

Durham County Council

**Street Naming and
Numbering Policy and
Procedures**

Altogether better



Street Naming and Numbering Policy and Procedures 2020/21

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1. Introduction

- 1.1. Since Local Government Reorganisation in 2009, the naming and numbering of streets and buildings within County Durham became a statutory function of Durham County Council (the Council). Prior to this date, the function was undertaken by the former Borough / District Councils.
- 1.2. Durham County Council uses the provisions of Sections 64 and 65 of the Towns Improvement Clauses Act 1847 together with Section 21 of the Public Health Act Amendment Act 1907 for the purpose of naming streets and numbering properties
- 1.3. Decisions relating to street naming and numbering are controlled by the Council. The purpose of this control is to make sure that any new street names and numbers are allocated logically to ensure amongst other things, the effective delivery of mail and the location of addresses by the emergency services. Clear, unambiguous property addresses are therefore essential.
- 1.4. Anyone seeking an address change, or the creation of an address for a new property, must apply to the Council in writing following the procedures outlined in this policy.
- 1.5. Housing Developers and the public are welcome to submit street names for consideration. It is recommended however that more than one suggestion is put forward just in case the suggestion fails to meet the Council's criteria outlined in this policy. It is desirable that any suggestions for street and building names reflect the local history or geography of the area or have some relevant connection with the area and the names avoid duplication
- 1.6. Suggestions that comply with the Councils Policy on Street Naming and Numbering will be formally allocated and all relevant bodies will be notified by the Council. The Council reserve the right to make changes as they deem necessary. See Appendix A for a list of bodies / organisations informed by the Council.
- 1.7. Where street names or previous numbers have been established without reference to the Council, we have the authority to issue Renaming or Renumbering Orders, under Section 64 of the Towns Improvement Clauses Act 1847.
- 1.8. The Council will endeavour to ensure that where appropriate, if a street has a name and has street signs relating to that name, all properties accessed from that street will be officially addressed to include that street name and also where appropriate, new properties are numbered.

- 1.9. For the avoidance of doubt, it should be noted that the Council has the legal responsibility to ensure that streets are named and properties numbered. The Council therefore has the power to approve or reject property and street names that are submitted by developers. This power extends to commercial property as well as domestic properties. Legislation to support this statutory power is outlined in Appendix B.
- 1.10. In addition to complying with the appropriate legislation, this policy at the time of implementation follows best practice prescribed by the National Land and Property Gazetteer custodians at www.nlpg.org.uk.
- 1.11. The responsibility for dealing with street naming and numbering applications, re-naming or re-numbering is administered by the Traffic Assets Section of Neighbourhood Services.
- 1.12. The Council's Street Naming and Numbering Officer can be contacted as follows:

Street Naming & Numbering Officer,
Traffic Assets,
Durham County Council,
County Hall,
Durham DH1 5UQ
Telephone 03000 263694
Email: streetnamingandnumbering@durham.gov.uk

2. Charging for the Street Naming and Numbering Service

- 2.1. Durham County Council is not permitted to charge for the service of street naming as the duty to provide the service is not discretionary. However, Durham County Council reserves the right to make a charge in connection with the administrative costs it incurs following the naming and numbering of new streets etc. as set out in Paragraph 2.3 below. This right may or may not be exercised at the Council's discretion.
- 2.2. For changing the address of an existing property or re-addressing any element of a development which has already been addressed (regardless of whether the property or properties are habitable), which is a discretionary service, by virtue of Section 64 and 65 of the Town Improvement Clauses Act 1847 coupled with Section 93 of the Local Government Act 2003, the authority reserves the right to make an administrative charge. This right may or may not be exercised at the Council's discretion. Legislation to support this power is outlined in Appendix C.
- 2.3. For the purposes of paragraphs 2.1 and 2.2 above, the charges made cover the administration costs of:

- 2.3.1. Consultation and liaising with external organisations such as Royal Mail, Emergency Services, Statutory Undertakers and Public Utilities(as a non-statutory element of naming of streets)
- 2.3.2. The naming and numbering of new properties (including conversions).
- 2.3.3. Alterations in either name or numbers of new developments after initial naming and numbering has been undertaken.
- 2.3.4. Notifications to Organisations listed in Appendix A.
- 2.3.5. Confirmation of addresses
- 2.3.6. Challenges to existing official naming / numbering schemes / addresses held within the street naming and numbering records
- 2.4. All charges are to be paid in full prior to changes / notifications being made.
- 2.5. The schedule of charges for street naming and numbering are as follows:

| Item | Charge |
|--|---|
| Property Name : Additions & Changes | £56.00 per property |
| Addressing / Numbering of New Properties (onExisting Road) | £61.00 for 1 st plot + £5.00 per plot thereafter |
| Naming of a New Street (Additional Charge to the above numbering, where a new Street name is required) | £168.00 |
| Sub-division of Properties – (and based on number of properties created including original) | £56.00 Admin Fee plus £5.00 per “Flat” |
| Renaming of a street where requested by residents | £506.00 |
| Temporary Housing signs (yellow and black signs) per development | £173 |
| Confirmation of address to Solicitors / Conveyancers/ Occupiers or Owners | £28.00 |
| Development re-number due to change in plot numbers, or plot positions. | £112 Admin Fee plus £10 per property |
| Address issued / confirmed when replacement property built (as the original address will have been removed following the demolition as address may be different to original property) reactivation of address. | £56.00 per property |
| Challenges / Requests / Revisions to existing street naming and numbering schemes | £31.00 per hour |

- 2.6. The fees and charges applicable to street naming and numbering services will be reviewed annually during the Council's budget setting process and publicised through the Council's agreed communication channels.

3. Naming Streets and Numbering Properties

- 3.1. Durham County Council adheres to Section 64 of The Towns Improvement Act 1847, which implies a requirement to ensure properties are numbered or named and marked as such. Additionally, it is Durham County Council's responsibility to ensure that the street nameplates are displayed. If any person should destroy or deface a street nameplate, or display an unofficial name or number upon their property, then that person shall be liable to a fine.
- 3.2. The Council will follow best practice and will name and number streets and dwellings in accordance with the Local Land and Property Gazetteer (LLPG) and Street Naming and Numbering (SNN) data entry conventions for the National Land and Property Gazetteer (NLPG). Following these conventions ensures the Council's practices are compliant with British Standard BS7666:2006 ensuring the precise identification of a property or plot of land.
- 3.3. Ensuring the Council has a comprehensive Street Naming and Numbering Policy is important because we want to ensure:
 - 3.3.1. Emergency Services can find a property quickly – delays can cost lives and money.
 - 3.3.2. Mail is delivered efficiently.
 - 3.3.3. Visitors can easily find where they wish to go.
 - 3.3.4. There is a reliable delivery of services and products.
 - 3.3.5. Service providers have up to date and accurate records. Poor record keeping is only a disadvantage to the customer.
 - 3.3.6. The Council will bill the right person, in the right property, at the right time for Council Tax and National Non-Domestic Rates (NNDR)
- 3.4. The street naming process can take several months for a large residential or commercial development and it is therefore advisable to contact the Street Naming and Numbering Officer at the earliest possible stage of the development. It is preferable for developers to consult with the Council before the developer assigns an unofficial "marketing name" to the development, so as to avoid confusion. Problems can arise if purchasers have bought properties which have been marketed under an unofficial

name and legal documentation has already been drafted. The Council will accept no responsibility for costs incurred by individuals or property developers for failure to follow this policy.

- 3.5. Property developers and residents may suggest names for new streets. These should be submitted to the Council's Street Naming and Numbering Officer for consideration against the criteria. The Street Naming and Numbering Officer may either accept the suggestion or object to it and offer their own alternatives. Once a suitable suggestion which accords with the Council's criteria has been selected, the Street Naming and Numbering Officer will seek agreement with the developer.
- 3.6. In cases where agreement is not forthcoming on a street name, the decision will be made under delegated authority by the Head of Technical Services, and there will be no right of appeal.
- 3.7. All costs for the erection of new street nameplates will be borne by the property developer. There are Street Nameplate Specifications and Installation Guidelines (paragraph 12.0) to be followed and the Council should be contacted for advice.

The Council will not accept future maintenance liability for bespoke nameplates affixed to stone plinths or entrance pillars unless agreement is reached for a commuted sum.

- 3.8. The initial installation of street nameplates is the responsibility of the developer. The maintenance of street nameplates becomes the responsibility of Durham County Council at a time when the developer has left the site and the street has been formally adopted.
- 3.9. No street nameplate shall be erected until the street name has been confirmed in writing by Durham County Council.

4. Renaming Streets

- 4.1. The Council is empowered under legislation governing Street Naming and Numbering to forcibly rename streets and consider an application to rename a street. The changing of a street name or sequence of property numbering shall be avoided, unless there is specific and sufficient reason to do so. This may come in the form of a new development in the street, or a request from the emergency services.
- 4.2. The Council will pursue alternative solutions and only change the name or numbering sequence as a last resort. In the event that the street name or numbering needs to be changed the following steps shall be taken:
 - 4.2.1. Consultation takes place with all affected property owners. Two thirds of the owners must be in favour of the proposed change to proceed.

- 4.2.2. A report with evidence of the owners' approval shall be made to the Head of Technical Services seeking his/her endorsement to instigate the change.
- 4.2.3. All costs associated with a change to a street name or numbering sequence instigated by the property owners shall be met by the individual property owners affected by the changes.
- 4.3. However, these changes may require wider community involvement and consultation and will be dealt with on an individual case basis

5. Addressing Property

- 5.1. When making an application for a plot or development to be numbered, the developer must provide the Council with the following information:
 - 5.1.1. Planning Application Number – Street Naming and Numbering can only be administered subject to detailed or reserved matters planning approval, without this an address will not be allocated.
 - 5.1.2. Plans clearly showing plot numbers, location in relation to existing land and property and the placement of front doors or primary access to each plot.
 - 5.1.3. Internal layout plans, if appropriate, for a development that is subdivided at unit or floor level.
 - 5.1.4. Building Regulation Number, once available to indicate that work has commenced.
- 5.2. New properties in an existing unnumbered street will require a property name. For an infill development of two or more properties accessed from a private drive, the Street Naming and Numbering Officer may deem it appropriate to give the development a property group name e.g. 1-4 Newfields, High Street.
- 5.3. Properties with a premises number must always use and display that number. Where a property has a name and an official number the number must always be included in the address and displayed on the property. The name cannot be regarded as an alternative. This is enforceable under Section 65 of the Towns Improvements Act 1847.

6. Creation of Postal Addresses

- 6.1. For clarification, official postal addresses always take the following format:

| | |
|------------------------|--|
| Company Ltd | Company or Organisation Name (if applicable) |
| 123 Street Name | Postal Number / Name of Street |

| | |
|-----------------|--------------------------------------|
| Anywhere | Locality or sub-town (if applicable) |
| ANYTOWN | POSTAL TOWN |
| County | County |
| DL00 0AA | Post Code |

- 6.2. Allocation of post codes is managed by Royal Mail and must be confirmed by them. Durham County Council will undertake this process on the applicant's behalf and inform the applicant and other interested parties.
- 6.3. When an approved address is agreed by all parties, Royal Mail will confirm a post code. The maintenance and any future changes to this post code is the responsibility of Royal Mail.
- 6.4. "Localities" within an official postal address are the responsibility of Royal Mail. Where applicants object to a locality name in their address, the Street Naming and Numbering Officer 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.
- 6.5. Applicants are reminded that postal addresses are not geographically accurate descriptions, but routing instructions for Royal Mail staff and they can and do contain names for villages, towns and even Counties that may be several miles away from the actual location of their property.
- 6.6. Durham County Council accepts no responsibility or liability for omission of postcode or post town information, nor for any failure of services arising from this omission.
- 6.7. For information about addresses and postcodes, Royal Mail's guidance can be found on their website at www.royalmail.com

7. Guidelines for Street Naming

- 7.1. The Street Naming and Numbering Officer will use these guidelines when agreeing a new number or address. Property developers should follow these guidelines for any names they wish to suggest.
- 7.2. New street names should try to avoid duplicating any similar name already in use in a town / village or in the same post code area. A variation in the terminal words for example 'Street', 'Road', 'Avenue' will not be accepted as sufficient reason to duplicate a street name. A popular request is to repeat existing names in a new road or building titles. This is not permitted as it can have a detrimental effect in an emergency.
- 7.3. The Council will endeavour to promote street names that reflect local, geographic or historic significance in the area.
- 7.4. Names with a common theme are to be encouraged on large developments, preferably with a local geographic or historic connection.

Two developments using same naming theme within the same postcode area shall be avoided.

- 7.5. Street names should not be difficult to pronounce or awkward to spell.
- 7.6. Phonetically similar names within a postcode area should be avoided e.g. Churchill Road and Birch Hill Road.
- 7.7. Street names must not cause offence and will be verified by the Street Naming and Numbering Officer to ensure that they do not cause offence, having particular regard to race, disability, gender, age, faith & belief and sexual orientation.
- 7.8. Street names that may be open to re-interpretation by graffiti or shortening of the name shall be avoided.
- 7.9. Any street name that promotes a company, service or product will not be permitted. Names based on a developers trading name are seen as advertising and are not acceptable.
- 7.10. Naming a street after a living person is not permitted, in order to avoid offence either by inclusion or exclusion of an individual name. The only exception to this can be where the development is an affordable housing project. Only in this case, the name of a long serving councillor or ex-councillor may be used in recognition of their service or a proposal is put forward for commemorative purposes. Only exceptional circumstances will be given consideration requiring the approval of the Council's Head of Technical Services, and all other criteria within this policy are met.
- 7.11. The use of the wording 'North', 'East', 'South' or 'West' should be avoided where possible.
- 7.12. New street names shall not be assigned to new developments when such developments can be satisfactorily included in the current numbering scheme of the street providing access.
- 7.13. New street names shall exclude "s" where it can be construed as either a possessive or plural.
- 7.14. All punctuation, including apostrophes shall be avoided. For example "St. Mary's Way" will be officially recorded as "St Marys Way".
- 7.15. Street names must not contain numeric characters.
- 7.16. Words of more than three syllables and the use of more than two words shall be avoided.
- 7.17. The creation of an address in order to secure a "prestige" address or to avoid an address which is thought undesirable will not be allowed.

- 7.18. Whilst not an exhaustive list, new street names should ideally end with one of the suffixes included in Appendix D.

8. Guidelines for Property Addressing

- 8.1. When numbering properties on new streets, the Council will seek to do so in the most logical manner with consideration given to potential future development. This will adhere to the following conventions:
- 8.2. All new property development shall be numbered rather than named. Exceptions may apply in existing streets where no numbering scheme exists.
- 8.3. New streets shall be numbered with odd numbers on the left hand side and even numbers on the right, commencing from the primary entrance to the street. Where the street is a thoroughfare between two other streets, the numbering shall commence at the end of the street nearest the centre of the town or village.
- 8.4. Consecutive numbering in a clockwise direction may be used in a cul-de-sac or in a situation where there is no scope for future development in the street.
- 8.5. The number of a property will be allocated to the street onto which the front door faces. If the front door provides no direct access from that street, an exception may be made.
- 8.6. All numbers should be used in the proper sequence. The number 13 will be excluded from the numbering scheme unless it is advantageous for the Street Naming and Numbering Officer to include it.
- 8.7. Once numbered, the Council will not normally re-number properties. The Council will only renumber a property or properties where there can be shown to be consistent delivery problems.
- 8.8. Where an existing street is to be extended, it would be appropriate to continue to use the same street name. This will include the continuation of the street numbering.
- 8.9. Flats and units shall be given individual numbers where possible; the sequence of the numbering depends on access to front doors of individual premises. The word 'Flat' in any form is not acceptable in the principal property name or as part of the property name
- 8.10. If a building has entrances in more than one street, is multi-occupied and each entrance leads to a separate occupier, then each entrance should be numbered in the appropriate road. Exceptions may be made, depending on circumstances, for a house divided into flats

- 8.11. When a numbered property is converted into flats, the flats should be allocated suffixes A, B etc e.g. First floor flat at 20 High Street will be 20A High Street. A numbering scheme such as Flat A / Flat B or Suite 1, 1.5, 2 or descriptive names such as 'First Floor Flat' shall be avoided. The same shall apply for units, apartments and other forms of property sub-division.
- 8.12. If a block of flats is built in the middle of a numbered street and cannot be integrated into the current numbering of that street, a name will be given to the block and the flats numbered internally, e.g. Harris House, High Street.
- 8.13. At locations where say a large house within a road is demolished, to be replaced by (say) 4 new smaller houses the new houses should be given the number of the old house with A, B, C or D added (i.e. 12A, 12B, 12C, 12D), this would avoid renumbering all higher numbered houses on the side of the road affected by the proposal.
- 8.14. When new properties are built on an existing street, typically as infill development, and there are no available numbers to use whilst retaining the current sequence, a letter shall be used as a suffix, e.g. 12A. Where building takes place on the site of a demolished property, the new building will inherit the existing building number.
- 8.15. Where two or more properties on a numbered street are merged, one of the numbers of the original properties should normally be retained. For example, 3 and 5 Front Street being combined would become 3 or 5 Front Street. There may however be instances where it is considered appropriate to use 3-5 and in such cases this will be determined on its own merits.
- 8.16. New street names shall not be provided for the sole purpose of avoiding numbers with a suffix.
- 8.17. A business name shall not take the place of a number or a building name.
- 8.18. Private garages and buildings used for the storage of vehicles and similar purposes will not be numbered.
- 8.19. A piece of land such as a farmers field cannot be given an official address, only property with the relevant planning consents on that piece of land can have a conventional address enabling mail delivery and services.
- 8.20. On a street without numbers, a name will be allocated to a new property. The name of the property will not repeat the name of the road or that of any house or building in the area. It should also be sufficiently different to other property names used locally and where possible should reflect the history of the area or acknowledge the local geography whilst being BS7666 compliant (paragraph 3.2).

- 8.21. Royal Mail will only register properties which have their own entrance and/or their own secure letter box. Sometimes this can cause problems as residents think their address/flat should be registered. If mail for a building is delivered to a single letter box, and occupants then collect their own mail, Royal Mail class this as a 'building in multiple occupancy' and will only register the parent building and not individual flat numbering schemes within the building.
- 8.22. When new developments have been allocated street names and a numbering sequence and the developer has subsequently revised the site layout to either include or delete plots from the original layout, then a revised numbering scheme will be carried out to ensure a sequenced numbering system without the use of numbering suffixes. Exception to this will be if potentially affected plots are already owned or occupied. In this situation, to avoid 'Change of Address Notices' being issued to those occupied plots, the suffixes of A,B,C etc will be added to adjacent numbers for the additional plots. Similarly where plots are deleted from an already numbered development with owned or occupied plots affected, then numbers will be deleted from the numbering scheme. Large scale revisions to layouts involving owned plots will be dealt with on an individual basis with address changes at the discretion of the Council.
- 8.23. The Council is not responsible for the erection or maintenance of nameplates on properties or for directional signs to individual properties or groups of houses. This responsibility rests with the developer or owner(s). Property names must be clearly displayed at the entrance/drive to the property.

9. Procedure for Naming and Numbering New Developments

- 9.1. The property developer should not give any postal addresses, including postcode, to potential occupiers, directly or indirectly via Solicitors / estate agents etc. before the Council has issued formal approval. The Council will not be liable for any costs or damages caused by the failure to comply with this.
- 9.2. Property developers should always apply directly to the Council at the earliest opportunity for new postal addresses.
- 9.3. To register new development addresses developers should complete the form entitled **Application for Street Name and Number Allocation, Property Address for a New Property or Building Conversion Or Change of Address**
- 9.4. All proposals must also be accompanied by a site location plan which should preferably be at scale 1:1250 or at a minimum scale of 1:2500 and should contain sufficient detail to accurately locate properties and frontages. The confirmed layout drawing showing the road layout and plot numbers is necessary. For convenience, a maximum size drawing at A3 is

preferred. For developments that include flats, internal layout plans are also required.

- 9.5. The applicant or developer may suggest a possible name or names for any new street(s). Several suggestions for names should be made in case the Council or Royal Mail object to the suggestions.
- 9.6. The Street Naming and Numbering Officer confirms or otherwise the name of the street(s) with the developer. Where agreement cannot be reached, the final approval of street names will be made under delegated authority by the Head of Technical Services.
- 9.7. The developer will cover the initial costs of street nameplates and ensure they adhere to the Council's specification and installation guidelines. Normal street sign practice is to erect one sign at the entrance to a street; however two signs may be more appropriate where there is access to a busy street, or where visibility is restricted. Where appropriate, additional information regarding access to other streets may also be added e.g. 'Leading to....' or cul-de-sac symbols added. Each case will be considered on its merits and road safety will be the primary consideration.
- 9.8. The Council will cover maintenance costs after the development has been formally adopted and the street nameplate has been erected in accordance with the Council's installation guidelines and appropriate specification. On occasions street nameplates may become damaged or defaced and will require replacement. Such instances should be reported to the Council by contacting the Highways Action Line on 03000 261000.
- 9.9. Numbering of the new street(s) will be carried out following the guidelines within this policy. All properties on newly named streets will be allocated numbers. All new properties on existing streets will be numbered if possible unless existing properties on that street all have official dwelling names and no numbers, or it is an infill development.
- 9.10. Where the development is an infill development on an existing street the Council will number the properties wherever possible and suffix the number with a letter as appropriate in order to accurately define the location of the property on the street.
- 9.11. Where the street does not have an existing numbering scheme the developer can suggest property names. The property name must comply with the guidelines set out in this policy.
- 9.12. When naming and numbering is complete, the Council will contact Royal Mail who will allocate the postcode to the address, and add the property to their 'not yet built' file.
- 9.13. Once Royal Mail have allocated the post code, the Council will write to the developer with official confirmation of the full postal address, and where applicable, any instructions for the erection of street nameplates.

- 9.14. The Council will notify all statutory bodies / agencies who have requested address change information and supply a plan indicating the location of all the properties. A list of agencies notified by the Council is shown in Appendix A.
- 9.15. Where developers have not followed the Council's policy and occupation of the property has taken place, the Council will endeavour to contact the owner or developer and ask for an official application to be submitted to the Council. If an application is not received within four weeks of contact having been made, then the Council will allocate an address and charge the owner or developer retrospectively for all street naming and numbering costs incurred. If at a later stage, the owner wishes to change the property name, they will have to follow the official procedure to make the change and a charge will be made.

10. Procedure for Changing or Adding a Property Name

- 10.1. If you wish to change the name of your property, or add an official 'alias name' to your property you must follow this procedure. Royal Mail does not accept name changes from anyone other than the Council.
- 10.2. To request a change to a property name, the owner must complete the relevant application form entitled **Application to Change Property Name** or **Application to add a Property Name to an Existing Numbered Address**.
- 10.3. Requests can only be accepted from the owner of a property and not tenants.
- 10.4. All applications must be accompanied by a site location plan scale 1:1250 or to a minimum scale of 1:2500 and should contain sufficient detail to accurately locate the property.
- 10.5. The Council cannot formally change a property name where the property is in the process of being purchased, that is, until exchange of contracts has been completed, although the Council can give guidance on the acceptability of a chosen name change, in principle, before exchange of contracts.
- 10.6. A check is made by the Council to ensure there are no other properties in the locality with the same name. In no circumstances will the Council allow a replicated house name in the same postal area. The Council also strongly recommends against using similar sounding names. Royal Mail cannot guarantee mail delivery if the Council's advice is ignored.
- 10.7. Under no circumstances will the Council allow a name that is offensive or can be construed as offensive

- 10.8. If the property already has a house number, it is not permitted to replace the number with a name. However, the Council will allow the addition of an 'alias name' to the address. The name will be held by Royal Mail on their 'alias file' and will not form part of the official address. The alias name can only be used with the property number, not as a replacement of it.
- 10.9. The Street Naming and Numbering Officer can refuse to change a property name where the name is the sole method of locating the property and the name of the property is well known having historic links to the surrounding area.
- 10.10. Once all the checks have been satisfactorily completed and the necessary fees received, the Council will change the name of the property and advise the relevant parties detailed on Appendix A.
- 10.11. The Council will then issue a Notice of Change of Address confirming the new official address to the owner of the property.

11. Procedure to Rename Existing Street, Renumber Properties or Name Previously Un-Named Street

- 11.1. Renaming will only be considered necessary as a last resort by the Street Naming and Numbering Officer and will require as per the legislation that at least two thirds of owners are in agreement to the change.
- 11.2. After consideration a decision will be made on whether to approve the proposal using delegated authority powers by the Head of Technical Services.
- 11.3. Once approved the Council will confirm the new street name is acceptable with Royal Mail. Royal Mail may issue a new post code for the street.
- 11.4. The Council will advise the residents / owners of their new official address as well as the agencies / organisations detailed in Appendix A.
- 11.5. All costs associated with a change of address will be met by the owners / residents themselves unless initiated by the Council under delegated authority powers.
- 11.6. All costs associated with providing and erecting street nameplates, except in exceptional circumstances, will be met by the residents/owners of the street: Once erected the Council will maintain the street nameplates. The old street nameplates will remain in place, with a line struck through the lettering, and the new street nameplates will be erected alongside to clearly indicate the change. The old nameplate will be removed six months after implementation.
- 11.7. Sometimes the Council may decide that in order to improve the delivery of mail, and the routing of emergency services a street needs to be

renamed, or renumbered. The Council will only do this after consultation with the owners of the affected properties and will always give one month's notice in writing as detailed above. In these circumstances all costs associated with re-naming or renumbering the street and providing and erecting street nameplates will be met by the Council.

- 11.8. Royal Mail may also approach the Council where they believe there is an operational necessity to make changes to addresses. The Council will only make such changes where we believe there is a need, and after consultation with the residents/owners of the properties affected.
- 11.9. Any appeals should in the first instance be made to the Street Naming and Numbering Officer. If this is not satisfactorily dealt with, appeals should be directed through the Councils Head of Technical Services.
- 11.10. The Council is not liable for any claims for compensation arising directly or indirectly from the naming or re-naming of streets, and the numbering, re-numbering or re-naming of properties.

12. Street Nameplate Specification and Installation Guidelines

- 12.1. The Council, requires all street nameplates within County Durham to conform to the following specification:
- 12.2. Generally the street nameplate will display a single street name only. However, were it is deemed appropriate, cul-de-sac symbols will be added.
- 12.3. The wording "Leading to....." will only be considered at the main access points to a development or series of roads where there is no recognised through route for traffic. Each subsequent street will have a nameplate to only indicate the name of the street.
- 12.4. The text font to be used on all street nameplates is "Helvetica Medium". All text shall be in upper case lettering only.
- 12.5. The font size of the principal street name shall be 89mm in height. Any subsequent wording such as "Leading to....." will be a maximum of in 40 mm in height but may be reduced to 30mm if necessary in order to fit the sign.
- 12.6. Where the street nameplate includes property numbers, these shall be displayed in one of the following ways:

| | | |
|---------------|-----------------|-----------------|
| Example One | NOS n - nnn | e.g NOS 1 - 5 |
| Example Two | NOS n, n, n | e.g NOS 2, 3, 5 |
| Example Three | NOS n – nnn ODD | e.g NOS 1–9 ODD |

- 12.7. Only well known abbreviations should be used e.g. Ave. Cres., St., Tce, etc.
- 12.8. All letters shall be black on a non-reflective, white background
- 12.9. The length of a nameplate should not exceed 1250mm.
- 12.10. The height of a standard nameplate should be no more than 225mm high for single line text and 375mm high for double line text.
- 12.11. A 'Leading To' nameplate or similar should not be more than 250mm in height, however more complicated nameplates may be taller to allow the placement of the required text.
- 12.12. The steel frame around the nameplate shall be black in colour.
- 12.13. Street nameplates should be fixed as near as possible to street corners, so as to be easily readable by drivers as well as pedestrians. The nameplate 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.
- 12.14. Street nameplates 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 obscuration is a problem. They should never be lower than 0.6 metres or higher than 3.6 metres.
- 12.15. Preference should be given to fixing nameplates to posts in the confines of the public highway rather than affixed to walls or similar permanent structures.
- 12.16. Nameplates 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. At major junctions, nameplates may be necessary on both sides of each arm.
- 12.17. At 'T' junctions a main street nameplate should be placed directly opposite the traffic approaching from the side road.
- 12.18. Where the street name changes at a point other than a cross-road both names should be displayed at the point of change and many local authorities have found it useful to include arrows to indicate clearly to which parts of the street the names refer.
- 12.19. On straight lengths of road without intersections nameplates should be repeated at reasonable intervals with priority given to such places as bus

stations and opposite entrances to well frequented sites such as car parks.

- 12.20. Where it might reasonably be expected for example at intervals on long straight lengths of road or at intersections or T-junctions, many Councils have found it useful to incorporate on the nameplate information indicating the street numbers on either side of the intersection.
- 12.21. Posts shall be 1350mm in length, black in colour, square sectioned and steel construction with a recess for receiving the sign along the inner edge.
- 12.22. Posts should be set in a 450mm cube of concrete and have a deformed end or other mechanical fixing method to prevent the posts from being pulled out.
- 12.23. The Council will not accept liability for bespoke street nameplates typically attached to stone plinths or entrance pillars unless agreement is reached for commuted sums. These nameplates and the supporting structures remain the liability of the housing developer or residents of the development. The Council reserves the right to erect a standard street nameplate as necessary within the highway where problems are arising.

Appendix A - Agencies Contacted by the Council

Bodies that are informed of new address and change of address information.

- DCC Planning Services/Building Control
- DCC Business Rates
- DCC Council Tax
- DCC Electoral Register
- DCC Environmental Health
- DCC Environmental Services
- DCC Highway Adoptions
- DCC Land Charges
- LLPG (Local Land & Property Gazetteer) Custodian
- Developer/Applicant/Householder
- CE Electric
- Centrica
- County Durham & Darlington Fire and Rescue Brigade
- District Valuer & Valuation Office
- Durham Constabulary
- Land Registry
- NE Ambulance Service NHS Trust & Ambulance Control
- Northumbrian Water Ltd
- Openreach Newsites
- Ordnance Survey
- Royal Mail Address Development Team

Appendix B - Statutory Legislation

Towns Improvement Clauses Act 1847

Section 64: Houses to be numbered and streets named

The Commissioners shall from time to time cause the houses and buildings in all or any of the streets to be marked with numbers as they think fit, and shall cause to be put up or painted on a conspicuous part of some house, building, or place, at or near each end, corner, or entrance of every such street, the name by which such street is to be known; and every person who destroys, pulls down, or defaces any such number or name, or puts up any number or name different from the number or name put up by the commissioners, shall be liable to a penalty not exceeding Level 1 on the standard scale for every such offence.

Section 65: Numbers of houses to be renewed by occupiers

The occupiers of houses and other buildings in the streets shall mark their houses with such numbers as the commissioners approve of, and shall renew such numbers as often as they become obliterated or defaced; and every such occupier who fails, within one week after notice for that purpose from the commissioners, to mark his house with a number approved of by the commissioners, or to renew such number when obliterated, shall be liable to a penalty not exceeding Level 1 on the standard scale, and the commissioners shall cause such numbers to be marked or to be renewed, as the case may require, and the expense thereof shall be repaid to them by such occupier, and shall be recoverable as damages.

Public Health Acts Amendment Act 1907

Section 21: Power to alter names of streets

The local authority may, with the consent of two-thirds in number of the ratepayers, and persons who are liable to pay an amount in respect of council tax, in any street, alter the name of such street or any part of such street. The local authority may cause the name of any street or of any part of any street to be painted or otherwise marked on a conspicuous part of any building or other erection.

Any person who shall wilfully and without the consent of the local authority, obliterate, deface, obscure, remove, or alter any such name, shall be liable to a penalty not exceeding Level 1 on the standard scale

Appendix C - Statutory Legislation - Charging For a Service

Local Government Act 2003

Section 93: Power to charge for discretionary services

- (1) Subject to the following provisions, a best value authority may charge a person for providing a service to him if-
- (a) the authority is authorised, but not required, by an enactment to provide the service to him and
 - (b) he has agreed to its provision.
- (2) Subsection (1) does not apply if the authority-
- (a) has power apart from this section to charge for the provision of the service, or
 - (b) is expressly prohibited from charging for the provision of the service.
- (3) The power under subsection (1) is subject to a duty to secure that, taking one financial year with another, the income from charges under that subsection does not exceed the costs of provision.
- (4) The duty under subsection (3) shall apply separately in relation to each kind of service.
- (5) Within the framework set out by subsections (3) and (4), a best value authority may set charges as it thinks fit and may, in particular;
- (a) charge only some persons for providing a service;
 - (b) charge different persons different amounts for the provision of a service.
- (6) In carrying out functions under this section, a best value authority shall have regard to such guidance as the appropriate person may issue.
- (7) The following shall be disregarded for the purposes of subsections (2)(b)
- (a) section 111(3) of the Local Government Act 1972 (c.70) (subsidiary powers of local authorities not to include power to raise money),
 - (b) section 34(2) of the Greater London Authority Act 1999 (c.29)(corresponding provision for Greater London Authority), and
 - (c) section 3(2) of the Local Government Act 2000 (c.22) (well-being powers not to include power to raise money).
- (8) In subsection (1), “enactment” includes an enactment comprised in subordinate legislation (within the meaning of the Interpretation Act 1978 (c.30)).

Appendix D - Possible Street Name Suffixes

| Suffix | Descriptions of development |
|---------------------|--|
| Avenue | For residential roads (usually lined with trees) |
| Court or Close | For a cul-de-sac only |
| Crescent | For a crescent shaped road |
| Drive | For residential roads |
| Gardens | For residential roads (avoid local open space area) |
| Green | For residential roads (near open space area) |
| Grove | For residential roads (usually area of trees) |
| Hill or Heights | For a hillside road or multi storey building (Heights) |
| Lane | For residential roads |
| Meadow | For residential roads (near lowland meadow) |
| Mews | Farm/stables conversion or farm development |
| Place | For residential roads |
| Rise or Rising | For residential roads (usually upward rising hillside) |
| Road | For major roads / thoroughfare |
| Row | A group of attached properties not a thoroughfare |
| Square | For a square only |
| Street | For major roads / thoroughfare |
| Terrace | A group of attached properties not a thoroughfare |
| Vale | For residential roads (usually near water/stream) |
| Walk or Path or Way | For a pedestrian way |
| Way | For major roads / thoroughfare |
| Wharf | For residential roads (usually near sea water) |
| Wood | For residential roads (near woodland) |

Appendix E Further Application Form Guidance

Site Location Plan

For all applications please include a marked site and location plan indicating the property and its boundaries with the main entrance of the property and secure delivery point clearly marked. This needs to accompany your application form. Please be aware that if the form is not completed with the asterisked mandatory fields and plans are not submitted with applications, the application cannot be processed and forms will be returned to you, which may result in a delay in the allocation of an official postal address, this in turn may affect requests for connections to statutory services or deliveries.

Declaration

Residential property applications should be completed by the property owner. Commercial property applications can be completed by the tenant when the instruction is to change a business name added to an already assigned unit number/letter.

Forms

All forms and guidance specific to each addressing scenario are appended to the application form and are all available on the website but should you require any further guidance please contact:

Telephone: 03000 263694

E-mail: streetnamingandnumbering@durham.gov.uk

Payment

Payment can be made following acknowledgement of your application form by the Street Naming & Numbering Officer. Payment can be made over the telephone (03000 263694) or via BACS, details of which can be provided. Cheques may be sent in with a posted application form.