CABINET – 17TH NOVEMBER 2016
Report of the Head of Planning and Regeneration
Lead Member: Councillor Vardy

Part A

ITEM 15  CHARNWOOD BOROUGH COUNCIL STREET NAMING AND NUMBERING POLICY

Purpose of Report

To seek approval for a revised policy and protocols for the naming and numbering of properties and streets in the Borough.

Recommendations

1. That the revised Street Naming and Numbering Policy attached as an Annex to this report and protocols be adopted.

2. That delegated authority be given to the Head of Planning and Regeneration to make any minor corrections to the text or diagrams before it is published and to make ongoing changes to the policy as required.

Reasons

1. To revise the existing approach for the naming and numbering of streets and to provide transparency to stakeholders and fee paying applicants on the street naming and numbering process.

2. To ensure the document can be published in an accurate and expedient way and kept up to date.

Policy Justification and Previous Decisions

Under legislation contained in the Town Improvement Clauses Act 1847 and the Public Health Act 1925, street numbers and road names are required to be displayed. The Acts also confer authority on the Council to name or alter street names.

Charging for street naming and numbering may be made using powers contained in the Local Government Act 2003. To this end Cabinet agreed in January 2012 charges to recover the full costs of the re-naming and numbering of existing streets and properties and in March 2016 it introduced further street naming and numbering charges (minutes 92 11/12 and 125 15/16 refer). The majority of applications which incur a fee are received from commercial organisations and developers.

The existing policy for street naming and numbering was agreed by the Council in October 2003. Following a review of this in light of the charging regime now in place, it is considered appropriate to replace the 2003 street naming and numbering policy with a revised approach to make clear how applications will be determined and who will be consulted as well as providing guidance on how street numbers and names
will be selected to provide greater transparency and certainty to applicants and stakeholders.

**Implementation Timetable including Future Decisions and Scrutiny**

It is proposed that the policy comes into immediate effect following the end of the call-in period, as the purpose of the policy is to reflect in an open and transparent way current custom and practice following adoption of the charging regimes approved in October 2012 and March 2016. The policy will be available to view on the website once adopted. The policy will be reviewed every two years.

**Report Implications**

*Financial Implications*

There are no direct financial implications identified from this report. The latest fee schedule was approved in March 2016. This report seeks only to set out in an updated and revised policy the process and service that can be expected and which the Council has been operating for fee payers.

**Risk Management**

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below:

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<th>Risk Identified</th>
<th>likelihood</th>
<th>Impact</th>
<th>Risk Management Actions planned</th>
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<td>Not having an approved policy could impact on good customer service and would leave the Council at risk of challenge in relation to the discretionary fee charges it makes for the street naming and numbering service.</td>
<td>Unlikely</td>
<td>Minor</td>
<td>The policy has been developed following a benchmarking exercise against other authorities and accords with current process. Periodic reviews will be undertaken to ensure conditions have not changed.</td>
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*Equality and Diversity*

The policy is in accordance with legislative requirements and sets out what users of the service can expect. There are not considered to be any negative or positive equality or diversity impacts as a result of the proposed changes.
Key Decision: No


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Part B

Background

1. Charnwood Borough Council is responsible for the allocation of new postal addresses within its administrative area. Where required, the law allows the authority to name new streets and number any properties served by it. It also allows existing streets to be renamed or properties to be renamed or renumbered where considered appropriate and subject to the agreement of affected property owners.

2. The Council’s powers to require street numbers and road names to be displayed are contained in sections 64 and 65 of the Town 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.

3. Building Control operates in a competitive environment, and has done so since 1985. The street naming and numbering service falls within the Building Control Function. The service plays an important role in ensuring correct addressing of new residential/commercial premises within the Borough, including new build, those created by change of use or conversion and changes to naming/numbering of buildings due to change in ownership etc. Applications are received from owners and developers, and after this liaison, consultation, administration and notification tasks are carried out and where necessary, consultations undertaken with Royal Mail and emergency services. If the address and numbering proposals are agreed, the information is officially recognised and confirmation sent to a large number of interested parties.

4. The majority of applications are received from commercial organisations and developers via applications for street naming and numbering, some of which are complex. In April 2012 the Council commenced charges for some of the street naming and numbering service though it was largely limited to existing streets and properties. In March 2016, the Cabinet agreed to widen the schedule of charges for the naming and numbering of new streets. This broader range of charges reflects the general movement to charging for these discretionary services by other local authorities nationally. The charges are based on reasonable cost recovery for the service and are subject to regular review.

5. In preparing the revised policy and protocols, officers benchmarked the process against neighbouring authorities. In doing so, it was recognised that the street naming and numbering policy approved in October 2003 only outlined those to be consulted and the principles by which street names would be assigned. Little guidance was actually written down and the process relied to a degree on custom and practice. The policy also does not provide for consultation with ward councillors, which is a potential issue for wards in Loughborough where no parish council exists. It is therefore considered that the policy needs updating to reflect the service the Borough Council is providing under the up to date charging regime, to set out the process in more detail in the interests of transparency for fee payers and all other interested parties including consultees and residents and to include Loughborough Ward Councillors in consultations about applications in their wards.
The Proposed Policy

6. The new policy sets out:
   - The role of the authority
   - Who will be consulted, eg parish and town councils and ward members in Loughborough and how long consultees will have to make comments
   - The formal role of the Royal Mail, who the Council’s street naming and numbering team will notify
   - The position on compensation claims
   - The position on retention of information
   - The decision-making process and by whom at the Council
   - The position on retention of information
   - The limits of the Council’s responsibilities
   - Guidance to applicants on Street Name plates
   - A recap on charges and the service covered by the Council
   - Refunds
   - When the policy will be reviewed
   - Contact details.

7. The policy provides three protocols in appendices A, B and C, explaining the process of numbering and naming a property and renaming or renumbering a property or road. Appendix D provides guidance to applicants on the naming and numbering of streets and properties. Appendix E provides a flow chart summarising the process for street naming and numbering and renaming and numbering.

Conclusion

8. It is considered that an updated and revised Street Naming and Numbering Policy is required to reflect the Council’s updated charging regime to detail how the Council will deliver the service to its customers. It is considered the new policy provides transparency and help for fee payers, consultees and all those with an interest in understanding and wishing to participate in the process. It sets out the submission requirements for those applying and provides detail on the service the Council will provide for the fee paid. It outlines timescales and the process should there be disagreement. It is considered that to not update and revise the policy could impact on good customer service and would leave the Council at risk of not being completely open and transparent in relation to the discretionary fee charges it makes for the street naming and numbering service. Accordingly, the revised and updated policy is recommended for adoption by the Cabinet.

Annex

Revised Street Naming and Numbering Policy
Charnwood Borough Council

Street Naming and Numbering Policy
1.) Document Control

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<tr>
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<td>Andy Beard/Graham Miller</td>
</tr>
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2.) Revision History

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Table of Contents

1. Introduction ........................................................................................................................................4
2. Purpose of this policy ..........................................................................................................................4
3. Scope..................................................................................................................................................4
4. Legislation ..........................................................................................................................................4
5. Consultations .....................................................................................................................................4
6. Royal Mail .........................................................................................................................................5
7. Notifications ......................................................................................................................................5
8. Claims for Compensation ..................................................................................................................5
9. Retention of Information ....................................................................................................................5
10. Decision and Discretion ....................................................................................................................6
11. Limit of responsibility .........................................................................................................................6
12. Street Nameplates ...............................................................................................................................6
13. Charges ............................................................................................................................................6
14. Refunds ............................................................................................................................................7
15. Policy Review ....................................................................................................................................7
16. Contact Details ..................................................................................................................................7

Appendix A: Protocol for Numbering or naming of a new property .......................................................8
Appendix B: Protocol for renumbering or renaming of an existing property .............................................10
Appendix C: Protocol for Renaming of an existing street .........................................................................11
Appendix D: Guidance on Street Naming and Numbering .....................................................................12
Appendix E: Street Naming and Numbering Process .............................................................................. Error! Bookmark not defined.
1. **Introduction**

Charnwood Borough Council is responsible for the allocation of new postal addresses within its administrative area. Where required, the law allows the authority to name new streets and number any properties served by it. It also allows existing streets to be renamed or properties to be renamed or renumbered where considered appropriate and subject to the agreement of affected property owners.

The policy provides three protocols in appendices A, B and C explaining the process of numbering and naming a property and renaming or renumbering a property or road. Appendix D provides guidance to applicants on the naming and numbering of streets and properties. Appendix E provides a flow chart summarising the process for street naming and numbering.

2. **Purpose of this policy**

The purpose of the policy is to provide a framework for the Council to operate its Street Naming and Numbering function effectively and efficiently and outline the process to be followed by service users. The policy covers the following activities:

- Naming of new streets and the numbering of properties on those streets;
- Re-naming an existing street or renumbering all the existing properties on an existing street;
- Registering a new property/properties on an existing street;
- Allocation of numbers to properties with names only; and
- Allocation of house names or changing house names with properties not within an existing numbering scheme.

3. **Scope**

This policy will affect residents, businesses, internal departments and external organisations. It covers all domestic and commercial properties that require the creation or amendment of an address within the administrative area of Charnwood Borough Council.

4. **Legislation**

The Council is responsible for ensuring that streets are numbered and to ensure that authorised names and numbers are displayed in the 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 Town 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. **Consultations**

The Council will consult parish and town councils on the allocation of new street names and the renaming and numbering of existing streets. Ward Councillors will be
consulted in lieu of a parish council in Loughborough. These consultations will be carried out electronically providing notice of a minimum of 21 days for responses to be submitted.

6. **Royal Mail**

The Royal Mail will be instructed to register a new address where it is believed that the property is being used for permanent residence or business. The property must also meet the Royal Mail’s requirement for a secure delivery point.

Properties which are registered before their construction is complete are held by the Royal Mail on a separate database until such time that they are ready for occupation. It is the responsibility of the owner or developer to contact the Street Naming and Numbering Team or the Royal Mail to request that the address or addresses are transferred to the Postcode Address File (PAF) before occupation.

The Council’s Street Naming and Numbering Team will instruct the Royal Mail to amend their records if a property is renamed, renumbered or has any other change to its postal address.

The Council is not responsible for the allocation or maintenance of postcodes. This is the responsibility of the Royal Mail.

7. **Notifications**

The Street Naming and Numbering Team will notify as appropriate the following internal and external bodies of any new address created through the Street Naming and Numbering function:

- Council tax and business rates;
- Register of electors;
- the Local Land and Property Gazetteer\(^1\) Custodian;
- Royal Mail; and
- Emergency services.

8. **Claims for Compensation**

The Council is not liable for any third party claims for compensation arising either directly or indirectly from the naming of roads, renaming of roads, numbering or renumbering of properties (for example: post not being delivered or sat nav directions).

9. **Retention of Information**

All records will be retained electronically and personal data controlled under the Council’s data protection policy.

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\(^1\) The Local Land and Property Gazetteer contributes to the National Land and Property Gazetteer administered by GeoPlace. GeoPlace is a joint venture between the Local Government Association and Ordnance Survey
10. Decision and Discretion

The decision of the Council on the naming or re-naming of a road or property and the numbering of renumbering of properties is an executive function delegated to the Head of Planning and Regeneration in the Council’s Constitution. In using this authority the Head of Planning and Regeneration may exercise appropriate discretion in taking decisions. Applicants may appeal a decision made by the Head of Planning and Regeneration in the Magistrates Court.

11. Limit of responsibility

The Council is not responsible for the following:

- Correspondence and deliveries not being delivered to the correct address: (Any delivery complaints should be directed to the Royal Mail, Customer Services on 03457 740740).
- An address being unavailable on databases used by third parties, such as retail, public services or the utility providers;
- Addresses or postcodes not being available or accurate for the purposes of satellite navigations systems;
- Ordnance Survey or other electronic or paper mapping or plans not featuring any new properties;
- The erection of a road name plate or the provision of a house number or name plate;
- Notification of anyone other than the bodies listed in this policy.

12. Street Nameplates

Where a new street is created as part of a development, the cost of procuring and erecting a new street nameplate will be borne by the developer. Nameplates must be erected at any junction or entrance onto the thoroughfare.

Further guidance for the development can be found on the Charnwood Borough Council website:

http://www.charnwood.gov.uk/pages/streetnameplates

Following adoption, maintenance and replacement of the nameplates will be carried out by the Council’s Cleansing and Open Space Service.

13. Charges

The power to charge falls under Section 93 of the Local Government Act 2003. This sets out that a local authority may charge for discretionary services. For Street Naming and Numbering, the charges cover the following elements:

- Consultation and liaising with other external organisations such as Royal Mail, Parish/Town Councils, relevant ward councillors (as a non-statutory element of naming of streets);
- The naming of new streets;
Street Naming and Numbering Policy

- The naming and numbering of new properties (including conversions);
- Alterations in either name or numbers to new developments after initial naming and numbering has been undertaken;
- Renaming of existing properties;
- Confirmation of addresses; and
- Challenges to existing official naming/numbering schemes/addresses held within the street naming and numbering records.

The current scale of charges for Street Naming and Numbering can be found on the street naming numbering application forms published on the Charnwood Borough Council Website:

http://www.charnwood.gov.uk/pages/streetnamingandnumbering

Fees and charges applicable for street naming and numbering services will be annually reviewed during the Council’s budget setting process and publicised through the Council’s agreed communication channels including the website.

14. Refunds

Where an application form and fee has been submitted and a naming/numbering scheme has already been issued, no refund of fee will be available. No refund of the street naming fee can be made once a name has been submitted for the consultation process.

15. Policy Review

This policy will be reviewed every two years (or sooner if a major change in the process is required, i.e. following the introduction of new legislation). Charges will be reviewed on an annual basis during the Council’s budget setting process and publicised on the website:

http://www.charnwood.gov.uk/pages/streetnamingandnumbering

16. Contact Details

Street Naming and Numbering Team
Planning and Regeneration Services
Charnwood Borough Council
Southfield Road
Loughborough
Leicestershire
LE11 2TN

Email: streetnaming.numbering@charnwood.gov.uk
Appendix A: Protocol for numbering or naming of a new property

This service can only be provided where Planning Permission has been granted and either a valid Building Regulation submission or Initial notice has been received by the Council.

The applicant will complete the Street Naming and Numbering Application form and submit it to the Street Naming and Numbering Team by email or post. The application form can be found from this link:

[Street Naming & Numbering Application Form Including Fees]

Submission by email is preferred and will enable us to process the application more efficiently. The application must be submitted with:

- Site location plan. At a scale of 1:500 or 1:1250 as required for the scale of the development. The principal access for all dwellings or properties must be clearly indicated on the plan;
- Block plans for any building containing more than 1 dwelling; and
- The appropriate fee.

On receipt of the application we will:

- Acknowledge the application within 2 working days and provide the applicant with a case reference number (By electronic means where possible);
- Check the existing numbering scheme and provide the property with a sequential number if applicable. If a sequential number is not available a suffix may be used to distinguish the property;
- If the property is not located in an area with a numbering scheme, the first choice house name will be checked against the Local Land and Property Gazetteer and the Royal Mail Postcode Address File for properties with a similar name in use in the local area;
- If the proposed scheme is acceptable we will instruct the Royal Mail to register the new address or addresses and confirm the allocated postcode;
- Notify all departments and organisations listed in Section 7 of the policy of the new address; and
- Issue an Address Allocation Notice including all registered addresses in table form to the applicant.

Where the development requires the naming of a new street or streets we will:

- Consult with the Parish or Town Council, or ward Councillor representatives in Loughborough, for suitable road names;
- Respond to the applicant setting out the comments from elected representatives;
- Consult the Royal Mail of the proposed road names to ensure there are no conflicts with their records, particularly with adjoining areas outside the administrative area of the Council;
• Produce a site location plan showing the agreed road names and property names/numbers.

The consultation process for the allocation of a new street name must be completed prior to requesting the registration of new addresses with the Royal Mail and can take several months.

It is advisable for the applicant of a large development to submit their application for street naming and numbering early in the development build to avoid any potential delays.

Guidance for the naming and numbering of roads and properties can be found in Appendix D to the Street Naming and Numbering Policy.

Timescales

• Under most circumstances, the naming and numbering of a new properties within a development will be completed within 12 weeks from the application being acknowledged; however, as we need to consult with external bodies, ie The Royal Mail sometimes delays in processing are possible;

• If the process cannot be concluded within 12 weeks the applicant will be notified of this within 12 weeks from the application being acknowledged and provided with an estimated completion date. (By electronic means where possible).

Properties that are allocated with a number may also be named. The property name will be registered by the Royal Mail as an alias. The property number MUST be displayed alongside the house name. The name cannot be regarded as an alternative to the number. This is enforceable under section 65 of the Town & Improvement Clauses Act 1847.
Appendix B: Protocol for renumbering or renaming of an existing property

The applicant will complete the Street Naming and Numbering Application form and submit it to the Street Naming and Numbering Team by email or post. The application form is available on our website from this link:

Renaming and / or Renumbering Including Fees

An application is only required to rename a property where it is solely identified by its name or where the property is to be renumbered.

Where a property has a number, it is not possible to replace the number with a name.

Submission by email is preferred and will enable us to process the application more efficiently. The application must be submitted with:

- Site location plan. At a scale of 1:500 or 1:1250 or as required for the scale of the development; and
- The appropriate fee.

On receipt of the application we will:

- Acknowledge the application within 2 working days and provide the applicant with a case reference number (By electronic means where possible);
- Check the existing numbering scheme and provide the property with a sequential number if applicable. If a sequential number is not available a suffix may be used to distinguish the property;
- If the property is not located an area with a numbering scheme, the first choice house name (and so on) will be checked against the Local Land and Property Gazetteer and the Royal Mail Address Database for properties or roads with a similar name in use in the local area;
- If the property is not located in an area with a numbering scheme, the first choice house name will be checked against the Local Land and Property Gazetteer and the Royal Mail Postcode Address File for properties with a similar name in use in the local area;
- If the property name or number is acceptable, we will instruct the Royal Mail to register the new address;
- Notify all departments and organisations given in Section 7 of the new address; and
- Issue a Change of Address Certificate to the applicant.
Appendix C: Protocol for renaming of an existing street.

The applicant will complete the Street Naming and Numbering Application form and submit it to the Street Naming and Numbering Team by email or post. The application form is available on our website from this link:

Street Naming & Numbering Application Form Including Fees

The requirement to rename an existing street is determined on an individual basis.

On receipt of the application we will:

- Acknowledge the application within 2 working days and provide the applicant with a case reference number (By electronic means where possible);
- Consult with the Parish or Town Council, or ward Councillor representatives in Loughborough, for suitable road names;
- Post local notices and consult with all residents affected by the proposed change of street name;
- Respond to the applicant(s) setting out the comments from elected representatives;
- Consult the Royal Mail of the proposed road name to ensure there are no conflicts with their records, particularly with adjoining areas outside the administrative area of the Council;
- Notify all departments and organisations listed in Section 7 of the policy of the charge of address; and
- Issue a Change of Address Certificate to all affected properties
Appendix D: Guidance on Street naming and numbering

The naming of streets

New street names should not duplicate any similar name already in use in the parish or neighbouring authority. The Council must not create a street name similar to or the same as one which already exists if any of the following conditions apply to the street name:

- It is in use in the same locality.
- It is in use in the same town.
- It is in use in the same post town.
- It is in use in the same town or post town within a neighbouring authority’s administrative area.

Street names should not be difficult to pronounce or awkward to spell. In general, words of more than three syllables should be avoided and this precludes the use of two words except in special cases.

Subsidiary names (e.g. a row of buildings within an already named road being called ‘Terrace’) should not be used.

The name of a living person must not be used.

All new street names should 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)
- Place (for residential roads)
- Lane (for residential roads)
- Grove (for residential roads)
- Mews (for residential roads)
- Gardens (for residential roads – subject to there being no confusion with local open space)
- Crescent (for a crescent shaped road)
- Close (for a cul-de-sac only)
- Court (for a cul-de-sac only)
- Square (for a square only)
- Hill (for a hillside road only)
- Lane (for development of a historic by-way)
- Vale (for residential roads in exceptional circumstances)
- Rise (for residential roads in exceptional circumstances)
- Row (for residential roads in exceptional circumstances)
- Wharf (for residential roads in exceptional circumstances)
- Dene (for residential roads in exceptional circumstances)
Street Naming and Numbering Policy

- Mead (for residential roads in exceptional circumstances)
- End (for residential roads in exceptional circumstances)
- Side (for residential roads in exceptional circumstances)
- View (for residential roads in exceptional circumstances)
- Park (for residential roads in exceptional circumstances)
- Meadow (for residential roads in exceptional circumstances)

Exceptional circumstances are considered where the area has a specific feature, history or locality suitable for the suffix.

The Numbering of Buildings

A new street should be numbered with even numbers on the right hand side and odd numbers on the left except that for a cul-de-sac where consecutive numbering in a clockwise direction is preferred.

Private garages and similar buildings used only for housing cars should not be numbered. The number 13 will be excluded from the sequence. Buildings (including those on corner sites) are numbered according to the street in which the principal entrance is to be found and the manipulation of numbering in order to secure a 'prestigious' address or to avoid an address, which is thought to have undesired associations, should not be sanctioned.

If a building has entrances in more than one street where each entrance serves separate occupiers, then properties should be addressed from the access road. Exceptions may be made, depending on the circumstances, for a house divided into flats. A named building may not have more than one number in one street.

In residential buildings (e.g., blocks of flats) it is usual to give a street number to each dwelling where the block is up to six storeys in height. When the block exceeds this height or there are not sufficient numbers available because of existing development, it should be given a name and number in the street. The numbering of flats within a named or numbered building is outside the scope of these powers, but developers may be advised that on each floor the numbering should be in a clockwise direction where this is possible, or alternatively to consult the local District Postmaster. When flats are numbered internally they should be numbered not lettered (e.g., Flat 2, 21 Smith Street, not Flat A, 21 Smith Street and not 21A Smith Street which might already be used by an adjoining infill building.

Where there is insufficient numbering available to address new properties, suffixes A, B, C, D may be used. Alternatives may be considered to avoid the excessive use of suffixes.

Where a property has a number, it must be displayed in a clear and prominent position. Where a name has been given to the property with the official number, the number must always be included. The name cannot be regarded as an alternative.

All of the above guidance applies to both commercial and residential properties.
The Naming of Buildings

The owner (not tenant) of a property may request the addition, amendment or removal of a name for their property. A Street Naming and Numbering application form should be completed and returned to the Local Authority along with the appropriate fee.

The council cannot formally add, amend or remove a property name where the property is in the process of being purchased; that is, until the exchange of contracts, although guidance of the acceptability of a name may be given.

A check will be made by the Local Authority to ensure that there is no other property in the locality with the registered or similar registered name. Under no circumstance will a replicated name in the locality be allowed.

Under no circumstances will a name that is offensive, or that can be construed as offensive, be allowed.

If a proposed property name is refused, then the owner will have the option to provide further suggestions or retain the current address.

Where a property has a number, it is not possible to replace the number with a name.

Building names should always be prominently displayed in a position where they can be easily read from the public highway.

Derelict, Demolition of Properties and Replacement Dwellings

Numbered derelict properties that are uninhabitable will be held with the street naming and numbering records with a reserved “non-postal” address.

Following the renovation of a derelict property the address will require reactivation.

An address is attached to the property and not the site the property is situated on. Following the demolition of a property the associated address will be deactivated. Numbers freed from a demolished property may be reused for future development.

Replacement properties

Any replacement property/ies constructed on the site will require new property address/es. It should be noted that a replacement may not be allocated the same access as the original, as the position and location of the principal entrance may have changed.
Appendix E: Street Naming and Numbering Process

Application Submitted

Registered and acknowledged

New Street required?

Yes

Consultation with developer and Parish/Ward Councillor

Check naming suggestion in accordance with SN&N policy

Check SN&N, LLPG and RM PAF records

Street Names Accepted?

Yes

No

Re-consult developer and Parish/Ward Councillor

Check naming suggestion in accordance with SN&N policy

Check SN&N, LLPG and RM PAF records

Street Names Accepted?

Yes

No

SN&N Officer makes final decision

Allocate Postal Addressing

Check SN&N, LLPG and RM PAF records

Postal Addressing Accepted?

Yes

No

Team Leader Sign off

Instruct Royal Mail to add to NYB and confirm postcodes

Issue Allocation Notice: Internal Departments LLPG Custodian External Organisations Applicant

Charnwood Borough Council

SN&N – Street Naming and Numbering
LLPG – Land and Property Gazetteer
RM – Royal Mail
PAF – Postcode Address File
NYB – Not Yet Built