing a house name or changing an existing address

- 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. It is advisable, when considering a name for a property, to contact the Address Information Team to determine whether the proposed name is already in use in the local area as duplicating an existing property name may lead to confusion to service delivery agents.

(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 above. The full list can be found on the Wiltshire Council website at www.wiltshire.gov.uk/streetnaming

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/reject 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

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 have a detrimental effect in an emergency situation. This is in line with Government guidance.

- The use of a name which relates to people either living or dead will not be accepted.
- 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, 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 of Business Transformation, ICT and Information Management.

12 Retention

All records will be held for 7 years, in accordance with Wiltshire's Retention Policy.

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 following

- The erection or replacement of road nameplates – please contact:
Technical Section
Amenities and Fleet
Wiltshire Council
Tel: 01225 713000.

14 How do I apply?

Application forms are available on our website at www.wiltshire.gov.uk/streetnaming