



Policy for Street Naming and Numbering

Policy adopted	03/01/2020
Last revision	11/03/2020
Revision due date	01/03/2021

1.0 Introduction

Herefordshire Council has a statutory duty to ensure that roads and streets within the county are properly named and that the properties fronting onto them are appropriately numbered. Accurate and appropriate addressing information is vital as it enables:

- Emergency services to find a property quickly (lives may depend on this).
- Mail and other services/deliveries to be delivered efficiently and accurately.
- Visitors to find where they want to go.
- Records of public bodies, utility companies and other organisations to be established and maintained in an efficient manner.

Street names can also contribute positively to the character and history of the area and of the county as a whole.

In order to carry out the statutory function of street naming and numbering, Herefordshire Council has adopted the legislation set out in sections 17, 18 and 19 of The Public Health Act 1925.

This policy sets out the scope of The Council's street and property naming and numbering function, and the procedures which will ordinarily apply to the process of arriving at suitable naming and numbering schemes.

2.0 Scope of the Policy

2.1 The street naming and numbering process and the procedures set out in this policy apply in the circumstances described below, encompassing all types of property whether residential, commercial or industrial in nature:

- Where a development results in new buildings which front onto new roads or streets formed as part of that development.
- Where a development introduces new buildings into an established street or road which already has a numbering system (for instance, infill developments between existing properties).
- Where an existing building is converted to create a greater or lesser number of properties than was previously the case.
- Where an existing road or street is to be re-named and/or re-numbered at the request of its residents.

The policy applies equally to any of the circumstances described above, from large developments consisting of many roads and hundreds of properties to a single property formed as part of an infill development or conversion. The information relevant to the street naming and numbering process is set out in **sections 3 to 9** below.

2.2 Also within scope of this policy is the process of registering the names of properties which are not part of any sequential road or street numbering system. This aspect of the policy is relevant where:

- A new property has been constructed which cannot logically be part of any new or existing sequential road or street numbering system.

- An existing property not part of any new or existing sequential road or street numbering system is to be re-named at the request of the owner.

The information relevant to the property naming/renaming process is set out in **section 10** below.

2.3 Herefordshire Council would not ordinarily seek to name rural roads which have no established numbering system, unless they are directly affected by any development falling within the circumstances described in section 2.1 above. Accordingly then the initial naming or any subsequent re-naming of existing rural roads would fall outside the scope of this policy.

3.0 Overview of the Street Naming and Numbering Process

3.1 The process is initiated by the developer who will in the first instance submit an application for street naming/numbering on the relevant web form, found on line at:

Apply for street naming and numbering – new development

https://www.herefordshire.gov.uk/info/200237/building_control/821/street_naming_and_numbering/1

Developers are advised to contact the street naming and numbering (SNN) officer at the earliest opportunity, ideally as soon as the final layout of the development is confirmed. Without a confirmed postal address problems can be experienced when it comes to obtaining service connections to the new properties, and also in the processing of property sales. Difficulties can also be encountered when an unconfirmed postal address is being used which later has to be changed following the formal allocation of a postal address. Clearly then if the postal address can be finalised early on in the process, this can help avoid problems later.

The following are required as part of the initial application:

- A plan or plans as appropriate showing the new properties, the plot numbers used during construction and any new or existing roads associated with the development.
- In the case of multi-storey flats and the like, floor plans of each storey showing individual units and the plot numbers used.
- A list of suggested street and/or building names. In the absence of any suggestions the Council may suggest names, usually following consultation with the Parish Council and any other stakeholders.
- The appropriate fee (see Section 11.0 and Appendix B)

An application for street naming and numbering will only be accepted from the legal owner of the affected properties (usually the developer) or from somebody acting directly on behalf of the owner.

3.2 Initial Assessment

The SNN officer will make an initial assessment of the proposed names to establish whether there is anything about the proposal which obviously conflicts with this policy. If there are concerns with any part of

the proposal at this stage then the SNN officer will liaise with the applicant to discuss these and seek alternative proposals as necessary. If no issues are identified then a logical numbering sequence will be applied to the development, taking account wherever possible of any preferences expressed by the applicant.

If the applicant has not proposed any particular street or building names then the parish or town council would normally be invited at this stage to put forward suitable suggestions which can be taken forward to the next stage.

3.3 Consultation

Once the proposal has been through the initial assessment and a numbering system arrived at, a period of consultation follows. Consultation would normally include:

- Royal Mail, who are able to provide specialist input into the area of address data and can highlight any clashes or similarities between the proposed names and any existing ones.
- Herefordshire Council's Local Land and Property Gazetteer (LLPG) team, also able to provide specialist knowledge and support in the field of address management and assess the proposal against the standards of British Standard 7666.
- For larger developments the relevant parish or town council and the local ward member, will be invited to highlight any local issues or specific knowledge which may not exist outside of the local community. *

** If the proposal involves numbering or re-numbering but does not include any naming of streets, roads or buildings then consultation is limited to Royal Mail and the LLPG team.*

At the end of the consultation period any feedback received will be assessed to determine whether the proposals conflict in any way with this policy. If the consultation has raised valid concerns about the suitability of the proposals then the SNN officer will refer back to the applicant to discuss and resolve the issues raised. The consultation process is then repeated until there are no valid objections.

3.4 Confirmation and Notification

Following the conclusion of the consultation stage, the finalised scheme is returned to Royal Mail who register the postal addresses on their address database and issue new postcodes as appropriate. The details are also entered by the Council's LLPG team onto the Local Land and Property Gazetteer, which in turn links to the definitive index of land and property in England and Wales, known as the National Land and Property Gazetteer.

Finally the SNN officer sends notification of the new addresses and postcodes to a range of stakeholders as listed in Section 9 below.

4.0 Renaming or Renumbering of Existing Streets

On rare occasions it can become necessary to renumber and/or rename an existing street or part of a street. This is only done as a last resort where:

- There is regular confusion over a street's name and/or numbering.

- A significant number of residents are unhappy with their street name.
- Significant new development in a street results in the existing numbering scheme becoming unclear and confusing such that it is necessary to re-number existing properties in order to maintain a logical sequence.
- The number of name-only properties is causing confusion for emergency services, visitors, deliveries etc.

In these cases, existing building owners will be contacted and their views taken into account. If deemed appropriate, a resident's ballot will be undertaken and a two-thirds majority in favour will need to be demonstrated before the change can be considered.

If the initial assessment and consultation process concludes that renaming/renumbering should proceed, then the procedures laid down in this policy for new developments shall be followed

Where renaming and/or renumbering is to be carried out at the request of an organisation, individual or group of individuals then all of the costs incurred by the Council in dealing with the request will be borne by that individual, organisation or group. The Council will not be responsible for any direct, indirect or consequential loss or expense incurred by any party through implementation of the changes being requested. Any such loss or expense will be the responsibility of those making the request. Anyone considering such a request is advised to fully explore the legal and financial implications of doing so before doing so.

The process for renaming and/or renumbering an existing street can only proceed therefore once:

- It has been demonstrated that the renaming/renumbering request is justified, and is the only realistic solution to the issues giving rise to the request,
- The views of all those affected by the change have been sought, and a majority consensus in favour established.
- Responsibility for costs, both direct and indirect, has been properly established and agreed.
- The appropriate fee has been paid to the Council to cover the costs associated with the renaming/renumbering exercise.

5.0 Selection of Names for Streets, Roads and Buildings

Under the provisions of the Public Health Act the owner of the site has the right to propose names for any roads, streets or buildings created as part of a development. The Council then has the right to object to proposed names where a valid reason to do so is found to exist. In general, if a name has been selected in accordance with this policy then there should be no reason to object to its inclusion. If during the initial assessment or subsequent consultation however any name proposed is found to conflict with this policy then an objection to it will be raised.

Marketing names given to new developments as they are being constructed can in some circumstances have a place in the final addressing scheme, but it should never be assumed that they will be suitable. Developers are therefore advised to make it clear to prospective purchasers that the marketing name will not necessarily be the postal address.

5.1 In general, new streets should be named after people, places or events associated with the local area. Therefore when selecting possible names, preference should be given to those which:

- Commemorate local history, places, events or culture, and in particular any that pertain to the site
- Honour and commemorate noteworthy persons associated with the local area, or Herefordshire as a whole
- Celebrate cultural diversity in Herefordshire
- Commemorate national and international noteworthy persons
- Commemorate national and international events
- Strengthen neighbourhood identity
- Recognise native wildlife, flora, fauna or natural features related to the community or to Herefordshire as a whole

5.2 Names which fall within any of the following will not normally be deemed acceptable:

- Any names which have a foreseeable risk of causing offence to individuals, groups or to sectors of a community.
- Names which very obviously have no association with Herefordshire or the wider region.
- Street names which duplicate that of an existing street within the wider area.
- The same name being repeated, but with different endings (this can be acceptable in some circumstances where a particular local theme is prevalent, but only on a limited scale and in consultation with Royal Mail and the Local Land and Property Gazetteer Team).
- Names of living persons, or very recently deceased.
- Use of a person's first name, unless additional identification is necessary to prevent duplication or confusion.
- Names likely to present regular problems in pronunciation or spelling.
- Use of abbreviations (except for St for Saint).
- Names with more than sixteen characters.

5.3 The suffix to the main name should be selected from the list below. Careful consideration must be given to the choice of suffix to ensure that it is appropriate for the circumstances and does not give a false impression of the location.

Street (for any thoroughfare)

Road (for any thoroughfare)

Way (for major roads)

Avenue (for residential roads)

Drive (for residential roads)

Grove (for residential roads)

Lane (for residential roads)

Gardens (for residential roads) subject to there being no confusion with any

Local open space

Place (for residential roads)

Crescent (for a crescent shaped road)

Court/Close (for a cul-de-sac or a specific building 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)

Terrace - For a terrace of houses (provided it is not a subsidiary name).

Dene ([For residential roads only])

Rise ([For exceptional use])

Mead

Park

Meadow

View

Cross

Pedestrian Routes Only:

Walk

Path

Way

Other suffixes may be appropriate in certain circumstances, subject to their relevance and to agreement in advance with the SNN officer.

6.0 Street Name-Plates

The Public Health Act requires that all officially named thoroughfares be clearly identified by way of a street name-plate. The name-plate must be:

- Of a size and design which is clear and easily legible.
- Positioned such that it is clearly visible with no ambiguity as to which street it relates to.

In the case of new developments the responsibility for procuring and erecting street name-plates lies with the developer.

Adopted streets, signs to be located in current or adoptable highway land and position to be agreed with highways supervisor. Sign will be adopted along with the highway under the Section 38 Agreement.

Un-adopted Streets – signs to be located outside of current or adoptable highway land, and will remain private. Provision should be made for maintenance of the signs.

Guidance regarding the suitable design of street name plates is included in Appendix C. Should a developer wish to vary from this guidance (for instance where the standard signage would be out of keeping with the local environment) then agreement for any alternative design must be sought from the SNN officer before proceeding.

In some circumstances it may be necessary to provide supplementary information on the sign. Common examples include:

- The range of house numbers, for instance where a street splits in two directions at the point where it is normally entered.
- 'Leading to.....' where one street is accessed via another.

The design and positioning of street name-plates should be planned in consultation with the SNN officer.

7.0 Numbering Schemes

The final numbering scheme should follow the general guidelines set out below. Plot numbers which may have been allocated to units during construction will in most cases change when the final numbering scheme is drawn up, and so developers are advised not to allow plot numbers to fall into use as part of any postal address unless they have been confirmed through the street naming/numbering process.

In all cases, properties shall be numbered as part of the road or street which runs along their front elevation, even if there is a rear access which is also commonly used (e.g. from a car-park or access road). Where a property sits on a corner plot at the junction of two roads, the property shall be numbered as part of the road onto which the front door faces.

Private garages and similar buildings used for housing cars and similar will not be numbered.

The number 13 will ordinarily be used unless the applicant specifically requests otherwise.

If it seems appropriate and logical to treat a new development as a continuation of an existing road or street then the existing numbering sequence should be continued. In all other cases the numbering sequence should begin with number 1 and continue progressively, following what is considered to be the logical sequence for those approaching on foot or by vehicle.

7.1 New Streets and Roads

The numbering for new streets and roads shall always start at the origin of the street. This will be subject to assessment in each case, but will typically be one of the following:

- Where a road has an obvious entry point for those coming into the area from a main thoroughfare, the origin will be that entry point.
- Where a smaller road is accessed off a more dominant route, the origin will be where the smaller road is entered from the larger one.
- In the case of through roads with no clear entry point, the origin will be the end of the road which falls nearest to the city/town/village centre.

Where properties run along both sides of the street the numbering shall run progressively from one end to the other, starting with the number one and continuing with odd numbers to the left and even numbers to the right.

In streets where the properties are on one side only both odd and even numbers shall follow sequentially along that side, beginning at the origin of the street.

Cul-de-sac arrangements shall be numbered sequentially in a clockwise direction, beginning with the first property on the left at the point at which the cul-de-sac is entered.

7.2 Infill Developments

The use of letters with numbers (e.g. 3A, 3B etc.) is to be avoided as a general rule, but in some cases this can represent the most logical numbering option. Most commonly this will be where a new property is built mid-way along a street which already has an established numbering system, often referred to as infill development. The possibility of giving the infill development a street name in its own right can be explored (for example, a cul-de-sac arrangement where several new infill properties are accessed via a separate driveway or access road off the existing street), but in all other cases the numbering system of the existing street should be adopted with letter suffixes alongside the numbers, beginning with the letter 'A' (so an infill development of 2 new dwellings between existing house numbers 3 and 5 becomes 3A and 3B).

7.3 Conversion or Sub-Division

Where a development involves the conversion or sub-division of an existing building to create a greater number of premises than was previously the case the same principles should be applied as described for infill developments. For example a single dwelling number 32, sub-divided to form two semi-detached dwellings can be numbered 32 and 32A.

7.4 Flats

There are several possible approaches which can be taken to the numbering of flats depending on the size, nature and location of the development:

7.4.1 Small developments of flats within an existing street, whether newly built or the result of conversion/sub-division works can normally be numbered in one of two ways:

i) Where the flats each have their own front door accessed from outside then numbering would normally be as described for infill developments above. For example, an existing house number 42 Castle Street being converted into 3 flats can become 42A, 42B & 42C Castle Street as part of the existing street numbering sequence.

ii) Where the flats are accessed from within a common area inside the building, it would generally be more appropriate to number the flats separately. So using the same example, 42 Castle Street being converted into 3 flats in these circumstances becomes Flats 1 to 3, 42 Castle Street.

7.4.2 In the case of larger purpose-built blocks of flats it is normally more appropriate to give the building a name, and then number the flats within it starting with number 1. For example, a development of 9 new flats on Castle Street is given the name Dean Court. The new addresses then become Flats 1-9, Dean Court, Castle Street.

7.4.3 For large-scale blocks of flats (over six storeys) it would normally be appropriate to include reference to the storey as part of the flat number, a feature which can help the emergency services to quickly identify which storey a particular flat is on as they enter the building. For instance in a block with 5 flats per storey the ground floor becomes flats 001-005, the first floor becomes 101-105, the second floor 201-205 and so on.

7.4.4 As with the numbering of streets, the numbering of individual flats within a building will always begin at an origin point. The origin point will normally be the first flat on the left as entering the building through its main entrance. Thereafter the numbering scheme will continue sequentially in a clockwise direction around the common spaces of the building. This principle shall be repeated on each storey, with the

numbering scheme from one storey being continued on the next storey, starting with the first flat on the left at the top of the stairs.

8.0 Postal Address and Postcodes

During the process of street naming and numbering The Council will liaise closely with Royal Mail's Address Development Team, first to seek their opinion on the proposals as consultees and then later to confirm to them the final naming and numbering scheme. Whilst the Council will in this way facilitate the allocation of a postcode, it is Royal Mail who are ultimately responsible for allocating and maintaining postcodes.

Along with the postcode, Royal Mail will also allocate an official postal address for the development, including the naming and numbering scheme confirmed to them by The Council. Localities within the official postal address are the responsibility of Royal Mail. Where applicants object to a locality name in their postal address, the Council's Street Name and Numbering team will advise them to consult Royal Mail, who have a procedure laid down in their code of practice by the Postal Services Commission for adding or amending locality details.

The Council does however remind applicants that postal addresses are not geographically accurate descriptions, but routing instructions for Royal Mail staff. They can and often do contain names for villages, towns and cities which may be several miles away.

9.0 Distribution of New Address Data

Once a new address has been created, we will distribute the address data to a range of organisations both within and outside The Council. These include:

Within The Council:

Local Land and Property Gazetteer.
Land Charges
Electoral Services
Council Taxation
Highways and Transportation

External Organisations:

HM Land Registry
Valuation Office Agency
Wales & West Utilities
Welsh Water
BT New Sites
Western Power Distribution
West Mercia Police
West Midlands Ambulance Service
Hereford and Worcester Fire and Rescue

10.0 Naming or Re-Naming of Individual Properties

Some properties do not fall within the numbering system of any road or street and are instead given individual house or building names. This most commonly occurs in respect of properties within rural areas.

Where a property does fall within the numbering scheme of any road or street, that property must be numbered as part of that road or street even if it is the owners preference that it be given a name. The owner can adopt a name for the property if they wish but this must be in addition to the property number, which will remain the official address and must be clearly displayed.

Applications to name a new property or to re-name an existing one must be made online, please see the links:

Change a house name

https://www.herefordshire.gov.uk/info/200237/building_control/821/street_naming_and_numbering/2

Register a new property name

https://www.herefordshire.gov.uk/info/200237/building_control/821/street_naming_and_numbering/3

A to-scale site location plan will be required, of sufficient detail to allow individual properties and roads to be identified. The proposed name will be checked for suitability, and will also at this stage be forwarded to Royal Mail who will check for any conflict with other addresses in the locality.

If on investigation there appears to be a problem with the proposed name then the Street Naming and Numbering Team will contact the applicant explaining the issues raised. If however no concerns have been identified then the new property address will be added to the Council's records and Royal Mail will formally register it on their address/postcode database. The Street Naming and Numbering Team will write to the applicant advising that the proposed name has been accepted and confirming the postal address and postcode as received from Royal Mail.

The new property address will be circulated as in 9.0 above, but with the addition of the credit reference agencies Experian, Equifax and Callcredit.

Applications for property naming will only be accepted from the legal owner of the property in question, unless in any other circumstances the applicant can provide evidence that they have the express permission of the legal owner to make the application.

11.0 Charges for Services

11.1 Charges for Street Naming and Numbering:

An administrative charge is made for street naming and numbering which covers the cost of processing the application and liaising with Royal Mail and distributing the address with those listed in section 9.0. This is a discretionary service which the Council performs for the benefit of the property developer. Discretionary services are those services that an authority has the power but not the legal duty to provide, as provided for under Section 93 of the Local Government Act 2003

Re-naming and or re-numbering of a road or street at the request of its residents (as described in section 4.0) do attract a fee, which will be quoted individually on request.

11.2 Charges for House Naming/Re-naming:

An administrative charge is made for the naming or re-naming of individual properties which covers the cost of processing the application and liaising with Royal Mail and distributing the address with those listed in section 9.0. This is a discretionary service which the Council performs for the benefit of the property owner. Discretionary services are those services that an authority has the power but not the legal duty to provide, as provided for under Section 93 of the Local Government Act 2003.

11.3 Basis of Charges:

All charges are set on a cost-recovery basis taking account of all the resources necessary to provide the service. A schedule of standard charges for both street naming and numbering and house naming/re-naming can be found in Appendix A.

Applications for street naming/numbering or house naming/re-naming will not be processed unless they are accompanied by the appropriate fee as set out in Appendix A.

12.0 Complaints

12.1 Roles and Responsibility

Herefordshire Council is responsible for ensuring streets are named and properties numbered. Signs are erected by developers and maintained by Herefordshire Council. To report an issue with signage please see: https://www.herefordshire.gov.uk/info/200196/roads/190/report_problems_on_the_road
Householders are responsible for actually erecting and maintaining the numbers.

The power to name streets is given under the Public Health Act 1925 Sections 17, 18 and 19 and to number properties under the Towns Improvement Clauses Act 1847 Sections 64 and 65.
Entry of properties in the LLPG is governed by BS7666, the Public Sector Mapping Agreement.

The legal rights and responsibilities of the various parties are summarised in the adjacent table.

Address element	Person or body with right to create or amend
Property Name	Property Owner
Property Number	Herefordshire Council
Street Name	Herefordshire Council
Post Town and Locality	Royal Mail
Post Code	Royal Mail
LLPG Town or Locality	Herefordshire Council LLPG team

Your statutory rights if you disagree with a decision about your address:

12.1.1 House Numbers

The Towns Improvement Clauses Act 1847 provides no statutory rights of consultation, objection or appeal over property numbers.

12.1.2 Street Names

Section 18(4) of Public Health Act 1925 provides that anyone who wishes to object to naming or renaming of a street may appeal to the local magistrates' court within 21 days of being given notice of the change.

12.1.3 Post codes, town and Localities

If you disagree with the Postcode, Post Town or Post Locality allocated to your address you should contact Royal Mail in the first instance. If you do not get a satisfactory answer from them, you may put your case to the Postal Review Panel and then, if necessary to the Postal Redress Service.

12.2 Service complaints

If any interested party is dis-satisfied with the decision of the Council or with the service provided then complaints should in the first instance be directed at the manager of the department having dealt with the matter – see contacts in section 13 below.

However, should the complaint not be resolved to the complainants satisfaction, Herefordshire Council operate a formal complaints and feedback procedure, the details of which are available at any Herefordshire Council Customer Service Centre, or online at [Make a compliment, comment or complaint](#)

13.0 Contacts

For Street Naming and Numbering, Naming or Re-naming of Individual Properties:

Herefordshire Council Street Naming and Numbering Team
Plough Lane
Hereford
HR4 0LE

Tel: 01432 261938

E-mail: snn@herefordshire.gov.uk

Appendix A: Charges

STREET NAMING AND NUMBERING CHARGES 2019/2020

Description of works	Charge
Change of existing property name	£84
Addition of a house name to a numbered property	£84
Naming and numbering of a commercial premise	£84
Naming of a single new dwelling	£84
Registering of an existing address	£84
Confirmation of postal addresses for solicitors or conveyancers and all consultees	£50 per property

Naming and numbering of new properties including commercial premises	
2-5 Plots	£140 + £42 per plot
6-10 Plots	£170 + £36 per plot
11-25 Plots	£200 + £30 per plot
26-50 Plots	£200 + £24 per plot
51-100 Plots	£200 + £18 per plot
101+ Plots	£200 + £12 per plot
Changes to development after initial notification	£36 per affected property

Appendix B; Street Name-Plate Guidance

Herefordshire Council Standard Specification for Street Name Plates

Note: Local variations to this specification may apply in certain areas, such as conservation areas. The developer should seek guidance and approval from the Council before use of this specification in areas where it would be incompatible with the local style and character of street furniture.

1. Aluminium plate with class 1 reflective sign-face with channels and clips. Sign-face to have protective film applied to seal lettering.

Kindersley lettering in capitals – x height = 62.5mm

'No Through Road' symbol to be incorporated where relevant (to diagram 816.1 of the Traffic Signs Regulations and General Directions).
2. To be fixed to 1.5m long plain tubular galvanised steel posts (60mm or 75mm diameter). Posts to be set in concrete 600mm below ground level.
3. Signs to be black lettering on a white sign-face with a black border.
4. Signs must be located within an area to be adopted as public highway (or existing public highway), and should be fixed as near as possible to street corners, so as to be easily readable by drivers as well as pedestrians. If in doubt, the position should be agreed with the street naming & numbering officer.
5. For 'infill' developments in existing roads, where the name is different from that of the existing street please contact the street naming and numbering officer who will advise on type and position of the most suitable plate.
6. Street name plates should be mounted so that the lower edge of the plate is approximately 1m above the ground.

Adopted streets, signs to be located in current or adoptable highway land and position to be agreed with highways supervisor. Sign will be adopted along with the highway under the Section 38 Agreement.

Un-adopted Streets – signs to located outside of current or adoptable highway land, and will remain private. Provision should be made for maintenance of the signs.

7. Where numerous cul-de-sacs and/or side roads have the same name, house numbers should be incorporated as supplementary plates either below the name-plate or mounted separately to indicate where particular properties can be found.
8. Where one road is accessed via another, supplementary text '*Leading To.....*' should be considered.
9. For advice on the location of street name plates, appropriate use of supplementary text and/or plates and any variations to this guide please contact the street naming and numbering officer.
10. See DoT Circular Roads 3/93 for further guidance.

