

# Street Naming & Property Numbering Guidance



Geographical Information  
Management Team

*Lichfield*  
district council  
[www.lichfielddc.gov.uk](http://www.lichfielddc.gov.uk)

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## Revised amendments

Replace EBIS Land and Property Team with Geographical Information Management (GIM) Team	All pages
Para 2.4	Page 4
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Para 9.2	Page 7
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# Street Naming & Property Numbering Guidance

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## **1 Introduction**

- 1.1 This guidance covers the council's approach to corporate address management, including street naming and property numbering.
- 1.2 There have been significant changes in the importance of property addressing since the Town Improvement Clauses Act 1847 (which is still referred to today).
- 1.3 The technological advances now require properties to be mapped onto Geographical Information Systems and this local land and property information feeds national databases that many organisations rely on. It is therefore essential that the information is correct and that all parties who need the information are notified in a timely manner.
- 1.4 The role of the council has changed since the legislation was introduced, and many tasks are required that are discretionary functions of the council. This includes notifying, consulting, and negotiating naming schemes that are acceptable to all parties. There are a wide variety stakeholders involved - from the developers, homeowners, and the council to the land registry, delivery companies, and emergency services such as fire, ambulance, and police.
- 1.5 The council recognises that street naming and property numbering is an important role that must be properly funded to provide the community with a robust and reliable service. The service is an application-based procedure, which requires a fee to be paid. The fee paid will depend on the number of properties involved and the fee schedule is shown in Appendix A.
- 1.6 The street naming and property numbering procedures identify how the process is carried out.

## **2 Reasons for street naming and property numbering**

- 2.1 In emergencies, particularly at night, the need to find addresses quickly by doctors and emergency services can be a matter of life or death.
- 2.2 Deliveries and services as well as visitors need to be able to locate properties efficiently.
- 2.3 Many legal transactions associated with properties are withheld until they can be identified by street name and numbers, for instance, statutory providers such as gas, electricity and water will not normally connect their services until such time as the premises have been given a formal postal address.
- 2.4 Consistency of property-based information across Local Government and within the user community. An example of this in practice is the Fire Services 999 call systems

## **3 Postcodes**

- 3.1 Royal Mail assigns postcodes in the UK. We will only notify Royal Mail of new road names.

## 4 Legislation

4.1 In undertaking the street naming and numbering function the council is guided by the following legislation:

**a) Towns Improvement Clauses Act 1847 (sections 64 and 65) (for numbering of properties and street naming).**

**b) Section 21 of the Public Health Act Amendment Act 1907 (for alteration of names of streets).**

**c) Public Health Act 1925 \*sections 17 to 19) (for notification of street name and name plates).**

**d) Electoral Administration Act 2006.**

**e) Royal Mail's right under licence to maintain the Postcode Address File (PAF) Section 116 of the Postal Services Act 2000.**

**f) The Staffordshire Act 1983 (Section 4) (for requirement to display property numbers).**

**g) PAF Code of Practice, Changing Postal Addresses and Postcodes, May 2010**

**h) Department of Transport Circular Roads 3/93 dated 15 December 1973**

**Each street naming and numbering authority refers to the Local Government Act 1972 section 5 schedule 14 paragraphs 24 and 25 to decide which Act to use depending on circumstances.**

4.2 Under delegated authority, the Corporate Geographical Information Manager has power to approve the following:

- Re-naming existing streets - this is normally only considered when changes occur which give rise (or are likely to give rise) to problems for the emergency services.
- Re-numbering existing properties and buildings - this is normally only considered when changes occur which give rise (or are likely to give rise) to problems for the Emergency Services and/or the inclusion of additional development (paragraph 9.6).
- Allocating house numbers to properties that only have a house name – this function is carried out largely for public safety reasons and in consultation with the emergency services.
- Any other schemes put forward at the discretion of the GIM Team.

4.4 Where appropriate the GIM Team will consult with the respective town or parish council and ward members in accordance with Section 6.



## **5 Applications for a street naming and property numbering scheme**

- 5.1 Charges are applicable for applications for a street name. The cost only covers the fee for advertising in the Local weekly free press for two weeks. No charge is made for Officer time
- 5.2 Applications requiring property numbering will be charged at the fee identified in Appendix A.
- 5.3 The application will be in the form of a notice to the council from the applicant who may be any interested party. The notice will be in the form prescribed in the procedure and must be accompanied by:
- a) The fee (where applicable).
  - b) The plans: (1:1250 maximum) identifying the street to be named and the properties to be numbered. If possible, we would prefer an electronic copy of the plans, such as by email or on disc.
  - c) A certificate stating that, as far as can be ascertained, this is the final layout plan.
  - d) The street naming and property numbering application form.
- 5.4 When we receive the application form, we will email an acknowledgement receipt and request confirmation of what road the property or properties are to be accessed off.

## **6 Resolution of the council**

- 6.1 Section 21 of the Public Health Acts Amendments Act 1907 and Section 17 to 19 of the Public Health Act 1925 require resolution of the council.
- 6.2 The council has resolved to apply sections 17 to 19 of the Public Health Act 1925 and until such time as it resolves to un-apply them the council cannot use the provisions of section 21 of the Public Health Acts Amendment Acts 1907 or so much of section 64 of the Town Improvement Clauses Act 1847 as relates to the naming of streets.

## **7 Consultation and notification**

- 7.1 The GIM Team will consult, as appropriate Parish Council, Lichfield Council Ward Members and other authorities before proceeding with the allocation of road names, property numbering, or amendments to addresses.
- 7.2 The Royal Mail is consulted on new street names.
- 7.3 The GIM Team will consult with the appropriate town or parish councils.
- 7.4 Consultation and notification letters will be sent to occupiers if there is a change of road name, re-numbering or a numbering allocation to properties with just house names.
- 7.5 The GIM Team will notify the town or parish councils and ward members of change of road name, re-numbering or a numbering allocation to properties with just house names.
- 7.6 If any representations about street naming are received from residents the ward member may request the matter be brought before the appropriate delegated member.
- 7.7 The council's Local Land and Property Gazetteer will be consulted to avoid duplication of road names; to ensure the correct spelling of road names and to ensure the proposal meets with current best practice guidance issued by Central Government.

## **8 Naming of new streets**

- 8.1 A person who creates a new street has the right to name that street (Section 17 of the Public Health Act 1925). Notice must be given to the council of the proposed name and the council has one month in which to object.
- 8.2 In practice most developers are happy to leave the choice of street name with the council or enter into discussion. The council encourages the town or parish council, if it so wishes, to put forward suggested names to the developer. In areas where new development regularly takes place it is helpful to have previously agreed a list of names with the GIM Team from which developers can choose.
- 8.3 If the town or parish council wishes to suggest a list of suitable street names (section 17 of the Public Health Act 1925) to developers, it should do so as soon as it is aware development has commenced. Communication should be through the GIM Team in order to prevent conflict with council procedure.
- 8.4 If the developer chooses the street name/s, the GIM Team will consult the Town or Parish Council. The District Council will support the recommendation given by a Parish or Town Council

## **9 Choice of street names**

- 9.1 Where an area, field, or previous building has names or other things, such as plants or activities etc., historically associated with it, it is usual to preserve these in street names. Where there is no information to suggest a street name, a new one will be chosen. In other cases road names can be used to record local dignitaries or characters that the council wishes to honour. Generally, the names of persons who are still in office or are politically active are not used.
- 9.2 The use of names of deceased people in the adoption of any street names (acceptance from the person's family or estate administrators must be obtained prior to adoption or approval). A name may be chosen of, for example:

- a fallen soldier
- a former councillor
- a person who has made a contribution to the local community

The use of the name of living person is not recommended.

- 9.3 The adoption of historic connotations by developers should be provided by the council through close liaison with local historic societies. This information should be provided to the SNN authority electronically via the SNN authority's website.
- 9.4 The use of a name with royal connotations. The consent of the Lord Chamberlain's office must be obtained if a name with any reference to the royal family or the use of the word 'Royal' is suggested.
- 9.5 If a 'local' name is unsuitable, there is no reason why any attractive name cannot be chosen. Where several roads are involved, a theme linking the names can be used to help identify the area.

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- 9.6 Cul-de-sacs accessed off a road which is a no-through road, are confusing, requiring long descriptive 'leading to' nameplates. In these circumstances it is often appropriate to use just one street name to describe all the roads that are linked to form a no through road.
- 9.7 Where a new road is an extension of an existing road, it is not normally necessary to give that section a new name.
- 9.8 The use of multiple street name suffixes so that names can be used more than once (e.g. Orchard Drive, Orchard Close) or particularly long names are not acceptable as these can cause problems with automation of addresses and form filling. The council will therefore not accept similarly spelt or similar sounding names where they already exist in an area and will recommend strongly against multiple street name suffixes in an area or particularly long street names.
- 9.9 Duplication of road names in the same area or within close proximity of another parish/town is not permissible.
- 9.10 Street names that include numbers are not used as they can cause confusion - for example, 20 Seven Foot Lane sounds the same as 27 Foot Lane.
- 9.11 The exclusion or inclusion of certain numbers for cultural or religious reasons.
- 9.12 The use of names and their combination with numbers that could be considered rude, obscene, and racist or which would contravene any aspect of the council's equal opportunities policies are not used nor are names that encourage defacing nameplates.
- 9.13 Street name suffixes are not always essential but if used must be descriptive of the road, e.g., Road, Street or Drive to indicate a thoroughfare and Close or Grove to indicate a cul-de-sac.
- 9.14 The following is a list of possible suffixes. It is not exhaustive and sometimes other descriptive words are more appropriate.

**Avenue, Parade, Place or Way:** for residential roads including major roads

**Lane, Path, Row, Terrace, View, Villas or Walk:** for residential roads (small)

**Chase, Croft, Gardens, Green, Field(s), Lands, Lawns, Paddock, Park or Valley:** for residential roads (subject to there being no confusion with any local open space)

**Circle or Circus:** for a circular road/roundabout

**Court, Close, End, Grove, Mews or Vale:** for a cul-de-sac only

**Crescent:** for a crescent shaped road

**Hill, Ridge or Rise:** for a hillside road only

**Road, Street or Drive:** for any thoroughfare

**Square or Quadrangle:** for a square only



## 10 Numbering sequence

- 10.1 The council has the power to assign numbers to houses and buildings 'as they think fit' and require the number to be displayed (Sections 64 & 65 Towns Improvement Clauses Act 1847). The GIM Team is required to use judgment.
- 10.2 Past experience is that the number '13' is often followed up after occupation with a request to renumber, which usually creates a number 11A. Therefore, it is procedure that the number '13' is omitted from the numbering scheme.
- 10.3 Convention requires number 1 to be on the left-hand side of a road. Through roads are numbered odds and evens in the direction they would be accessed from the centre of the town or community. Convention is to number odds on the left and evens on the right when traveling away from the town centre. However, numbering also depends on the layout of the development and roads.
- 10.4 Cul-de-sacs are usually numbered sequentially in a clockwise direction starting with number 1 on the left-hand side of the entrance to the cul-de-sac. Where it is apparent there is a possibility of a cul-de-sac being extended at some time in the future and where it is appropriate, number the sides odds and evens rather than sequentially to allow the numbering scheme to be extended at a future date.
- 10.5 If open space or undeveloped areas exist along a length of road it is usual to leave spare numbers. As a guide, one number per 4m frontage is used. The GIM Team will depart from this convention at their discretion. Open spaces can be used to allow numbers either side of a road to be brought in line with each other.
- 10.6 Open land that is designated Green Belt, Area of Outstanding Natural Beauty or outside the settlement boundary will not be allocated house numbers and if any future development is approved house numbers will be assigned as follows:
  - Individual properties built between existing properties or in the grounds of an existing property (in-fill) will be assigned numbers on the basis of the house number followed by a suffix of 'A', 'B' etc;
  - Large numbers of properties (6 or more) developed between existing properties may result in re-numbering of the existing properties.
- 10.7 If a suitable numbering sequence cannot be ascertained, temporary house names will be assigned to plot numbers until the numbering can be determined at a later date.
- 10.8 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 or number in the street.
- 10.9 When flats are numbered internally they will be numbered not lettered e.g. Flat 1, 24, not Flat A, 24; nor 24A.
- 10.10 Infill plots, properties built between existing properties or in the grounds of an existing property, will be given the same house number before the infill followed by suffix of 'A', 'B' etc. e.g. 24A, 24B etc.
- 10.11 Existing buildings divided into separate flats or business premises will, if possible, be allocated a separate street number for each flat/unit. Where this is not possible because of

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the existing numbering, all flats will be given one street number and number suffixes of '1', '2' etc. e.g. Flat 1, 24, Flat 2, 24, etc. Commercial premises will be allocated numbers and/or A, B etc. e.g. Unit A, 24, Unit B, 24, etc.

- 10.12 Two buildings in one street may not have the same number or names or similar naming.
- 10.13 Private garages and similar buildings used for housing cars, and such like, will not be numbered.
- 10.14 Buildings on corner plots are numbered with the street where pedestrian access is gained.
- 10.15 Generally if a building is demolished then the existing numbering sequence is retained and reused in any new development as far as possible. Where this is not the case, for instance, if a new street is created on the site, then totally new addresses will be created.
- 10.16 If additional plots are added to a proposed development at a later date, e.g. due to a revised layout, these plots will be allocated existing numbering with suffixes of 'A', 'B' etc. e.g. 24A, 24B etc.
- 10.17 Merged properties must adopt a previous addressable object as their identifier if property numbers are used. Therefore, the merging of two properties at 4 High Street and 6 High Street results in a new record which includes the number 4 or 6. For example the new addressable object record is 4 High Street, 6 High Street or 4 to 6 High Street. Previous addressed object records for 4 and 6 High Street should be flagged as historical records within the LLPG. Similarly, the merging of three properties at 2, 4 and 6 High Street result in a new addressable object record which includes the number 2 or 4 or 6.

## **11 Re-numbering existing properties or re-naming a street**

- 11.1 Re-numbering existing properties/buildings or re-naming streets may cause costs and or disruption to individual occupiers and wherever possible should be avoided. For new development within an existing street the use of suffixes of 'A', 'B' etc, or re-numbering where just a few properties are affected, is preferable to wholesale re-numbering of a large street. However, this is not always possible and the re-naming of streets and renumbering of properties will be at the discretion of the GIM Team.

Consultation is carried out with town or parish councils and ward members. If any representations to re-naming or re-numbering are received from residents the ward member may request the matter be brought before the appropriate committee for its views. The Corporate Geographical Information Manager will make the final decision as to whether the revised scheme is necessary.

- 11.2 Re-numbering existing properties and buildings is normally only considered when changes occur which give rise (or are likely to give rise) to problems for the emergency services and the inclusion of additional development (paragraph 9.6). Before any consideration will be given to changing an existing scheme the following issues must be satisfied:

1. There is a clearly identified problem.
2. The problem cannot be overcome by reasonable displaying of property numbers or street names.
3. The problem can be fully resolved by re-numbering properties and /or re-naming streets in accordance with this procedure.
4. All occupiers on each street, whose properties are to be changed, are requesting the change or that over two thirds of the people on each street agree with the change.
5. The change is practicable and will have no detriment to any other property and will cause no conflicts.

- 11.3 Sections 64 and 65 of the Towns Improvement Clauses Act 1847 allow a council to require buildings to be marked with numbers 'as they think fit'. There is no right of appeal or requirement for formal consultation. However, if there is a re-numbering of properties the council will send notification letters to occupiers. The notification to occupiers should give a specific date on which the re-numbering comes into effect. The council will normally allow eight weeks for the new number to be displayed.

- 11.4 Re-naming a street is normally only considered when changes occur which give rise (or are likely to give rise) to problems for the emergency services.

- 11.5 An order of the council must be made for re-naming. Where a street is to be re-named, notices will be displayed on that street under Section 18 Public Health Act 1925 and will remain in place for a least 1 month before an order changing the name will be made. A copy of the order will be sent to the magistrates' court informing them of the proposed change. If an appeal is made, the council must wait until that appeal is heard.

- 11.6 When re-naming a street, as much warning as possible will be given to the residents. Once the new name is decided, occupiers will be informed a week before the new name comes into effect, (this will be at least six weeks from the date of the notice) to allow residents time to re-organise their personal correspondence etc and also take into account the need to seek advice from a solicitor regarding any change to their property's deeds. Changes immediately before Christmas will be avoided where possible.

## **12 Allocation of numbers to properties with names only**

- 12.1 The council will consider requests from emergency services, town or parish councils or members of the general public to allocate numbers to properties, which only have names. Numbering is carried out on receipt of such a representation for public safety reasons.
- 12.2 Consultation is carried out with town or parish councils and ward members and occupiers. The Corporate Geographical Information Manager will make the final decision.
- 12.3 After the numbering has been completed, occupiers will be sent a formal notice. The council will normally allow eight weeks for the number to be displayed.

## **13 Changing an existing name to properties not part of a numbering scheme**

- 13.1 Whilst the council will always seek to number properties, there are properties in the district that have not been numbered and are known officially by their property name. The Council will allow occupiers to change the property name providing that there is no conflict with any other address.
- 13.2 The occupier must apply to change the name and the naming and numbering procedure must be followed.
- 13.3 For premises used for business, the name of the property must be different from the name of the business.

## **14 Adding names to properties with an existing number**

- 14.1 A name can be added to the official postal address providing there is no conflict with any other address. However, the property number must always be used in conjunction with the house name; the number must always be included and displayed. It is not permitted to change a property number to a property name as provided for within the relevant Act.
- 14.2 The occupier must apply to change or add the name and the relevant procedure must be followed.

## **15 Claims for compensation**

- 15.1 The council is not liable for any claims for compensation arising directly or indirectly from the naming of roads, re-naming of roads, numbering, or re-numbering of properties.

## **16 Decision and discretion**

- 16.1 The council's decision is final for the naming of roads, renaming of roads, numbering or re-numbering of properties and it is at the discretion of the Corporate Geographical Information Manager. However in cases where the objections have been logged with the magistrates' court then the decision of the court will be upheld.

## **17 Definitions**

- 17.1 All references to 'council' or 'the council' relate to Lichfield District Council.
- 17.2 All references to the 'occupier' relate to the person or persons responsible for paying the Council Tax or Business Rates.
- 17.3 All references to the 'owner' relate to the person or persons recorded in the Land Registry Title.
- 17.4 Any reference to a 'property number' may include a 'property name' where this is an existing situation or where it is not practicable to number the property.

## **18 The council is not responsible for:**

- Correspondence and deliveries not delivered to the correct address. Any complaints should be directed to Royal Mail's customer services.
- The address being unavailable on databases used by third parties, such as retail outlets (including Internet based ones).

## **19 Responsibility for displaying numbers and nameplates**

- 19.1 It is the responsibility of the building occupiers to display the property numbers. The only requirement is that the numbers are adequately displayed and the council does not have any specific requirements.
- 19.2 It is the responsibility of the developer to initially display street name plates and the following recommendations for the installation of street name plates are given below:
- a) Street name plates should be fixed as near as possible to street corners, so as to be easily readable by drivers as well as pedestrians. The name plate should normally be within 3 metres of the intersection of the kerb lines, but where this is not practicable the distance may be varied up to a maximum of 6 metres.
  - b) Street name plates should be mounted so that the lower edge of the plate is approximately 1 metre above the ground at sites where they are unlikely to be obscured by pedestrians or vehicles and at approximately 2.5 metres where obstruction is a problem. They should never be lower than 0.6 metres or higher than 3.6 metres.
  - c) Name plates should normally be fixed at each street corner. At minor crossroads, particularly in residential areas, one plate on each side of the street positioned on the offside of traffic emerging from the road may be sufficient, except where the road name changes or where it is thought that paragraph H would apply. At major crossroads, name plates will be necessary on both sides of each arm.
  - d) At T-junctions a main street name plate should be fixed directly opposite the traffic approaching from the side road.
  - e) Where the street name changes at a point other than a cross-roads both names should be displayed at the point of change and where appropriate arrows to indicate clearly to which parts of the street name refer.



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- f) On straight lengths of road without intersections name plates should be repeated as reasonable intervals with priority given to such places as bus and railway stations and opposite entrances to well frequented sites such as car parks.
  - g) Where two streets branch off obliquely from a common junction with a third street, plates on fingerpost mountings can be useful, provided they do not obscure any traffic sign.
  - h) Where it might be reasonably be expected, for example at intervals on long straight lengths of road or at intersections or T-junctions, it is useful to incorporate on the name plate information indicating street numbers on either side of the intersection.
  - i) Whenever practical, street name plates should be mounted on walls, buildings, or other boundary structures at the back edge of the footway. Post mounting or finger mounting should only be used where normal mounting does not make the plate conspicuous (e.g. where an important side road has a narrow entrance or in the exceptional circumstances mentioned in paragraph H above or where it will frequently be obscured by pedestrian movement and cannot be mounted at 2.5 metre height).
  - j) The name plates should be fixed so there is a clear space of at least 300mm in every direction between them and any notices, advertisements or other printed or written matter. Where possible, greater space should be provided, and they should never be incorporated with any other signage.
  - k) Where possible, name plates should be fixed so that they will be illuminated by light from street lamps, especially at important junctions, provided they remain visible to vehicles on the main carriageway.
- 19.3 The council will assume responsibility for street name plates once the initial sign has been positioned and where the Staffordshire County Council Highways Unit has formally adopted as part of the publicly maintained highway.

## Appendix A

Fees for the period 6<sup>th</sup> July 2016 to present.

The Local Authority Street Naming and Numbering is a statutory obligation as set out in section 17 to 19 of the Public Health Act 1925 and the Staffordshire Act 1983 Part II section 4.

Description	Charges
<b>House names and numbers: New Builds</b>	
<ul style="list-style-type: none"> <li>Single residential or commercial property</li> </ul>	<b>£150</b>
<ul style="list-style-type: none"> <li>Each additional residential or commercial property <i>(e.g. 5 new properties: £150 + (4 x £50) = £350)</i></li> </ul>	<b>£50</b>
<ul style="list-style-type: none"> <li>Change of development layout after notification</li> </ul>	<b>£50 per plot</b>
<b>Existing properties and developments</b>	
<ul style="list-style-type: none"> <li>Addition or change of property name</li> </ul>	<b>£50</b>
<b>New Street Names</b>	
<ul style="list-style-type: none"> <li>New street name (for up to 20 new street names) to cover the cost of advertisement in the local press</li> </ul>	<b>£600</b>
<ul style="list-style-type: none"> <li>Pair of street name plates (for council to erect) :</li> </ul>	<b>£412 (+ VAT)</b>
<b>Property Queries</b>	
<ul style="list-style-type: none"> <li>Confirmation of postal addresses (commercial enquires)</li> </ul>	<b>£50 per property</b>

## Appendix E

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A replication of the document:



### **PAF® Code of Practice Changing Postal Addresses and Postcodes May 2010**

#### **Introduction**

This Postcode Address File (PAF) Code of Practice explains why and how postal addresses may change and how the changed addresses will be introduced.

Changes can be made for one of two reasons:

- To maintain or improve the service offered by Royal Mail Limited ("Royal Mail").
- To reflect customer demand.

In each case, specific criteria will need to be met before a change is made. By way of background Section One of this leaflet explains what Postal Addresses are and why it may be necessary to change them to maintain or improve service. Section Two details the criteria that must be met before a change will be made in response to customer demand and Section Three explains how the changes will be introduced in each case. Additional information on where you can obtain help with the Code, how we involve users of PAF data and the contact details of our Regulator can be found in Sections 4-6 towards the rear of this document.

#### **Section One - Changing for a better service**

Every house and business in the UK falling under Royal Mail's Universal Service Obligation has been given a postal address by Royal Mail. Its use enables Royal Mail to deliver items quickly and accurately. The postal address is a sorting and routing instruction to Royal Mail's staff and not always a geographically accurate description of where a property is located. As mail is circulated via Post towns it may, for example, include the name of that town which could be several miles away as that is where your mail is processed.

The table below identifies the elements that can make up an address and states whether each is required for the delivery of mail:

## Appendix E

DATA	POSTALLY REQUIRED	EXAMPLE
Name of addressee (title, initials, surname)	Not if building name or number present	Mr A Smith
Company/Organisation	Not if building name or number present	Acme Plc
Building name	Not if building number present	Acme House
Number of building & name of street or road	Yes	3 High Street
Additional Locality/Townland* Information	Where similar road names exist within a Post Town area or there is another operational requirement	Hedle End
Post Town (capital letters)	Yes	SOUTHAMPTON
County	No	Hampshire
Postcode (capital letters)	Yes	SO31 4NG

\*A Townland is a small geographical area of land used in Ireland

We try not to change addresses and Postcodes whenever possible. Changes are, however, sometimes necessary to ensure that mail is delivered as quickly and efficiently as possible.

For example, occasionally we need to change the way we route mail to provide a better service if a new delivery office is built and sometimes we run out of Postcodes to allocate to new homes and businesses in a developing area. It is also possible for a local council to prompt a change by re-numbering buildings or re-naming roads.

In any of the above circumstances, we may need to change existing Postcodes or addresses to ensure that mail is handled efficiently and delivered without delay. If we have to re-code as a result of running out of Postcodes for a particular area, Royal Mail will NOTIFY addressees of any change following the process set out in Section Three.

## Appendix E

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This process will also be followed when changes are made for other Royal Mail operational or efficiency purposes.

All changes, once implemented, will be posted on the Royal Mail website [www.royalmail.com](http://www.royalmail.com).

### **Section Two - When will we change an address in response to customer demand?**

Our first priority is to ensure that we can deliver mail efficiently to our customers. We will consider making changes which do not materially impact on the efficiency of our operation. However, we will not make any changes to postal addresses which could lead to deterioration in the service we provide.

With this overriding proviso, we have detailed below the changes that may be made to a postal address subject to the stated criteria being met. We will be pleased to provide an explanation for our decision on request. Any request to amend an address must come from an individual or individuals living in the area affected by the change either directly or via the relevant Local Authority or Parish Council. Where the proposed change affects more than one address it must be accompanied by clear information about the boundary of the area affected and by evidence to demonstrate that the change would be supported, as set out below.

#### **Name of Addressee**

The name of an addressee only forms part of a postal address if there is no other way of identifying the correct delivery point. If the name of the addressee changes we will amend the postal address to reflect this. This will not require consultation.

#### **Company / Organisation**

We will amend our records to reflect the name of the company or organisation occupying the premises. This will not require consultation.

#### **Building Name and / or Number**

The naming and numbering of thoroughfares is the responsibility of local authorities and not Royal Mail. The postal address reflects the details provided by the local authority.

Where a house is numbered by the local authority and has also been given a name by the occupant, Royal Mail will include only the number in the postal address. This is because the use of the number rather than a name enables the property to be located easily.

If a building is not numbered and the occupant wishes to change its name, they should first advise their local authority of their intentions. The postal address will be amended to reflect the change provided the new name will not lead to confusion or cause offence. This will not require consultation.



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### Name of Street or Road

Local authorities have the responsibility for the naming of roads. The postal address reflects the details provided by the local authority. Where a change is made by a Local Authority, Royal Mail is obliged to alter the address held on PAF. In these circumstances it will do so without the need to consult but will write to affected addresses advising them of the changes made.

In certain circumstances, the name of both the road in which a property is located and the one leading to it are present in a postal address.

If the road on which the property is located appears on street plans of the area, then the name of the road leading to it may be removed from the postal address. This is subject to:

- The provision of written evidence that all addresses affected are either in favour of the change or do not oppose it; and
- The change being supported by the customer representatives identified in section three.

This information must be provided by the person requesting the change.

### Additional Locality Information

Royal Mail will not make changes to locality information if the quality of service we provide or the efficiency of our operation would be compromised. Locality information may otherwise be added to, or deleted from, a postal address subject to the following:

- The change being supported by the customer representatives identified in section three, with this information provided by the person(s) requesting the change; and
- The availability of an acceptable and clearly defined set of geographical boundary data, with this information provided by the person(s) requesting the change; and
- There being no significant objection raised by those affected by the proposed change of address. This will be established by Royal Mail writing to all those addresses affected by the change to advise them of the proposed inclusion or deletion of locality information, thereby giving them the opportunity to register any objection. Should 20% or more of those affected by the change indicate that they do object to the proposed change Royal Mail will instigate the following:
  - A poll of all addresses affected by the change, with not less than 50% of those polled responding and a simple majority of addresses voting being in favour of the change; Royal Mail will aim to conclude such a poll and implement any address changes within two month of the ballot being initiated and advise customers of any changes to these timescales. Royal Mail will advise Postcomm of the feedback obtained on the occasions that a ballot is required.

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### Post town

Royal Mail circulates mail by way of a Post town (usually the main town in an area) and recognizes that changes to Post towns affect a large number of addresses and therefore have implications for many householders and businesses. Such changes can also have a significant impact on Royal Mail's distribution network.

For these reasons changes will only be made for postal operational and efficiency reasons and will follow the process set out in Section Three.

### County

The county does not form part of any postal address and changes to it are not therefore covered by this code.

### Postcode Changes

The Postcode forms the basis of Royal Mail's distribution network. Changes to Postcodes could therefore compromise the service we provide. We will, however, make changes to the last two characters of an individual Postcode in exceptional circumstances. To do this, we will require evidence that all those affected by the change are in favour of the change and it is for the person requesting the change to provide this information.

Additionally, and as mentioned above, it is sometimes necessary for Royal Mail to recode an area for operational reasons or where it has run out of Postcodes. In these circumstances the process set out in Section Three will be followed.

For customers wishing to introduce or remove additional locality information, the support of those bodies/individuals set out in paragraphs 1.1 and 1.2, as appropriate, in Section Three must be obtained. The process for changes to a Postcode are covered separately above.

## Section Three - How will the changes be introduced?

### 1. Consultation Process

Royal Mail will adhere to the following when it is introducing postal address changes for operational or efficiency reasons i.e the introduction of a new Post town or new postcodes.

- 1.1 For a small change (by which we mean changes affecting more than one Postcode but less than two hundred addresses), we consult the following customer representatives:
- The principal local authority and the parish / district councils where they exist.
  - The local Chamber of Commerce where appropriate.

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We will write to all companies at addresses affected by the change inviting their views. Whilst we will consider the responses we receive it will not be possible to enter into correspondence. We will include in this letter the approximate date of implementation of the proposed change and inform all affected addresses that there will be a transitional period of 12 months from that date during which their old postal address will continue to be valid alongside their new postal address.

We will write in a similar manner to all other postal addresses affected by the change.

One full month is allowed for consultation and comment.

We will write again to affected addresses once the changes have been introduced providing details of their new address and also a summary of the feedback we received and our reasons for implementing the change.

We will place notice of the decided change in post offices within the affected area if requested by one of the customer representatives detailed above.

- For a large change (by which we mean changes affecting two hundred addresses or more), we consult with the following in addition to those identified above:
  - The Member(s) of Parliament concerned (and member of the Scottish Parliament, National Assembly Member for Wales or Northern Ireland where applicable).

We will also write to all addresses affected by the change and invite them to let us know their views, as detailed above. Whilst we will consider the responses we receive it will not be possible to enter into correspondence with individuals.

In these circumstances, we allow a minimum of three months for consultation and comment at the end of which we decide whether or not to proceed with our proposals.

We will place notice of the decided change in local newspapers and Post Offices for display in the affected area.

We will write again to affected addresses once the changes have been introduced providing details of their new address and also a summary of the feedback we received and our reasons for implementing the change. We will also write to all those consulted to advise them of our decision. All domestic customers are provided with a number of complimentary address labels.

### **2. Implementation of the changes**

Where an address change has been made we would like this to be used straight away but realize that this may not always be possible. We therefore ensure that mail bearing either the outgoing or revised postal address details receives the same quality of service for at least 12 months after the changes have been introduced. This changeover period

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has been designed to allow our business customers to implement the address changes across their company. It provides time to update vehicle livery, signage and websites, for example, and to use up stocks of both pre-printed stationery and promotional material. It also enables our social customers to pass on details of their new address through the normal course of correspondence.

We will make every effort to deliver mail bearing the superseded address details once the changeover period has expired.

We would strongly encourage all users of address data to regularly update and maintain their address records to ensure accurate information is being used.

### 3. Compensation

We have designed this process carefully, to make sure that all our customers have at least 12 months to get used to their new postal address, without any unnecessary inconvenience, expenditure or deterioration in the quality of their postal service.

However, if we don't give the requisite notice to customers of an address change, you may be able to claim compensation up to a limit of 2000 times the cost of a basic First class stamp. To claim compensation, you must be able to prove you have suffered a financial loss as a direct result of our failure to give customers in the area the requisite notice of the change. In these circumstances, Royal Mail will give consideration to claims for the following costs:

- Reprinting stationery and printed matter
- Reprinting address labels
- Notifying correspondents
- Any other costs incurred which result directly from our failure to give customers 12 months in which to start using their new address. This would be on a pro-rata basis depending upon the length of the shortfall in providing 12 months notice.

Please note that we cannot take responsibility for any costs incurred as a result of the uses made of the Postcode by other companies or individuals.

### 4. Further Help

We have designed this process carefully to minimise inconvenience for our customers. If you have any queries relating to changing postal addresses, or require further information about postal address changes, please contact Royal Mail's Address Maintenance team on 08456 01 11 10.

Please also call our Customer Service Centre if you are experiencing problems relating to a change to your address. We will be happy to help.

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### Section Four - Consultation with “users of the File”

This section of the PAF Code relates to the users of PAF data and the products based on it.

#### PAF Advisory Board

Royal Mail actively participates in and supports the PAF Advisory Board ([www.pafboard.org.uk](http://www.pafboard.org.uk)) an independent body made up of a wide cross section of PAF users that represents the interests of all PAF customers.

Royal Mail will ensure that we inform the Advisory Board of any planned developments to the File which may have an impact on their use of it. These will include changes to the structure of the File, data content and supply.

We will consider and reasonably respond to the needs and views expressed at these forums. We will provide reasonable advance notification of the implementation of any changes.

#### Regular Communication

Royal Mail will write with details of any planned developments and changes affecting PAF to all those to whom it provides PAF data products. This communication will accompany their data supply.

We will consider and reasonably respond to the needs and views expressed by them.

#### Solution Providers

Solution Providers take PAF data and incorporate this into software solutions that they sell and market independently of Royal Mail. They are represented at the Advisory Board and receive the regular communications detailed above. In addition to this, Royal Mail participates in forums periodically to enable the Solution Provider community to meet and discuss their needs and those of their customers. We also provide account management support to this channel.

### Section Five – Next Review

This next review of this Code will start on 1 September 2014.

### Section Six – Postcomm

Postcomm is the independent Regulator for Postal Services and can be contacted at the following address should you be unhappy with any aspects of this Code or the processes undertaken.

Postcomm  
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6 Hercules Road  
London, SE1 7DB  
Tel: + 44 (0)20 7593 2100  
Fax: + 44 (0)20 7593 2142  
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