



**Strata Services on behalf of East Devon District Council, Exeter City Council
and Teignbridge District Council**

Street Naming and Numbering Policy

ECC – approved at full council 13th December 2022

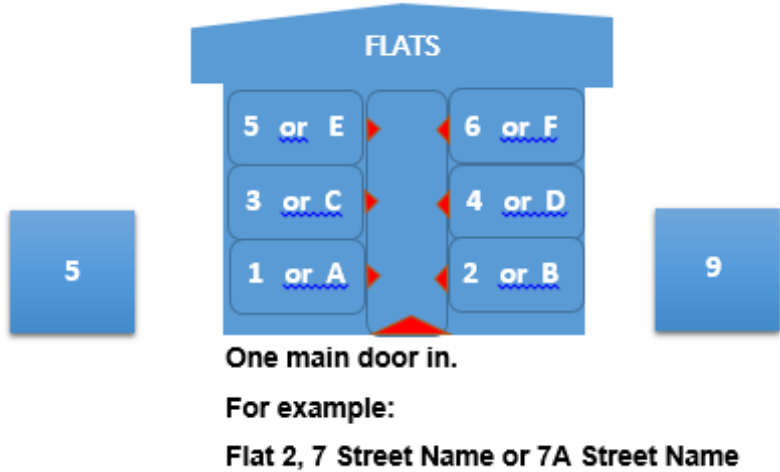
In respect of **Minute No. 111 (Revisions to Street Naming and Numbering Policy)**, the Leader moved and Councillor Wright seconded the recommendations and following a vote, the recommendations were carried unanimously.



Issue details	
Title:	Street Naming and Numbering Policy
Version number	Version 1.2
Officer responsible:	Robin Barlow
Authorisation by:	Laurence Whitlock
Authorisation date:	September 2019
Review date:	

History of most recent Policy Changes – Must be completed			
Date	Section	Change	Origin of change (eg change in legislation)
October 2020		<i>SNN Officers have reviewed this policy and reordered and numbered sections (also adding a table of contents) – sections which have been removed or added are noted below Examples have been removed such as: (for example Chasse, Medows etc) It has also been updated to request the use of Online forms, rather than to supply the information required if a letter or paper form is submitted</i>	To streamline the policy
		Header page with Local Authority logos	Added
		Table of Contents	Added
	Appendix B	Town Improvement Clauses Act	full text added
		Problems could arise if an application for a street name is submitted at a late stage of the development and the proposed street name is rejected by the Ward Councillors or the Town or Parish Council and purchasers have bought properties marketed under an unofficial marketing title. It should always be made clear by the developer in any marketing literature distributed to prospective purchasers that marketing names for developments do not form part of an official postal address. Some occupiers could feel aggrieved by the loss of a supposedly prestigious address and its replacement with an address that falls within the Local Authorities guidelines as set out in this document.	Removed 3.9.9 added - The Local Authority will not adopt any unofficial 'marketing' titles used by developers in the sale of new properties.
	2	'Addresses' created by others 'Addresses' created by Developers, the Valuation Office, Council Tax or the Land Registry without reference to Street Naming and Numbering are subject to change. They do not have the authority to create postal addresses, as this is completed by the Street Naming and Numbering section following the specific guidelines stated in this policy. The Valuation Office and Council Tax should immediately refer applicants requiring a new address to the Street Naming and Numbering section. Should a description be required to allow them to proceed with their processes, this will not constitute an official postal address. The same applies to any Land Registry description. The Land Registry does not require a site to have a postal address as a description is sufficient for their needs. They	Removed

		outline the relevant site on an Ordnance Survey map and give it a location description. This is sometimes an official postal address but often it is just a description or is copied from the application form provided. The Naming Authority reserves the right to allocate an address, following our policy, to a site which might not be 'prestigious' or the same as the one that the Land Registry uses.	
	2.5	All documents relating to street naming and numbering will be deleted automatically after six years in line with our retention policy. Where documents have been deleted, requests for written confirmation of an official address or a change of property name, will incur a fee (determined in April each year) to cover researching and preparing a new confirmation document	Added due to a new charge of £25 for recreating letters which have been destroyed – online Firmstep form to be created
	3.4	Councillors and Town/Parish Councils may wish to keep a bank of names for future developments in their areas. We recommend they liaise with developers when they are aware of a new approved site. Street naming and numbering become involved with a site at a much later stage and would appreciate that any names forwarded to them at the addressing stage are acceptable to both parties. Strata are unable to bank these names on their behalf.	To aid with the SNN process .. and we have had requests to store names for future developments which we are unable to do
	3.9.2	This reduces the need for new Street Names to be further identified by a locality.	Added from Geoplace consultation document
	3.9.5	Street names should, where possible, reflect the history or geography of the site or area. Local historical societies may be able to assist with this.	Added from Geoplace guidance Local historical societies may be able to assist with this.
	3.9.9	Permission may be required to use fictional character or place names from literature or film. The proposer must provide evidence that permission has been obtained or confirmation permission is not required from the relevant person/body.	Added due to copyright/trademark concerns
	3.9.13	The use of a name which relates to any person either living or deceased should be avoided as public perception of a deceased person may change over time. Should a name be proposed, we recommend the person should have been deceased for at least 50 years and is deserving of public recognition. The proposer is required to obtain written permission from the person's family or estate administrators and names must comply with the street naming criteria.	50 years added from Geoplace guidance to include a time frame
	3.9.18	Street Names should not have more than four words including the suffix.	Added from Geoplace consultation
	3.9.19	Street Names should not be more than 30 characters long.	Added from Geoplace consultation
		If this did occur, any remaining expenses or complaints would be handled by the relevant Town or Parish Council (including	Removed (related to using a living

		new street nameplates or “inconvenience” expenses claimed by the local residents),	person’s name when naming a street, which might need to be changed due to negative associations)
		If the name relates to a public figure, the above still applies, and we recommend that the intention to use the name is announced in the local press to assist with consultation. If there are objections to a proposed name, another name should be submitted. If no other suggestions are made a decision will be made by Street Name and Numbering in line with our current policy.	Removed - Regarding the use of names of those living. We hope to avoid using the names of individuals but will suggest those on war memorials
	6.11	Blocks of Flats - Each dwelling within a block of flats, up to six storeys in height, is usually allocated a number or a letter suffix .	Removed text ‘ or a letter suffix ’ in line with Geoplace recommendation
	6.11.1	Changes to building names will incur our standard fee	Added – relates to blocks of flats
	6.12	The conversion or sub-division of a property to flats will be numbered rather than described or lettered, for example, “Flat 1 36” not “36A”, “First Floor Flat” or “Flat A”.	Added from Geoplace consultation
		 <p>One main door in.</p> <p>For example:</p> <p>Flat 2, 7 Street Name or 7A Street Name</p>	Removed – because of above guidance from Geoplace – to use Flat 1, Flat 2 rather than 7A, 7B
	6	Sometimes this can cause problems as people think their address/flat should be registered. If mail for a building is delivered to a single letter box, and occupants then collect their own mail, Royal Mail class this as a ‘building in multiple occupation’ and will only register the parent building and not individual flats.	Removed - Refers to ‘RM will only register addresses which have their own delivery point’ This is RM policy
		Postcodes for commercial premises are allocated in the same way as residential premises, but a large company or business can apply to Royal Mail for its own code – known as a large user code. Application for a large user code is the responsibility of the user, as they will know what volume of mail they generate.	Removed This is a RM policy
	6.25	Where two or more properties on a numbered street are merged, one number will be retained for addressing purposes. For example, 4 and 6 Fore Street being combined would become 4 or 6 Fore Street (depending on the door access to the site).	Added from paper form (paper forms no longer used – we refer applicants to online forms)

		Where addresses are changed as a result of the naming or renaming of a street we will arrange for Royal Mail to amend their records. We will also notify a number of bodies including the Valuation Office Agency, Land Registry and the emergency services. We will not take any responsibility for any issues which may arise from the address change with third parties such as utility companies or insurance companies.	Removed
	8.10.2	Ward Councillors will not be consulted over individual residential property names, but will be consulted over larger blocks of flats or commercial premises.	Removed – no longer consult over flats or commercial premises
	8.13	As part of the address confirmation letter we send out, we instruct developers to site street nameplates (which can be temporary signs) prior to ANY resident moving into a property.	Changed to: Prior to the occupation of new properties, the local authority will instruct developers where to site street nameplates and specify the format and content of nameplates.
	9.15	There will be no charge to change a business name – if notified of a business name change, where possible, we will allocate a property number.	Agreed to ensure information is obtained
		The use of The Parish Tithe Maps and Tithe Apportionment Transcription information to name a street	Section removed
	Appendix E	Contact information of each site and links to the relevant forms	Added
	Appendix E	Data retention update – 6 years for all sites	TDC and EDDC were 6 years and ECC was 3 years
	Appendix D	Complaints Complaints directed to the team via email, letter or phone call will be dealt with by the relevant site. If escalated or ongoing, they will be reviewed by the Team leader and may be passed onto the Authority Primary Contact for consideration in order to settle the issue. Complaints received through the Councils standard complaints process will be dealt with by the relevant authority using their standard process.	Added for clarity Primary contacts are EDDC Nick Wright. TDC Rosalyn Eastman. ECC Bruce Luxton.

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1. Introduction

- 1.1 The naming and numbering of streets and buildings in East Devon, Teignbridge and Exeter, is controlled under the Town Improvement Clauses Act 1847
- 1.2 The prime objective in naming streets and numbering buildings is to facilitate easy identification of premises by the emergency services, postal / delivery services and general visitors to the area, and to aid in the updating of the **National Land and Property Gazetteer**.
- 1.3 **The National Land and Property Gazetteer (NLPG) and Local Land and Property Gazetteer (LLPG)**

All addresses form part of the **National Land and Property Gazetteer (NLPG)** which covers the whole of England and Wales. The NLPG uses the British Standard BS7666 (Parts 1 and 2) to ensure data format consistency across the country. Each record has a unique property reference number (UPRN) which provides a reference key to join related address records across different datasets.
- 1.4 All Local Authorities are statutorily required to maintain a Local Land and Property Gazetteer (LLPG) which is a definitive master list of all land and property addresses within the Authority, together with comprehensive attribute data for each address including location coordinates. This forms part of the National Land and Property Gazetteer (NLPG). Every Local Authority is obliged under the Data Co-operation Agreement to create and maintain its own LLPG for transfer to the national hub for inclusion into the NLPG
- 1.5 If a property is not registered by following the Street Naming and Numbering procedure it will not be added to the Royal Mail Address Database or the National Land and Property Gazetteer and will therefore not be recognised as an official postal address by Local Authority departments or agencies such as the Emergency Services, The Valuation Office, Land Registry, utility companies etc.
- 1.6 Requests for addresses for new properties and requests to change the name or number of an existing property, should be applied for online using the relevant Local Authority website form following the procedures detailed in this policy.
- 1.7 The Local Authorities Commitments
 - To treat everyone in a fair and equal manner in line with our Equality and Diversity Policy.
 - To endeavour to deliver best value and to place the customer first.
 - To meet our statutory duties and to achieve the targets set out in the Performance Monitoring section.

2. Charging for Street Naming and Numbering

- 2.1 Local Authorities can only charge where they provide a service they are authorised to do, but not required to do. The charge must not exceed the cost of providing the service.
- 2.2 There is a Street Naming and Numbering charge for the following:
- renaming existing properties
 - renumbering existing properties
 - alterations in either names or numbers to new developments after initial naming and numbering has been undertaken
 - Informing the bodies listed in Appendix A of new/altered addresses.
- 2.3 These charges will be reviewed on an annual basis by Strata and new charges approved by the Local Authorities.
- 2.4 The fee is required before the Street Naming and Numbering process can proceed.
- 2.5 All documents relating to street naming and numbering will be deleted automatically after six years in line with our retention policy. Where documents have been deleted, requests for written confirmation of an official address or a change of property name, will incur a fee (determined in April each year) to cover researching and preparing a new confirmation document.

3. Naming Streets

- 3.1 The Local Authority is responsible for the naming of private streets, adopted streets and streets which are to be adopted by Devon County Highways. In practice the District Councils follow the recommendation of the Town or Parish Council whilst Exeter City Council follow the recommendations of the Ward Councillors. Proposed street names must meet the naming criteria.
- 3.2 **Exeter City Council** – Developers are required to submit suggested road names. It is recommended that more than one name per street be supplied in the event that there is an objection to their first choice. Suggested road names are forwarded to Ward Councillors, Royal Mail Address Development Centre and Devon & Somerset Fire & Rescue Services for consideration. If a suggested road name does not meet the criteria, the developer will be advised to provide an alternative. If an agreement is not reached on an acceptable name this will result in a decision being made by a Corporate Director in conjunction with the

Chairman or Vice Chairman of the relevant Local Authority Development Control Committee.

- 3.3 **Teignbridge District Council and East Devon District Council** welcome suggested names from developers however suggested road names are forwarded to the Town/Parish Councils for consideration.
- 3.4 Councillors and Town/Parish Councils may wish to keep a bank of names for future developments in their areas. We recommend they liaise with developers when they are aware of a new approved site. Street naming and numbering become involved with a site at a much later stage and would appreciate that any names forwarded to them at the addressing stage are acceptable to both parties. Reasons must be provided for any proposed names. Strata are unable to bank these names on their behalf.
- 3.5 It is desirable that any suggested road name should have some connection with the area.
- 3.6 If proposals comply with the Street Naming and Numbering policy, and street names do not meet with an objection, the new address will be formally allocated and all relevant bodies listed in Schedule A will be notified.
- 3.7 Where street names or numbers have been established without following the Street Naming and Numbering procedure, the Local Authority has the authority to issue Renaming or Renumbering Orders, under Section 64 of the Town Improvement Clauses Act.

3.8 Criteria for naming streets

The Street Naming and Numbering team will use the following guidelines when agreeing an address. Developers, Ward Councillors and Town and Parish Councils should follow these guidelines for any suggested street names:

- 3.9.1 New road names will not be assigned where developments can satisfactorily be included in the existing numbering scheme of the street providing access
- 3.9.2 New street names must avoid duplicating any similar name already in use in a town/village or in the same postcode area. A variation in the terminal word, for example, "street", "road", "avenue", will not be accepted as sufficient reason to duplicate a name as it can have a detrimental effect in an emergency situation. This is in line with Government guidance found in circular 3/93. This also reduces the need for new Street Names to be further identified by a locality.

- 3.9.3 This also applies to residential and business addresses on a site, for example Church Close and Church Units
- 3.9.4 Street names should not be difficult to pronounce or to spell or open to interpretation by shortening or graffiti in any way.
- 3.9.5 Street names should, where possible, reflect the history or geography of the site or area. Local historical societies may be able to assist with this.
- 3.9.6 Names which can be considered or construed as obscene, racist or which would contravene any aspect of the Local Authorities Equal Opportunities Policy will be rejected.
- 3.9.7 Street names that could be construed as advertising are unacceptable
- 3.9.8 Names consisting of, referring to, or derived from any group or company will not be considered
- 3.9.9 Permission may be required to use fictional character or place names from literature or film. The proposer must provide evidence that permission has been obtained or confirmation permission is not required from the relevant person/body.
- 3.9.10 The Local Authority will not adopt any unofficial 'marketing' titles used by developers in the sale of new properties.
- 3.9.11 The use of North, East, South or West is only acceptable where the road is continuous and passes over a major junction. It is not acceptable when the road is in two separate parts with no vehicular access between the two.
- 3.9.12 Two phonetically similar names within a postal area, locality, town or village are to be avoided. For example, Alfred Road and Alfred Close or Churchill Road and Birch Hill Road.
- 3.9.13 The use of a name which relates to any person either living or deceased should be avoided as public perception of a deceased person may change over time.
Should a name be proposed, we recommend the person should have been deceased for at least 50 years and is deserving of public recognition. The proposer is required to obtain written permission from the person's family or estate administrators and names must comply with the street naming criteria.
- 3.9.14 The use of a name with Royal connotations should be avoided. Consent of the Lord Chamberlain's office must be obtained by the proposer if a name with any reference to the Royal family or the use of the word 'Royal' is suggested.
- 3.9.15 The use of tree names should be avoided due to the duplication of many existing streets with such names. Requests will only be considered if the proposer can show that confusion is not likely

to take place, and that the proposed name has local relevance. This includes all names based on "Orchard".

3.9.16 The use of numbers as the first part of a street name is not permitted. For example, 20 Four Elms Hill could be misconstrued in an emergency situation as 24 Elms Hill.

3.9.17 Street names should not begin with "The".

3.9.18 Street Names should not have more than four words including the suffix.

3.9.19 Street Names should not be more than 30 characters long.

3.9.20 All street names, stored in databases, must meet the standards set out in BS7666. This restricts the use of punctuation marks and special characters e.g. apostrophes, hyphens, ampersands. This prevent problems arising when searching address databases.

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

4. Procedure to name/re-name an existing street, road or lane

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

4.2 For Exeter, requests to name a currently unnamed street or to rename a named street will be forwarded to the relevant Ward Councillors. For the Districts, requests to name a currently unnamed street or to rename a named street will be forwarded to the relevant Town or Parish Council. Reasons must be provided for any proposed names. The relevant body will then need to agree to the request, find the suggested name acceptable, and arrange for the affected property owners to be canvassed.

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

4.4 Requests to rename an existing street must be justified by legitimate reasons in order for it to be forwarded to the relevant Ward Councillors

or Town / Parish Council. A dislike of a street name would not normally constitute a legitimate reason for changing it.

- 4.5 The suggested new street name will need to be confirmed as acceptable by Royal Mail and / or the Fire & Rescue Service. Final confirmation for Exeter City street names will be required from the Corporate Director.
- 4.6 Local Authority departments and relevant parties including Royal Mail, Ordnance Survey, Council Tax, the Local Land and Property Gazetteer team and emergency services will be informed of the road name change and any resulting address changes. A full list of those informed is included in Appendix A
- 4.7 All costs associated with providing and erecting new street nameplates will have to be met by the owners of the properties who request the new street name except in exceptional circumstances where, at its discretion, the Town / Parish Council / City Council will provide and install the nameplates. Once sited, the District Council or City Council will maintain all nameplates on the street if it is adopted by the Highway Authority.
- 4.8 If a change of address is not registered by following the Street Naming and Numbering procedure it will not be added to the Royal Mail Address Database or the National Land and Property Gazetteer and will therefore not be recognised as an official postal address by Local Authority departments or agencies such as the Emergency Services, The Valuation Office, Land Registry, utility companies etc.

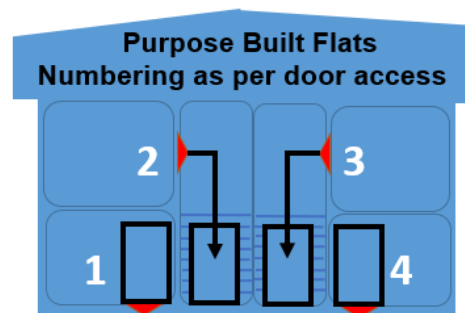
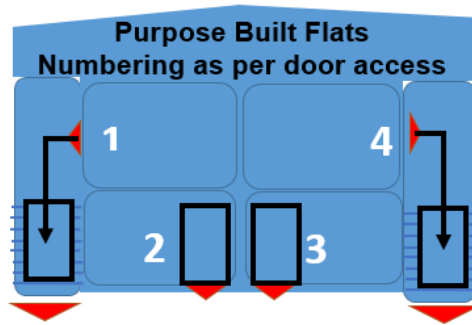
5. Unofficial Street Names

- 5.1 Locally known street names will not have street nameplates unless they form part of the official postal addresses of the properties in those streets.
- 5.2 If street nameplates have been erected, or have been requested, and the name does not form part of the official postal address, the relevant Ward Councillors for Exeter or the Town or Parish Council for the Districts should canvas the affected residents.
- 5.3 If residents agree to an address change to include the name displayed on the street nameplate, the street nameplate can remain or signs can be purchased by the Town or Parish Council. This could result in a change of postcode. (Refer to 7.9)
- 5.4 If the residents do not agree to an address change, the existing street nameplates will be removed to prevent confusion for delivery and emergency services.

- 5.5 Only official road names, which form part of an official postal address, can be displayed on street nameplates.

6. Guidelines for naming and numbering properties

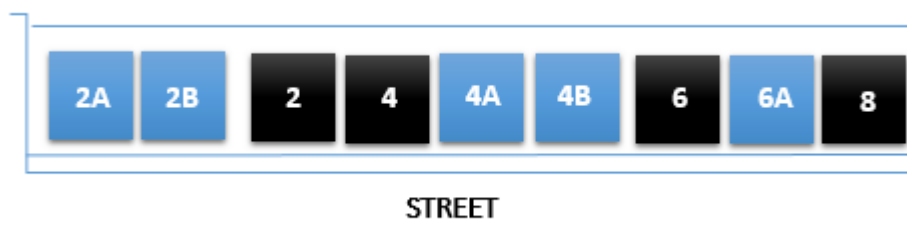
- 6.1 A new street will be allocated a street name and the properties within that street will be allocated numbers, regardless of whether the street from which it is accessed is a named or unnamed street.
- 6.2 A new street should generally be numbered with odd numbers on the left side and even numbers on the right side. Consecutive numbering, in a clockwise direction, is preferred for a cul-de-sac.
- 6.3 Additional infill properties, in streets which are currently numbered, will always be allocated a postal number. Alias names can be added if requested by the owner.
- 6.4 Private garages and similar buildings used for housing cars and similar will not be numbered.
- 6.5 Stables, outbuildings and parcels of land will not be allocated official postal addresses unless planning permission is approved for residential conversion or occupied offices at the site.
- 6.6 A proper numbering sequence shall be maintained, with all numbers included unless the omission of a number (for example 13) is specifically requested at the time of application.
- 6.7 Numbering out of sequence is not permitted.
- 6.8 Buildings (including those on corner sites) are numbered according to the street in which the main entrance is to be found.
- 6.9 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.
- 6.10 If a building has entrances in more than one street, is multi-occupied and each entrance leads to a separate occupier, then each entrance should be numbered in the appropriate road. Exceptions may be made, depending on circumstances, for a house divided into flats.
- 6.11 Blocks of Flats - Each dwelling, within a block of flats up to six storeys in height, is usually allocated a number. If the block exceeds this height, or there are insufficient numbers available due to existing development, the building can be named and numbered.



6.11.1 Changes to building names will incur our standard fee

6.12 The conversion or sub-division of a property to flats will be numbered rather than described or lettered, for example, “Flat 1 36” not “36A”, “First Floor Flat” or “Flat A”.

6.13 Where new properties are built on an existing street, typically as infill development, and there are no available numbers to use whilst retaining the current sequence, a letter shall be used as a suffix, e.g. 2A, 2B, 2C. Where building takes place on the site of a demolished property, the new building will inherit the existing building number



6.14 Suffixes will be avoided wherever possible.

- 6.15 For new developments, where additional properties have been requested after the initial numbering, the entire street will be renumbered. This will incur a charge.
- 6.16 For an infill of two or more properties accessed via a roadway (private or otherwise), which has no existing property numbers, the properties will be numbered and a 'sub-road' name, in agreement with the developer, will be allocated for the buildings e.g. 1 – 4 Country Cottages. Alternatively, the roadway will be officially named, following the Street Naming and Numbering procedure, and the properties will be numbered. It may be necessary to include the main road name, e.g. 1 to 4 Curlew Mews, High Street, to assist in locating the site.
- 6.17 Where a property has a postal number it must be used and displayed. Where a name has been given to a property, in addition to the official postal number, the number must always be included in the address. The name cannot be regarded as an alternative. This is enforceable under section 65 of the Town Improvement Clauses Act 1847.
- 6.18 Neither Strata nor the relevant Local Authority shall be liable for any mail delivery or credit rating problems caused by residents not using the given property number.
- 6.19 For private houses it is sufficient that the name should not repeat the name of the road or that of any other house or building in the same locality.
- 6.20 New building names should not begin with "The".
- 6.21 The Local Authority will enforce numbering of properties if there are serious mail delivery problems or emergency service response issues. This can occur in streets where all properties have names, properties are not officially numbered or where numbers are not being displayed.
- 6.22 Royal Mail will only register properties which have a delivery point i.e. letter box, post box or pigeon hole.
- 6.23 Commercial / industrial sites will be numbered (as per the residential process above) using combinations of a number and letter where this is no alternative e.g. 1A, 1B etc.
- 6.24 For commercial properties, whenever possible, numbers will be allocated. If numbering is impractical, building names will be requested. The Local Authority will not register company/business names as the building name.

- 6.25 Where two or more properties on a numbered street are merged, one number will be retained for addressing purposes. For example, 4 and 6 Fore Street being combined would become 4 or 6 Fore Street (depending on the door access to the site).
- 6.26 Where a building is divided into business and residential parts and the residential element has its own access then this will be numbered independently e.g. 7 for the business and 7A for the residential element. If the site is on an unnumbered street then the residential element should be named independently from the business to ensure a consistency of address should the business change e.g. The Swan Inn, Bank Street and Flat 1, *Building Name*, Bank Street.

The Local Authority cannot be held liable for mail delivery problems caused by failure to inform them of property name changes.

7. Criteria for assigning a New Postal Address

- 7.1 Under no circumstances will an official address be granted to a site (commercial or residential) without planning permission or if the site is subject to enforcement action.
- 7.2 Council Tax/Commercial rating and the Planning department will be notified of requests to address premises without planning permission or which are subject to planning enforcement.
- 7.3 If a site does not have Planning Permission or, is subject to enforcement action, there will be no official postal address registered with the Royal Mail. A descriptive address will be created to be held on the LLPG and used by Council Tax and other Local Authority departments.
- 7.3.1 A descriptive address is to ensure the addressing or numbering sequence of any street is not disrupted by additional properties without planning permission and therefore likely to be subject to enforcement action which may ultimately result in their removal.
- 7.3.2 Allocating a descriptive address to properties without planning permission will have no bearing on planning matters or be capable of being used in support of any planning appeal.
- 7.3.3 Descriptive addresses can be changed at a later date provided planning permission is approved and the applicant follows the street naming and numbering procedure. This will incur the standard fee.
- Note: Should planning permission be granted at a later stage, it may be necessary to number the property if it is situated on a numbered street.

- 7.4 Postal addresses for agricultural or any other land, purely for deliveries or satellite navigation systems, are not permitted. An official postal address will be issued if there is a registered business or residential unit, with approved planning permission on the site with a secure delivery point.
This conforms to Royal Mail policy and guidelines.
- 7.5 The allocation and maintenance of Postcodes is the responsibility of the Royal Mail.
- 7.6 Approved addresses are forwarded to Royal Mail who confirm the postcode.
- 7.7 Royal Mail will not issue a postcode for a new street or property unless the request is made by the Local Authority.
- 7.8 A change of address could result in a change of postcode. This will be the decision of Royal Mail.
- 7.9 Localities within the official postal address are the responsibility of Royal Mail. Where applicants object to a locality name in their postal address, the Street Naming and Numbering team will advise them to consult Royal Mail, who has a procedure laid down in their code of practice by the Postal Services Commission for adding or amending locality details.
- 7.10 Applicants are reminded 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.
- 7.11 Royal Mail does not have the authority to issue or confirm postal addresses. It is responsible for setting the post town and post code for a property. On occasion, Royal Mail may use a different locality detail for their 'postal address' to the one held in the LLPG. The objective of the Local Authority is to ensure consistency between addresses in the LLPG and the Royal Mail address database.
- 7.12 Holiday Lets - The Local Authority will only request an official address from Royal Mail where we have an operational requirement to do so or we believe the property is being used for permanent residency. Such addresses will have to meet Royal Mail's requirements for secure delivery points and we will inform our enforcement section about the believed change of use.

8. Procedure for New Developments

- 8.1 Applicants are encouraged to contact the Local Authority prior to a formal application in order to get advice on the naming and numbering policy.
- 8.2 The property developer must not issue postal addresses, including postcodes, to potential occupiers, either directly or indirectly (for example via solicitors or estate agents) before formal approval has been issued by SNN. The Local Authority will not be liable for any costs or damages caused by failure to comply with this.
- 8.3 The applicant or developer is required to submit a suggested name or names for any new streets in the city of Exeter. Reasons must be provided for any proposed names. Suggestions are optional within the Districts.
- 8.4 It is recommended that more than one suggested name is submitted to avoid delay should there be an objection from the Local Authority, Royal Mail or Councillors.
- 8.5 Initial approval for street names will be sought from Royal Mail (and Devon & Somerset Fire and Rescue Service if required). If there are objections to a name an alternative will need to be submitted.
- 8.6 The proposed street names are passed to the relevant Ward Councillors for Exeter, or the Town or Parish Council(s) for the Districts for approval. Ward Councillors and the Town or Parish Councils can, at this stage, suggest their own names that conform both to our and Royal Mail policies.
- 8.7 While the relevant Local Authorities are the authority for naming streets, in practice they follow the recommendation of the Ward Councillors for Exeter and the Town or Parish Council for the Districts, as long as the proposed street names meets the naming criteria.
- 8.8 Ward Councillors and the clerks to Town and Parish Councils will be consulted by email regarding the naming of streets or developments.
- 8.9 FOR DISTRICTS**
 - 8.9.1 Town and Parish Councils will be given 21 working days from the date of the consultation in which to respond with at least 2 proposed names per street (which must meet policy criteria), or agreement to the developer's proposal. Reasons must be given for any proposed names from the Town or Parish Council, and also reasons why a developers' proposal is not acceptable.

- 8.9.2 Town and Parish Councils will only be consulted on the naming or renaming of streets.
- 8.9.3 The Local Authorities reserves the right to name streets/developments without consulting the Town/Parish in circumstances where there is a Local Authority decision to name a street/development.
- 8.9.4 If the developer does not accept a name suggested by the Town/Parish Council, the District Councils reserves the right to make a final decision without further reference to the Town/Parish.

8.10 FOR EXETER CITY

- 8.10.1 Ward Councillors will be contacted via email and given 10 working days to respond to street name suggestions.
- 8.10.2 Where the Ward Councillors cannot agree on a street name, final approval of street names will be given by a Corporate Director in consultation with Chairman or Vice Chairman of the Development Control Committee.
- 8.11 Numbering of the new street(s) will be carried out following the guidelines within this policy. All properties on newly named streets will be allocated numbers. All new properties on existing streets will be numbered unless the existing properties on that street all have official dwelling names and no numbers, or in the exceptional circumstances outlined under the section "Guidelines for numbering buildings"
- 8.12 It is the responsibility of the developer to check and review all names and property numbers to ensure the properties are addressed correctly on the relevant street and are in a sensible 'walk' order. If it is discovered at a later stage that the access to a property has been changed, the property will be readdressed irrespective of whether it has been sold or not.
- 8.13 Prior to the occupation of new properties, the local authority will instruct developers where to site street nameplates and specify the format and content of nameplates.
- 8.14 If the developer fails to erect street nameplates, Strata and the Local Authorities cannot be held liable for any issues that may arise.
- 8.15 Residents will be advised to contact the developer if there are nameplates which have not been erected on their street.
- 8.16 The Local Authority will no longer pursue developers who fail to erect nameplates. It is a private matter, on a privately owned site. The Local

Authority will suggest that residents get together and speak to the developer to insist that nameplates are installed.

- 8.17 The developer must cover the initial costs of the street nameplates. When the road has been officially adopted, maintenance costs becomes the responsibility of the Local Authority.
- 8.18 When naming and numbering is complete the Local Authority will inform all of the bodies listed in Appendix A.
- 8.19 There is a charge for 'reworking' previously completed developments at our standard fee for each plot/postal address change.

9. Procedure for a Change of Address or Adding a Property Name

- 9.1 If the property has a house number, it is not permitted to replace the number with a name. However, the Local Authority will allow the addition of an 'alias name' to the address. The name will be held by Royal Mail on their 'alias file' and will not form part of the official address. The alias name can only be used with the property number, not as a replacement of it.
- 9.2 To request a change to an address the 'Change a Property name' form should be completed on the relevant Local Authority website
- 9.3 If a suggested house name is considered inappropriate by the Local Authority or the Royal Mail the application will not proceed until an alternative house name has been submitted.
- 9.4 Requests can only be accepted from the owner of the property.
- 9.5 A property name cannot be officially changed while the property is in the process of being purchased, that is until exchange of contracts. However, guidance on the acceptability of a suggested name can be given before this.
- 9.6 Suggested names will be checked to ensure there is no other property in the location with the same or similar name. The suggested name will be forwarded to Royal Mail who will consider the suitability of the name and if it could possibly result in delivery problems due to the similarity with other local names. Royal Mail cannot guarantee mail delivery if their advice is ignored. In these situations, we will formally advise the applicant against the name and may also contact those other affected properties.
- 9.7 In the absence of fraud or malice, we cannot oppose a property name which is the same or similar to another nearby, but we will advise against it.
Owners/residents of affected properties may take legal action if they have delivery problems caused by such name changes.

- 9.8 Once all checks are satisfactorily complete and the necessary fee is received, the address change will be processed. Local Authority departments and relevant parties including Royal Mail, Ordnance Survey, Council Tax, the Local Land and Property Gazetteer team and emergency services will be informed of the address change. A full list of those informed is included in Appendix A.
- 9.9 The property owner will receive written confirmation of the address change.
- 9.10 Where it is determined that the current numbering system is causing delivery problems or emergency response issues, and more than one property is affected, the Local Authority will consider a request for an address change. However, should this affect the numbering of neighbouring properties, a written agreement by all affected property owners, will have to be obtained by the person requesting the change.
- 9.11 If the access to a property is changed, and access to the property is from a road that differs from the road name in the existing postal address, the owner is required to contact the Local Authority to determine if the property requires a change of address. This could result in a different property number as well as a different road name and postcode.
- 9.12 If a property has a change of access making the existing address misleading, or creates problems for other properties, it will be necessary to change the address to ensure there are no issues for emergency and delivery services.
- 9.13 If the access to a property changes and the Local Authority is informed via complaints from other residents, the Local Authority will write to the property owner explaining the policy and, if possible, offer any possible options. However, the address will ultimately have to change.
- 9.14 To request a change to an address, the 'Change a Property name' form should be completed on the relevant Local Authority website.
- 9.15 There will be no charge to change a business name – if notified of a business name change, where possible, we will allocate a property number.

10. Street Nameplates

- 10.1 All costs for the supply and erection of street nameplates and additional signage for new streets will be borne by the property

developer. There are detailed specifications for street-nameplates, and their locations, and the Local Authority must be contacted for advice.

- 10.2 Maintenance of street nameplates and signage becomes the responsibility of the Local Authority when a street becomes adopted.
- 10.3 It is not lawful to erect a street nameplate until the street name has been confirmed in writing by Strata on behalf of the relevant Local Authority: Note: Contravention attracts a fine under the provisions of the Criminal Justice Act 1982 (Section 37(2) Standard Scale Level 1 offences). A daily penalty rate also applies in this case.
- 10.4 For private streets, the developer is responsible for the initial supply and installation of the street name plates. Thereafter the property owners are jointly liable for the maintenance and replacement of the signs.

Appendix A – Departments and agencies informed by the Local Authority

Valuation Office Agency
Address Development Centre
Plymouth Land Registry Survey Services
West Country Ambulance Service
Devon Fire & Rescue Service
Devon and Cornwall Constabulary
Devon County Council Highways

Other organisations are informed via the NLPG

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

Appendix B - Statutory Legislation

Terms Explained and Statutory Context

Definition of a street

The naming of a street includes any road, square, court, alley or thoroughfare, within the limits of the Towns Improvements Clauses Act 1847 or relates to

any thoroughfare which when named will be included in an official postal address.

Public Health Act 1925

Section 19 (Adoptive Provision)

Provides Local Authority with the duty to ensure that the name of every street, which is maintained at public expense, is shown in a conspicuous position and also to alter or renew it if it becomes illegible.

Anyone found guilty of damaging or removing a sign is liable to prosecution.

The Public Health Acts Amendment Act 1907

Section 21

The Local Authority may, with the consent of two-thirds in number and value of the ratepayers in any street, alter the name of such street- or any part of such street.

The Local Authority may cause the name of any street or of any part of any street to be painted or otherwise marked on a conspicuous part of any building or other erection.

Town Improvement Clauses Act 1847

Section 64

The Local Authority 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

Should any person destroy, deface or put up another number or name other than the official one, then that person shall be liable to prosecution in the Magistrates Court and the penalty of a fine under the provisions of Criminal Justice Act 1982 for every such offence

Section 65

The Occupiers of houses and other buildings in streets must mark their houses with such numbers as approved by the Local Authority, and shall renew such numbers as often as they become obliterated or defaced. Where an occupier fails to do this in, within one week after notice for that purpose from the Local Authority, they shall be liable to a fine in the magistrates' court if it is decided to pursue them and the Local Authority shall cause such numbers to be marked or to be renewed, as the case may require. The expense thereof shall be repaid to them by such occupier, and shall be recoverable as damages.

Power to charge under Section 93 of the Local Government Act 2003

This provides power for best value **authorities**, as defined in the **Local Government Act 1999**, to charge for discretionary services. ... An **authority** may charge where the person who receives the service has agreed to its provision.

The Local Authority can charge for changing property names, changing street names and changing existing street numbering by virtue of section 64 and 65 of the 1847 Act coupled with section 93 of the 2003 Act.

APPENDIX C - Potential street name suffixes

Street names should ideally end with one of the following suffixes:

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

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

Walk
Path
Way

APPENDIX D – Complaints Process

Complaints directed to the team via email, letter or phone call will be dealt with by the relevant site.

If escalated or ongoing, they will be reviewed by the Team leader and may be passed onto the Authority Primary Contact for consideration in order to settle the issue.

Complaints received through the Councils standard complaints process will be dealt with by the relevant authority using their standard process.

APPENDIX E – Other relevant information

Who is Responsible for Delivery of Street Naming and Numbering?

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

Performance Monitoring

The Street Naming and Numbering Officers will pass all requests for new street names to the relevant Ward Councillors or Town or Parish Council. On receipt of their recommendation the process is normally completed within 30 working days.

All requests for property name changes will be dealt with in 10 working days.

The Local Authorities are not responsible for outside agencies updating their address databases.

Links related Policies/Strategies, Procedures and Legislation

The NLPG and LLPG

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

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

UK General Data Protection Regulation

We require your personal information to provide you with a Street Naming & Numbering service, and will use it to process your enquiry. All information that you provide to us will only be processed in line with the Data Protection Act 2018, the UK General Data Protection Regulation and any other applicable legislation. For further information on processing of data please see the website of the relevant Local Authority.

We will retain applicant information (names/telephone numbers/email addresses) for 6 years.

Outcomes

A modern Street Naming and Numbering policy which is clear and easily understandable by our staff, developers and members of the public

Appropriate involvement of all interested groups

Address and street number systems which comply with the needs of the Royal Mail and emergency services.

Addresses entered and maintained in our systems in British Standard 7666 format

Recoverable costs for house renaming and where developers seek to renumber and/or rename after their initial proposals have been dealt with.

Competitions/Public Consultation to name a street

The relevant Street Naming and Numbering Officer must be contacted by the proposer before proceeding.

The proposer will be responsible for:

- Contacting Ward Councillors for Exeter, or Town/Parish Councils for the Districts to confirm they are in agreement;
- For running the competition/consultation and collating the naming suggestions;
- Liaising with the relevant Ward Councillors/Town Parish Council's throughout the process.

The street naming and numbering guidelines set out in this policy should be taken into account when submitting the final suggested street names for consideration.

Policy Consultation

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

Equality Impact Considerations

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

Policy Review

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

Related Policies and Strategies

- Equality and Diversity Policy
- Customer First Policy

Contact information:

Exeter City Council
Email street.naming@exeter.gov.uk

Tel: 01392 265259

Links to online forms are under 'Residential and business address information' on this page: <https://exeter.gov.uk/planning-services/>

East Devon District Council
Email snn@eastdevon.gov.uk

Tel: 01395 571723

Links to online forms are under 'Residential and business address information' on this page: <https://exeter.gov.uk/planning-services/>

Teignbridge District Council
Email street.naming@teignbridge.gov.uk

Tel: 01626 215128

<https://www.teignbridge.gov.uk/planning/street-names-and-numbers/street-naming-and-numbering/>