



Chelmsford City Council

Street Naming and Numbering Policy and Guidelines

Street Naming and Numbering Policy v3.0
Issue: 31 March 2016

Development of Policy

The Policy and Guidelines have been developed utilising best practice guidance from Local Authorities, Guidance from the National Land and property Gazetteer, Legislation relevant to the Council's Statutory Duties, existing policies of Chelmsford City Council.

Authorisation of Policy

The Cabinet Member for Corporate Services has overall responsibility for the administration of the statutory services of Street Naming and Numbering. The Cabinet Member for Corporate Services endorses the adoption and implementation of this Street Naming and Numbering Policy and Guidelines. Delegated responsibilities are set out in the Policy.

This Street Naming and Numbering Policy and Guidelines is authorised by:

Councillor Chambers,
Cabinet member for Corporate Services



Dated: 31 March 2016

Review of Policy

The next review date will be 31 March 2018.

Documentation

Document Owner: Cabinet Member for Corporate Services

Document Author: Information Compliance Officer

Version History

Version No	Release Date	Authorised by	Update carried out by	Update Approved by	Changes
1.0	March 2014	Cabinet Member for Corporate Services	Information Manager	N/A	First version
2.0	September 2015	Cabinet Member of Corporate Services	Information Compliance Officer	N/A	Second version
3.0	March 2016	Cabinet Member of Corporate Services	Information Compliance Officer	N/A	Revised charges

Introduction

- a. The address of a property is continuing to become a very important area. Organisations and the general public need an efficient means of locating and referencing properties. The purpose of this guidance is to provide advice to Developers and residents of the naming and numbering procedure of Chelmsford City Council

2. Policy Statement

- a. The naming and numbering of streets and buildings in Chelmsford is controlled by Chelmsford City Council under Sections 17, 18 and 19 of the Public Health Act 1925. We will name and number streets and dwellings in line with the Local Land and Property Gazetteer and Street Naming and Numbering data entry conventions and best practice for the National Land and Property Gazetteer. This power extends to commercial as well as domestic property.
- b. Following these conventions will ensure our practices are compliant with the British Standard BS7666:2006 (spatial data-sets for geographical referencing) and by having a comprehensive Street Naming and Numbering policy will ensure that:
 - i. Emergency Services can find a property quickly – delays can cost lives and money
 - ii. Mail is delivered efficiently and effectively
 - iii. Visitors can easily find where they want to go
 - iv. There is a reliable delivery of services and products
 - v. Service providers have up to date and accurate records. Poor record keeping is only a disadvantage to the customer
 - vi. We bill the right person, in the right property, at the right time for Council Tax and Non-Domestic Rates (NDR)
- c. It is our responsibility to ensure all new developments are addressed, named and numbered correctly. To aid the emergency services, all properties, where possible, will be numbered within an officially named street, and street signs will be erected as recommended by the Department of Transport (Ref: Circular Roads 3/93)
- d. Where street names or previous numbers have been established without reference to us, we have the authority to issue Renaming or Renumbering Orders, under the relevant Act.
- e. Anyone wishing to change the name of their property or seeking an address for a new property/development should apply in writing, email or by completing the relevant form from www.chelmsford.gov.uk/streetnaming. These can be submitted to address.management@chelmsford.gov.uk or to the Address Management Officer, using the contact details at the end of this policy.

3. Street Naming

- a. The naming of a street includes any road, square, court, alley or thoroughfare which when named will be included in an official postal address.
- b. When making an application for a new property or development, the Developer must provide the following information:
 - i. Planning Application Number – without planning approval no address will be allocated.
 - ii. Plans clearly showing plot numbers, location in relation to existing land and property, and the placement of front doors or primary access on each plot
 - iii. Internal layout plans, if appropriate, for development that is sub-divided at unit or floor level
- c. We are happy for Developers or local residents to propose names for consideration. It is recommended that more than one suggestion should be put forward in case one fails to meet the required criteria.
- d. If the Developer declines to provide a name or that name is not suitable, the Address Management Officer will research the site and provide alternative suggestions. Preference will be given to names that refer to the history and heritage of the local area. For large developments a list of road names will be approved, to be allocated as the development progresses.
- e. The proposed names will be checked against existing records to ensure that the name meets our criteria (see below, paragraph 4).
- f. The relevant Ward Councillors, Parish/Town Council and Royal Mail will be consulted and asked for their comments on the suggested names. If the consultees have suggestions or an objection to the name provided, then another name will be chosen and the consultation process repeated. Once a suitable suggestion has been selected by the Address Management Officer agreement will be sought with the Developer.
- g. When a name has been agreed upon it will be sent to the Cabinet Member of Corporate Services for approval.
- h. Once a numbering scheme has been implemented, Royal Mail will allocate postcodes and a letter from the Council is sent to the Developer or owner confirming the new address. A notification letter is then sent to statutory authorities such as Royal Mail, the emergency services, utility companies and Council departments.

4. Street Naming Guidelines

- a. The Address Management Officer will use these guidelines when agreeing a new number or address. Developers, Ward Councillors and Parish Councils should follow these guidelines for any suggested street names:
 - i. New street names should not be duplicated or similar to an existing street name already in use in a town/village or in the same postcode area.

- ii. Street names should not be difficult to pronounce or awkward to spell.
- iii. Street names must not cause offense and will be verified by the Address Management Officer to ensure that they do not cause offence, having particular regard to the Council's Equality Policy covering race, disability, gender, age, faith & belief and sexual orientation.
- iv. Abbreviations should not be used; the only exception is St for Saint. All punctuation, including apostrophes, shall be avoided.
- v. Street names should not end in "s" if this can be construed as either a possessive or plural street name.
- vi. We will not name streets after living people. If there is a proposal to name a street after a deceased person then please refer to the guidelines in section 4b below.
- vii. We will not adopt any unofficial 'marketing' titles used by Developers.
- viii. Any street name that promotes a company, service or product will not be allowed. An exception to this may be made for a company that no longer exists, if used solely in a historical context.
- ix. All new street names should ideally end with an appropriate suffix. e.g. Close/Drive Single or dual names without suffixes are acceptable in appropriate places and subject to the discretion of the Address Management section.

b. Naming a street after a deceased person

- i. This section is applicable if there is a proposal to name a street after a deceased person. Where necessary, written consent is required from the family or estate of the deceased person to have a street named after them. A copy of the written consent should be submitted to Chelmsford City Council. If this is not possible, Chelmsford City Council will attempt to contact family members to obtain consent. If the named person has been deceased for more than 50 years then written consent is not needed. Consideration will also be given to the possible sensitivities that may arise from naming streets after controversial or notorious figures, and to the likelihood that the public perception of a deceased person may change – for better or worse – in the future.
- ii. Once written consent is obtained, where necessary, the process will follow the street naming procedure outlined in section 3.

5. Property Addressing Guidelines

- a. All properties on a new named street will be allocated numbers. A new street will be numbered with odd numbers on the left and even numbers on the right, commencing from the junction nearest to the city centre.

- b. New properties on an existing street will be numbered, if this is not possible because the street does not have a numbering scheme, a name will be allocated to the property.
- c. When new properties are built on an existing street and there are no available numbers a letter shall be used as a suffix, e.g. 19A.
- d. Consecutive numbering may be used in a cul-de-sac or where there is no scope for future development. Consecutive numbering in a clockwise direction is preferred.
- e. A proper sequence shall be maintained and there will be no exclusion of any number due to superstition or personal preference.
- f. Properties are numbered according to the street in which the main entrance is accessed; this can be either pedestrian or vehicular access.
- g. We will try to avoid using suffixes to numbers wherever possible. Therefore, for an infill of properties accessed via a private drive, where we feel it is appropriate, we will agree with the Developer a 'sub-road' name, for example 1– 5 Anchor Cottages, Main Road.
- h. Flats shall be given individual numbers where possible; the sequence of the numbering depends on access to front doors of individual premises.
- i. When a numbered property is converted to flats, the flats should be numbered, e.g. Flat 1, 20 High Street. A numbering scheme such as Flat A/Flat B or First Floor Flat shall be avoided. The same shall apply for units, apartments and other forms of property subdivision.
- j. If a multiple occupancy building has entrances in more than one street, then each entrance can be numbered in the appropriate road if required.
- k. A piece of land cannot be given an official address, only property on that piece of land can have a conventional address for the purposes of delivering mail and services.
- l. A business name shall not take the place of a number or a building name.
- m. Where a property has a number, it must be used and displayed. Where a name has been given to a property together with its official number, the number must always be included. The name cannot be regarded as an alternative.

6. Responsibility for Property Addressing

- a. An address, with the exception of the postcode and post town is defined by Chelmsford City Council. The maintenance and any future changes to postcodes and post towns are Royal Mail's responsibility.
- b. Where applicants object to a locality or town name in their postal address, the Address Management Officer will advise them to consult Royal Mail, who have a procedure laid down in their code of practice for adding or amending locality and or town details.

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- c. We will however remind applicants that postal addresses are not geographically accurate descriptions – they are routing instructions for Royal Mail staff and they can, and do, contain names for villages, towns and cities that may be several miles away.
 - d. Within the Chelmsford area there are a number of postcodes that do not have a street name held by Royal Mail; this can be a problem when delivery drivers cannot locate a property using a satellite navigation system. We are working with Royal Mail to find a solution which in the future will ensure that every property is addressed onto a street.

7. Changing a Property Name

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

- a. If you wish to change a property name, this procedure must be followed. The Royal Mail will not accept name changes from anyone other than the local authority. To request a change to a property name, the owner will need to complete the relevant form from www.chelmsford.gov.uk/streetnaming or submit requests to address.management@chelmsford.gov.uk to the Address Management Officer, using the contact details at the end of this policy. Requests can only be accepted from the owners of properties and not tenants.
- b. We cannot formally change a property name where the property is in the process of being purchased, that is, until exchange of contracts, although we can give guidance on the acceptability of a chosen name before this.
- c. Royal Mail will be consulted on all proposed name changes to ensure that there are no other properties in the locality with the same name. Under no circumstances will we allow a replicated name in the same postal area; the Address Management Officer can refuse such names.
- d. We also strongly recommend against similar sounding names as this can lead to issues with mail delivery. The Emergency services may also have difficulty in finding properties which may in some cases be life threatening. You should also be aware that owners of properties that are affected by your choice of a similar sounding name may seek legal advice if they have delivery problems caused by such name changes. Under no circumstances will we allow a name that is offensive, or can be construed to be offensive.
- e. Once all checks are satisfactorily complete, we will change the name of the property and advise the relevant parties including Royal Mail, Land Registry, Council Tax, and emergency services.
- f. There is a charge for this service (please see charges at the end of the policy)
- g. The above process is also used for **new** properties being built in existing streets that have no numbering scheme, therefore requiring a house name as part of the official address.

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- h. It is not possible to change from a number to a name. We will allow you to add an 'alias name' to the address. The name will be held by the Royal Mail on their 'alias file' but 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.

8. Street Renaming and Renumbering

- a. From time to time it may be necessary to rename an existing street; this could be following a request from a resident, Parish Council or emergency services. We will endeavour to find an alternative solution and only change the name or numbering as a last resort.
- b. We will only renumber a property where there can be shown to be consistent delivery problems and with the agreement of the owner. Only in exceptional circumstances would we enforce renumbering.
- c. The same procedure will take place as a new street name with regard to the consultation process. In addition to this all residents who will be affected by the change will be notified of the proposal.
- d. A notice of the order will be posted at each end of the street and in the local newspaper, a copy of which will be available for public inspection in the Customer Services Centre. Any person objecting to the name can appeal to the Magistrates Court within twenty one days of the posting.
- e. A notification letter is then sent to statutory authorities such as Royal Mail, the emergency services, utility companies and Council departments. It will be the residents' responsibility to notify personal contacts and any costs that are involved. We will not reimburse any costs incurred.
- f. All costs associated with providing and erecting nameplates, except in exceptional circumstances, will have to be met by the person requesting the change. Once sited, we will maintain all nameplates.

9. Street Name Plates

- a. It is unlawful to erect a street nameplate until the street name has been confirmed in writing by Chelmsford City Council.
- b. Temporary nameplates are to be provided, erected and maintained by the Developer before any property is occupied. It is essential that this regulation is observed because of problems experienced by emergency services when trying to locate properties in newly developed areas.
- c. New street nameplates will be provided and paid for by the Developer as a requirement for adoption. On non-adopted roads the Developer may be required to provide street nameplates to the same standard. For further information please see our guidelines for street nameplates in annex A.
- d. Maintenance of street nameplates become our responsibility once a street has been adopted by Essex County Council as the Highway Authority.

10. Charging

- a. Chelmsford City Council is not permitted to charge for the service of street naming and numbering as the duty to provide this service is not discretionary. There are a large number of interested parties, statutory undertakers etc, who wish to be made aware of the existence of new addresses. The Council charges for this aspect of the street naming and numbering service. If you do not pay the Council for this discretionary service then we will not notify the interested parties and therefore you can notify these parties if you wish to do so. If you do not pay the Council and you do not notify interested parties then this can create issues. For example, if you fail to notify utility companies then this can result in you paying someone else's bills or paying higher bills.
- b. For changing the address of an existing property or re-addressing a development which has already been addressed, the authority reserves the right to make an administrative charge under the Local Government Act 2003 (Section 93)
- c. Schedule of Charges

All fees and charges must be payable by the applicant
Please note: These charges are not subject to VAT.

Schedule of Charges	
Creation of new streets and properties	
Street	£100 per street
1-5 dwellings	£40 per property
6-25 dwellings	£35 per property
26-75 dwellings	£30 per property
76+ dwellings	£25 per property
Change to new addresses due to the development changing after the schedule has been issued	£25 per hour
Changes to existing streets and properties	
Change of address, and/or house name	£40.00 per property
Division of property	Same as numbering of new properties (based on number of properties created, including the original)

Issue of address following demolition and reconstruction	Same as numbering of new properties (based on number of properties created, including the original)
Street renaming following request	£100 per street and property charges are the same as numbering of new properties

11. Contact Details

- a. Enquiries should be directed to:

Address Management Officer
 ICT Services
 Chelmsford City Council
 Civic Centre, Duke Street
 Chelmsford
 CM1 1JE

Tel: 01245 606235

- b. E-mail: address.management@chelmsford.gov.uk
- c. Applications for Street Naming and Numbering can be made online at www.chelmsford.gov.uk/streetnaming or by correspondence to the address or e-mail above.

Annex A

STREET NAME PLATES

Policy and Guidelines



General Information

Chelmsford City Council has a statutory duty to ensure that **all** streets have an appropriate name plate to aid in its identification for residents, visitors, postal and emergency services.

1. It is a legal requirement under the Public Health Act 1925 that adequate signage is put up in a clear, prominent position, showing any street names and sub names. House numbers must also be displayed so they can be clearly read from the roadside. This applies to any names that form part of the address as well.
2. Street name plates should be affixed on walls, buildings or other boundary structures at the back edge of the footway; not only does it avoid street clutter but it deters vandalism and damage by vehicles. We would only use post mounted plates where wall mounting does not make the plate conspicuous.
3. The relevant power for this Council to erect street nameplates on private property is contained in Sections 17 – 19 of the Public Health Act 1925. We will notify the owner/occupier in writing of our intention to fix a name plate on their property.
4. Chelmsford City Council is responsible for the routine maintenance of existing name plates which includes replacing damaged/missing name plates.

New Developments (Residential and Commercial)

On new developments it is the developers' responsibility to provide street name plates properties are occupied, in consultation with Street Naming and Numbering

5. Street nameplates are to be provided in the positions required by Chelmsford City Council, as a prerequisite to adoption. On non-adopted roads the developer may be required to provide street nameplates to the same standard as those on adopted roads.
6. The developer should advise prospective purchasers adjacent to the corner of a road, mews court or private drive that there is a probability that a street name plate will be erected within the boundary of that property and be fixed to the building or boundary wall. It is recommended that a suitably worded clause be added to the conveyance deeds of all new properties. *The Council will not accept responsibility for negotiating with the owners of the properties affected.*
7. Temporary nameplates are to be provided, erected and maintained before any property is occupied. It is essential that this regulation is observed because of problems experienced by emergency services when trying to locate properties in newly developed areas.
8. Developers should be aware that further street name plates may be required if problems arise after occupation.

Materials and Mounting Guidelines

One of the Council's key priorities is to promote a more sustainable environment. To uphold this priority we ensure that all resources used comply with the Waste hierarchy, and the use of recycled materials, where appropriate, for the construction of Street Name Plates is strongly recommended.

9. **Wall mounted:** plates are to be manufactured from 3mm Polycarbonate, applied with reverse digitally printed text (7 year life) onto clear vinyl with a matt white vinyl applied on top. A 5 - 7 year life composite backing plate is to be bonded to the polycarbonate plate via VHB tape. Plates to be fixed to walls with a minimum of 6 x 50mm stainless steel, aluminium or similar approved rust proof screws with wall plugs.
10. **Railing mounted:** plates are to be manufactured from 3mm Polycarbonate, applied with reverse digitally printed text (7year life) onto clear vinyl with a matt white vinyl applied on top. A 10 year life composite backing plate complete with riveted channel bars (maximum space between rivets is 100mm) is to be bonded to the polycarbonate plate via VHB tape. Sign to be mounted utilising sign clips applicable to the railing diameter.

Where possible wall mounted plates should be fixed so that the top edge of the plate is 2.5 metres above ground level. Otherwise the plates should be fixed to an appropriate height dependent on the wall.

11. **Post-mounted** plates are to consist of with white 230mm reflective blade and assembled with black recycled plastic backing board and posts with pyramid tops, slotted. Black trim fitted to top and bottom of nameplate. The posts are to be set 450mm into the ground and surrounded by Class ST4 concrete.
12. Post mounted plates should be sited so that the top edge of the plate is 900mm above the ground.
13. The lettering shall be black Kindersley type characters. A 15mm black border is to be provided. Top and bottom borders should not be less than 50% of the letter height and spacing between the lines not less than 40% of the letter height. Please see designs for guidelines.

Normally 90mm characters are used, but 50mm characters may be used for additional information i.e. supplementary number plates.

14. Plate depths will vary with the number of lines and character size, but the most common sizes are:
 - One line of 50mm characters 150mm
 - Two lines of 50mm characters 225mm
 - One line of 90mm characters (with No Through Road sign) 225mm
 - One line of 90mm characters and one line of 50mm characters 325mm
 - Two lines of 90mm characters (with No Through Road sign) 375mm

It will usually be necessary for plates with 50mm characters to be provided at the ends of the mews court and possibly private drives also.

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15. Where the development is a cul-de-sac, and there is no likelihood of further development resulting in through traffic the nameplate will incorporate a 'No Through Road' sign, this is not normally necessary, however, if the road name incorporates the word 'Close'.
 16. The Chelmsford City logo is now included on our street name plates and a PNG file is attached for your information; the dimensions must be adhered to.
 17. In addition, an appropriate official logo may also be considered for the street name plate if relevant to the naming theme. Permission for the use of the logo will need to be obtained from the relevant organisation.
 18. Please refer to attached drawing for design (if applicable).