

# London Borough of Redbridge

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## Street Naming and Numbering Policy

Classification: Approved

Date: 01/09/2022

Version: 1.1

Owner(s): Development Management and Building Control

# Contents

1. [DOCUMENT CONTROL](#)
  - 1.1. [Change Control](#)
  - 1.2. [Approvals](#)
2. [INTRODUCTION](#)
  - 2.1. [Aims and objectives](#)
  - 2.2. [Legal Framework](#)
3. [STREET NAMING AND NUMBERING PROCEDURE](#)
  - 3.1. [Application Process](#)
  - 3.2. [Street Naming](#)
  - 3.3. [Property Numbering](#)
  - 3.4. [Naming/Re-Naming your property](#)
  - 3.5. [Naming buildings/blocks/flats](#)
  - 3.6. [Renaming and/or renumbering of a street](#)
  - 3.7. [Monuments and Statues](#)
  - 3.8. [Houses in Multiple Occupation](#)
4. [ENFORCEMENT POWERS](#)
5. [DISCLAIMER](#)
6. [DISPUTES](#)
7. [Appendices](#)

[Appendix A Name Plate Specification](#)

[Appendix B Roles and Responsibilities](#)

[Appendix C Glossary of terms](#)

# 1. Document Control

## 1.1. Change Control

This document is subject to change control and amendments will be recorded below whilst the document is in draft. Pre-release versions should have the extension 0.1, 0.2 and so on.

Approvals, any major amendments, or document changes will be identified by extension 1.1, 2.1, 3.1 and so forth.

Version	Date reviewed	Summary of changes	Updated by
0.6	22/02/2022	Review and preparation for approval	Carly Herod (LLPG & LSG Custodian)

The Street naming and numbering policy will be reviewed annually by managers, delegated officers and its users for usability, appropriateness and effectiveness, on the anniversary of its approval, or sooner if required by changes to legislation, corporate needs or the potential decommissioning of any of the council/department business systems.

## 1.2. Approvals

Version	Date reviewed	Approved by	Date published
1.1	28/7/2022	Adrian Harding (Head of Planning and Building Control)	1/9/2022

## 2. Introduction

The naming of streets and numbering of properties within the London Borough of Redbridge is a statutory function of Redbridge Council (hereafter known as “the Council”).

The Street Naming and Numbering (SNN) Officer and Local Land and Property Gazetteer (LLPG) and Local Street Gazetteer (LSG) Custodian (hereafter known as “Authority Address Custodians”) are committed to the effective management of its information and recognises that its records are an important public asset and a key strategic resource for operation, accountability and performance both internally and externally.

### 2.1. Aims and objectives

To provide a sound, clear and consistent basis for the provision of the SNN function administered enabling greater resilience of the SNN service and minimising risk from challenge or complaint.

The policy is designed to enhance previously issued guidance by the London Fire Brigade, Royal Mail’s Code of Conduct and policies in place at the Council, along with Data Entry Conventions for addressing in line with LLPG and SNN requirements.

The Council will ensure that any new street names, building names and numbers are allocated logically and recorded.

The Council will ensure our practices are compliant with local and national protocols to ensure:

- 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.
- vi. We bill the right person, in the right property, at the right time for Council Tax and Non-Domestic Rates (NDR)

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.

The policy aims to achieve the following outcomes for the council and its residents:

- Address and street number systems which comply with the needs of the Emergency Services and occupants
- Addresses entered and maintained in all council systems in British Standard 7666 format
- A modern Street Naming & Numbering policy which is clear and easily understandable by members of the public, staff and developers
- Appropriate involvement of all interested groups
- One address being used by all Council systems and national address databases

Maintaining a comprehensive and high standard for naming streets and numbering or naming properties is important as it allows:

- Legal framework for operation of the Street Naming and Numbering service
- Protocols for determining official street names and numbers
- Emergency services to find a property quickly – delays can cost lives and money

- Record keeping, e.g. legal transactions, taxation, land registry
- Post to be delivered efficiently by Royal Mail
- Visitors to locate their destination
- Reliable delivery of goods and services
- Reliable delivery of central and local government services
- Records of service providers to be kept in an efficient manner
- All Council departments to work from one official address database
- All National Services, including the Emergency Services to work from one official address database

The Authority Address Custodians are obliged to maintain a central database of street names and property addresses, the Local Land and Property Gazetteer (LLPG), using the British Standard for addressing, known as BS7666. All addresses in existence and newly created must adhere to this standard.

## 2.2. Legal Framework and legislation

All London Boroughs are responsible, in law, for the functions of naming and numbering of streets and buildings throughout London. This includes:

- Information on erecting the names of public streets
- Ensuring that the names and/or numbers of buildings are displayed by the owners in accordance with the Regulations made by the Boroughs
- Informing all owners and/or occupiers of naming and numbering orders

All building works resultant in the creation of addressable units (residential or otherwise) are subject to Street Naming and Numbering. Not obtaining an official address from your local authority may result in the following:

- Utilities not being connected
- Postal Issues
- Properties/Occupants not being locatable in emergencies
- Fines and prosecution

### Legislation

There are two principal pieces of legislation which control street naming and numbering matters in the Greater London Area:

[London Building Acts \(Amendment\) Act 1939](#)

[London Government Act 1963](#)

These powers give the Authority Address Custodians the sole right to:

- Name new streets and footpaths (names for parks can be chosen by the applicant but must be notified to the Council for an official Order to be issued)
- Name new buildings
- Rename existing streets and buildings
- Decide on numbering and renumbering of buildings

The Authority Address Custodians have the responsibility for addressing all addressable units contained within a property. An addressable unit is any self-contained unit in a property that will become an official or a postal address. An official address is required by a public or concessionary service to enable them to carry out their transactions or operations or functions without delays and can only be supplied by the Authority Address Custodians.

### Regional, national, and international addressing standards

The SNN system is a component of a wider local, national and international geographic addressing infrastructure and is, as such, governed by several national and international addressing standards.

These standards include:

- British Standard (BS) 7666 (latest version 2006): British standard for Geographic Referencing.

- European Union Infrastructure for Spatial Information in Europe (EU INSPIRE) Addressing Data Specification 2010.
- International Organisation for Standards (ISO) 19111 Standard (latest version 2007) – Geographic Information – Spatial Referencing by Coordinates.
- International Organisation for Standards (ISO) 19112 Standard (latest version 2003) – Geographic Information – Spatial Referencing by Geographic Identifiers.
- United Nations Universal Postal Union (UN-UPU) International Addressing Standards S42& S53.

In addition to complying with appropriate legislation, this guide is compliant, at the time of implementation, with the document “Data Entry Conventions and Best Practice for the National Land and Property Gazetteer”.

### 3. Street Naming and Numbering General Procedures

All types of developments should be subject to the formal SNN process, even if the statute which the council adopts does not mention a particular property type, for example internal numbering of a subdivided building.

The guidelines and principles set out in this document are relevant both to new developments and the renaming/renumbering of existing streets and buildings. This helps to achieve consistent street naming and numbering records.

Customers must contact the Council for the following services:

- Naming streets
- Numbering new properties
- Flat conversions
- Subdivisions of properties
- Changing existing names
- Adding a name to/for your address

Applications should be submitted if you are building new houses/homes, commercial or industrial premises or undertaking conversions of residential, commercial or industrial premises, which will result in the creation of new properties or premises.

Anyone seeking an address change, or the creation of an address for a new property, must apply to the Council by submitting an application following the procedures outlined in this guide.

You cannot create addresses without the prior approval of the named Address Custodians at your local authority. Royal Mail will refuse to accept new addresses unless they are provided by an official source, the Council Authority Address Custodians.

During the street naming and numbering application process, it is a requirement that the Borough consult the emergency services and other interested parties before proceeding with any amendment or additions to street and building names.

This is to make sure:

- emergency services can find your property
- the address meets legal requirements
- you're given an official post code by Royal Mail so you or your residents can receive post
- utility services such as electricity or broadband can be connected

Once the addresses are authorised by the Authority Address Custodian, they will be entered into the LLPG.

Once we have consulted on and agreed street names and numbers, we will issue you confirmation via an Assigning Order, and this will then become the "official" address. This document will note the full and official address. The full address will be inclusive of a postal code which will be obtained from Royal Mail. Where appropriate the Authority Address Custodian will distribute floor plans tagged with the new numbering sequence or a separate document linking the new addresses to plot numbers.



A variant of the Assigning Order will be distributed internally within the local authority and externally to the likes of Royal Mail, Valuation Office and the Emergency Services. Key Council systems and other address databases, such as Postal Address File (PAF)<sup>®</sup> are updated with the new information.

The LLPG directly feeds into the National Land and Property Gazetteer (NLPG) on a nightly basis. Therefore, other bodies may be notified via the National Land and Property Gazetteer (NLPG) hub; details of these can be found in Appendix C.

### 3.1. Application Process

All types of developments are subject to the formal SNN process even if the statute which the council adopts does not mention a particular type of property, for example internal numbering of a sub divided building. This helps achieve consistent street and numbering records. This applies to all residential, commercial and industrial properties.

- The address creation process begins upon receipt of your application and payment. No applications are processed prior to payment.
- You are strongly advised to submit your application at least three months in advance of the expected completion date.

The street naming and numbering procedure can be a lengthy one and it is therefore advisable that developers consult the Council at the earliest possible stage of a proposal, preferably prior to building work commencing, and ideally before an unofficial name has been created, marketed or legal documentation drafted.

It is advised that you apply once you have been granted planning permission or Building Regulations consent, or when the you have started the building/conversion works. Utility companies will not install services without an official postal address and postcode.

It should not be assumed that a development will have the same Post Code as the surrounding or existing properties.

If an application is submitted at a late stage and is subsequently rejected, numerous problems can arise, especially if purchasers have bought properties marketed under an unapproved name. The Council accepts no responsibility for any issues arising from unofficial addresses being used to market, sell, advertise etc. the properties.

Developers must be aware that marketing names are not to be confused with official street names and addresses. It should be pointed out in literature distributed to purchasers that marketing names used for the development may not form part of the final official postal address. The Council reserves the right in all circumstances to replace a marketing name with a street name or addressing of its choosing.

- We will be pleased to receive your proposals for naming and numbering and will make every effort to accommodate your wishes. However, all proposals will be subject to this policy and we will develop all new addresses to meet these standards within. Therefore, it is recommended that more than one suggestion is put forward in case the primary suggestion fails to comply with the guidelines in this guide.

It is advantageous for all suggestions for street and building names to reflect the local area or have a connection with Redbridge and where possible to avoid duplication.

- If you are not the freeholder of the property concerned, you must seek the owner's permission. This must be in writing and you will need to provide a copy to the Street Naming and Numbering Officer before any changes can take place.

When you apply, we'll first contact the Post Office and the emergency services about your application. However, Royal Mail will only add the new addresses to its Postcode Address File (PAF)<sup>®</sup> upon receipt of a street naming and numbering order from the council.

Postcodes are only assigned to properties and addresses that are considered as postal delivery points. Please note that if you want your property to be assigned a postcode and listed separately on Royal Mail's Postcode Address File (PAF)<sup>®</sup>, you must provide a distinct postal drop-off point in the building for the property. We will normally confirm your postcodes to you in writing on the final street naming and numbering order.

You should notify the street/building naming and numbering officer when the property is occupied so that the new postcode can be activated with Royal Mail.

Your main legal obligations are:

- You are legally required to adopt the official assigned address and failing to do so may result in enforcement action
- Entrances must be clearly marked with the official assigned address name and/or number
- When the development is complete and ready for occupation you must inform the Authority Address Custodian so this information can be passed on to all relevant parties  
For example, Royal Mail will need to know when the properties are occupied so the addressed can be entered into their Postcode Address File (PAF)<sup>®</sup>.

Appropriate signage must be erected or displayed as soon as practically possible following completion. Failure to do so can result in enforcement action and fines.

## 3.2. Street Naming

Under Part II of the London Buildings Act 1939, the Council is responsible for naming streets or paths in the borough. When a new street name is required as part of a development, will we ask you for recommendations as part of your application, which should preferably have a local historical connection. The Council will endeavour to promote names with a local or historic significance to the area and names with a common theme are encouraged on large developments. However, it is not sufficient cause to object to a name if it fails to meet this criterion.

Where a street is created as all or part of a new development, all costs for the erection of new street name plates will be paid for by the property developer (unless otherwise agreed). There is a specification for the plates and their locations (Appendix B) and the authority should be contacted for advice. Maintenance of street name plates becomes the responsibility of Redbridge Borough Council only once the developer has left the site and the street has been adopted.

No street name plate is allowed to be erected until the street name has been confirmed in writing by the council.

Two developments with the same theme within the borough shall be avoided.

Any street name that promotes a company, service or product will not be allowed. Names based on a developer's trading name are seen as advertising and are not acceptable. An exception to this may be made for a company that no longer exists, if used solely in a historical context and the claim of advertising cannot be made.

Suggestions for names of streets of existing footpaths are welcome, but the final decision will be made by the Council in line with legislation and requirements.

### a. Street and Footway/Path Naming Guidelines

1. New street names shall not duplicate any name already in use in the Borough or neighbouring boroughs. This includes the use of town, ward, locality, street, building or block names.
2. Distinctions by suffix within the same or adjoining area to be avoided, e.g. Redbridge Drive and Redbridge Road
3. Street names with phonetically similar names are also to be avoided, e.g. Leeves Avenue and Leeds Avenue.
4. Street names that may be considered or construed as obscene, racist or which would contravene any aspect of the Council's equal opportunities policies will not be accepted.
5. Street names that may be open to re-interpretation by graffiti or shortening of the name shall be avoided
6. Streets will not be named after businesses/companies or anything that can be construed to be used for advertising or personal gain
7. 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.
8. Streets will not be named after historic or religious figures or a living person. Only in exceptional circumstances, will a street be named after a local deceased person. The person must have served the local community and/or must have been born/lived in the area, otherwise it is not permitted. This is to avoid offence either by inclusion or exclusion of an individual name. In such cases it is expected that the SNN applicant/developer will have

contacted and sought the family/estate administrators consent and provided such consent to the council as part of the SNN application so it can be considered.

9. No use of names with Royal connotations. The consent of the Lord Chamberlain's office must be obtained if a name with any reference to the Royal family or the use of the word 'Royal' is suggested. In such cases it is expected that the SNN applicant/developer will have contacted and sought consent and provided such consent to the council as part of the SNN application so it can be considered.
10. New street names shall not end with "s" where it can be construed as either plural or possessive,
11. All punctuation, including apostrophes, shall be avoided
12. Street names are unacceptable if they are likely to cause spelling or pronunciation difficulties, as these may lead to confusion in an emergency situation or result in demands for a change of address from occupier.
13. New street names should not begin with "The"
14. All new street names should end with one of the following suffixes:

Suffix	Use
Avenue	For any residential road
Boulevard	For any thoroughfare
Broadway	For commercial roads
Circus	For a large roundabout
Close	For a cul-de-sac only
Crescent	For a crescent shaped road only
Dene	For residential roads
Drive	For any residential road
Gardens	For any residential road (subject to there being no confusion with any local open space)
Grove	For any residential road
Hill	For a hill only
Lane	For any residential road
Mead	for residential roads. Only for exceptional circumstances
Mews	Officially a term for converted stables in a courtyard or lane but would be considered acceptable for most small terraced developments provided it does not repeat the name of the road from which access is gained
Place	For any residential road (subject to there being no confusion with any local open space)
Reach	For a hill only
Rise	For a hill only and only for exceptional circumstances
Road	For any thoroughfare
Row	for residential roads. Only for exceptional circumstances
Square	For a square only
Street	For any thoroughfare
Terrace	For a terrace of houses
Vale	for residential roads. Only for exceptional circumstances
View	For residential roads
Way	For major roads
Wharf	for residential roads. Only for exceptional circumstances
Yard	For non-residential cul-de-sacs

Not acceptable street suffixes include:

- End
- Court
- Cross
- Side
- Path
- Walk
- Park
- Meadow
- Gate
- Common

15. All new pedestrian walkways should end with one of the following suffixes:

Suffix
Walk
Path

Not acceptable street or pedestrian walkways prefixes include:

- The
- A

16. The use of North, East, South or West (as in Alfred Road South) is only acceptable where the road is continuous and passes over a major junction. It is not acceptable when the road is two separate parts with no vehicular access between the two. In such a case, one half should be completely renamed.

**b. Location of a street**

A 'town' name shall always be allocated to a street, which will be the geographical allocation by the council and may or may not be the same as the Royal Mail's Post Town. A locality will only be used in the following scenarios:

1. where there is more than one street of the same name in the same town
2. where the inclusion of a locality will avoid ambiguity in the identification of that street, particularly in urban and metropolitan areas
3. where a small settlement, with its own settlement name in common use, is in the same parish as a larger settlement but is distinctly separate, particularly in rural areas.

### 3.3. Property Numbering

1. All new property development shall be numbered rather than named. We will number new and replacement properties on named streets when redevelopment takes place.
2. 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.
3. Consecutive numbering may be used in a cul-de-sac or in a situation where there is no scope for future development in the street.
4. 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.
5. Numbers should remain in sequence and there shall be no exclusion of any number due to superstition, cultural, religious or personal preference.
6. Flats and units shall be given individual numbers where possible; the sequence of the numbering depends on access to front doors of individual premises.
7. When flats are numbered internally, they should be numbered not lettered on each floor in a clockwise direction.
8. When a numbered property is converted to flats with a shared access, 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 are prohibited. The same shall apply for units, apartments and other forms of property subdivision.
9. When new properties with their own access are built on an existing street or when there is no other alternative number available whilst retaining the current sequence, a letter shall be used as a suffix, e.g. 15A.
10. New street/building names shall not be assigned for the sole purpose of avoiding numbers with a suffix.
11. A business name shall not take the place of a number or a building name.
12. Private garages and buildings used for housing vehicles and similar purposes will not be numbered.
13. A piece of land, e.g. a farmer's field, cannot be given an official address, only property on that piece of land (or proposed to be constructed) can have a conventional address for the purposes of delivering mail and services.
14. We will number, if possible, named properties if we are asked to change the name
15. If a building has entrances in more than one street but it is a multi-occupied and each entrance leads to a separate occupier, then each entrance should be numbered in the appropriate road. Exemptions may be made depending on the circumstances, for a house divided into flats, but is at the Council's discretion.
16. A named building may not have more than one number in one street.

### 3.4. Naming/Re-Naming your property

The Council will review every request to add or change an existing property name against the existing gazetteer. Names, in principal, will be considered acceptable unless they are duplicated within the local area or are likely to cause offence.

1. We will number, if possible, named properties when we are asked to change the name
2. A property with an existing number must continue to use and display a number.
3. The name cannot repeat the name of the road or any house or building in the area.
4. Any request to remove a number from an official address will be refused.
5. New names shall not end with "s" where it can be construed as either plural or possessive,
6. All punctuation, including apostrophes, shall be avoided
7. Properties will not be named after historic or religious figures or a living/deceased person.
8. Properties will not be named after businesses/companies or anything that can be construed to be used for advertising or personal gain
9. New building names should not begin with "The"



### 3.5. Naming building/blocks/flats/apartments and offices

All new property development shall be numbered rather than named. We will number new and replacement properties on named streets however, if a developer or freeholder wishes to name a block of flats or building then they should supply a suitable name, which will be put through the same review process as all other street naming and numbering applications.

1. All named blocks should end with one of the following:

Suffix	Use
Apartments	Residential buildings
Court	For flats and other residential buildings
Heights	High residential blocks only <sup>1</sup>
House	Residential blocks or offices
Lodge	Residential buildings
Mansion	Residential buildings
Point	High residential or commercial blocks only <sup>2</sup>
Studio(s)	Residential blocks or offices
Tower	High residential blocks only <sup>3</sup>
Villas	Residential buildings

2. Street suffixes in this guide will not be allowed as a suffix for a building name
3. Numbers will not be allowed as part of a building name to avoid confusion with property numbers
4. New names shall not end with "s" where it can be construed as either plural or possessive,
5. All punctuation, including apostrophes, shall be avoided
6. Properties will not be named after historic or religious figures or a living/deceased person.
7. Properties will not be named after businesses/companies or anything that can be construed to be used for advertising or personal gain
8. New building names should not begin with "The"
9. Property names will not be used as a substitution where a new street/mews/road/access is being created.
10. Sub-divisions of property should always be numbered rather than described or lettered; therefore "Flat 1" should be used rather than "First Floor Flat" or "Flat A".
11. Conversion of a house to flats with a common entrance should result in the creation of "Child Records" referenced to a Parent property rather than the creation of suffixed numbers, for example, "Flat 1 36" not "36A".

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<sup>123</sup> , For the purposes of this guidance, high/tall buildings are considered to be anything over six storeys in height

### 3.6. Re-naming and re-numbering a street

A request from residents/owners of properties for re-naming of a street must be made via the Council who will respond within one month with their decision.

The Council also has the ability to assign any name to streets after carrying out a consultation and having regard for any representations received.

The local authority will always try to re-name or re-number with the approval of the property owner. However, it does possess powers to enforce changes to an address even without the approval of the property owner.

Below are some examples of why a local authority might enforce an alteration to an address:

Example 1	Example 2
A property located on a junction undergoes development and the front entrance is moved from one street to the next. The local authority will re-address the property to ensure that it is addressed off the street from which it is now accessed.	The upper floors of a row of shops are converted into flats and the flats are accessed from the rear. To get to the rear you have to go down a neighbouring street. The flats are occupied, and unsanctioned addressing is used.  The addresses refer to the street on which the shops are located. The local authority will re-address the flats using suitable addresses on the neighbouring street.

Where re-naming/re-numbering a street is involved, as much warning as is practicable will be given to the residents. Once the new address is finalised, occupiers will be informed prior to the new addressing coming into effect to allow time to re-organise their personal correspondence etc. and also take into account the need to seek advice from a solicitor regarding any change to their property's deeds.

Changes immediately prior to Christmas will be avoided where possible.

A charge will be levied to the applicant based on each household affected by the alteration.

### 3.7. Monuments and Statues

Where a monument or statue (permanent structure) is erected on the public highway you will need to notify us and, in some instances, we may need to provide an official address.

### 3.8. Houses in Multiple Occupation

A Houses in Multiple Occupation (HMO)<sup>4</sup> are defined as:

Your home is a house in multiple occupation (HMO) if both of the following apply:

- at least 3 tenants live there, forming more than 1 household
- you share toilet, bathroom or kitchen facilities with other tenants

Your home is a large HMO if both of the following apply:

- at least 5 tenants live there, forming more than 1 household
- you share toilet, bathroom or kitchen facilities with other tenants

A household is either a single person or members of the same family who live together. A family includes people who are:

- married or living together - including people in same-sex relationships
- relatives or half-relatives, for example grandparents, aunts, uncles, siblings
- stepparents and stepchildren

In line with Royal Mail's practices<sup>5</sup> a "room" within a HMO does not meet the criteria for a postally addressable unit. They therefore will not be issued with a postcode nor included on PAF®. In these instances, a property will be recorded as a "HMO" in the LLPG and the overarching address will be treated as the primary postal address for all internal rooms.

However, if those rooms are banded for Council Tax purposes, they will be treated as requiring a postcode in order to deliver their Council Tax bill. Depending on the internal setup (e.g. access to their own en-suite or capacity to have their own kitchen facilities) will depend on whether they are labelled as a "room" or a "flat". If they are self-contained, they will be treated as a flat and will be required to be officially addressed since it constitutes a division to create a new postally addressable unit.

Royal Mail also define the following other buildings types as "multi-occupied":

- Blocks of flats
- University student accommodation
- Caravans, mobile homes and holiday chalets
- Boats
- Business premises

Inclusions or omissions in this list does not constitute their exclusion from Street Naming and Numbering requirements. Subdivisions, new build and conversions which result in rating for Business Rates, banding of units for Council Tax purposes or where individual/separate delivery points are provided for residents or the post person is expected to enter a building to deliver mail, will require properties to be officially addressed in line with this SNN policy.

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<sup>4</sup> Definition in line with GOV.uk: <https://www.gov.uk/renting-out-a-property/houses-in-multiple-occupation-hmo>

<sup>5</sup> [How we deliver to shared addresses including blocks of flats, university halls etc \(royalmail.com\)](#)

## 4. Enforcement Powers

Local authorities are under a duty to cause a lawfully assigned name/number to be displayed. This duty includes the power to remove any name or number which differs to that lawfully assigned.

If a lawfully assigned name/number is “destroyed, pulled down, defaced, obliterated or obscured,” the local authority may recover the expenses for the works undertaken to fix the name/number under Section 15 (2) of the 1939 Act.

The Council may also issue legal proceedings for the recovery of a fine, under Section 15 (2) (street names) and Section 13 (building names).

## 5. Disclaimer

As a matter of policy, the Royal Mail does not publish on its website addresses that are not completed and/or occupied. These addresses are held in Royal Mail's Not Yet Built (NYB)<sup>™</sup> database until such time as they are completed/ready for occupation at which time they are transferred from NYB<sup>™</sup> to PAF<sup>®</sup>. This means that in certain cases addresses that have been agreed with the Council may not, for a while, be visible to anyone using the website to validate an address for purposes such as providing goods or services related to that address or its owner.

To assist in delays, the Council will notify Royal Mail, provided we are informed of estimated completion dates or by notifying us when practically complete. This can be done either by email or by completing the online form on our website.

Any complaints relating to the delivery of Royal Mail deliveries should be directed to Royal Mail by the person experiencing the problem. The Council is not responsible for the non-delivery of mail or goods from Royal Mail.

### Claims for compensation

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

The property developer should not give any names/postal addresses, including the post code, to potential occupiers, either directly or indirectly (for example via solicitors or estate agents) before formal approval has been issued by the Council. The Council will not be liable for any costs or damages caused by failure to comply with this.

Failure to provide accurate information on your application form, or changes/amendments made after official addresses have been allocated, which are not conveyed to the Council, and result in additions or changes to addressing may be subject to additional charges. Refunds are not given if the number of units/roads being addresses reduces after the issuing of official addressing.

All elements of an address, except for the postcode and post town, are defined by and are the Intellectual Property of the Council. In some cases, Royal Mail may issue new postcodes, the Council is not responsible for the allocation of postcodes, and as such will not be liable for any costs or damages caused nor for any failure of services arising from this.

Although we do inform Land Registry of new addresses, they have their own internal processes for data amendments, and you must therefore register new properties with them yourself or through your conveyancing solicitor.

## 6. Disputes

If a property owner is unhappy with a council's decision in reference to the naming of streets, re-naming of streets, numbering or re-numbering of properties, they may make a representation within 14 days of notification to the Authority Address Custodian in the first instance.

In the event of unresolved disagreement, a final decision will be taken by the Head of Planning and Building Control, who has delegated powers to approve street names, and there will be no right of appeal.

# Street Naming and Numbering Policy Appendices

## Appendix A – Redbridge Council Street Name Plate Specification

1. Street nameplates will normally be required on both sides of a road junction and facing the exit from a connecting road.
2. Street nameplates should be fixed to permanent structures abutting the highway wherever possible. If this is not achievable, and it is necessary to support them on posts, the back of the posts should be as close to the highway boundary as possible.
3. Street nameplates fitted to walls or buildings require a wayleave negotiated with the property owners allowing the Council free and unrestricted access to maintain or replace a street nameplate.
4. There are three style options for street nameplates, dependent on their location. The choice of style and location must be agreed with the Council's Engineer at technical approval stage.
5. The three style options for street nameplates are:
  - a. Aluminium composite with reflective film and anti-graffiti over-laminate and rail applied to rear.
6. Options for mounting of street nameplates vary between each style option but include:
  - a. Double Post mounting
  - b. Single Post, cantilevered mounting
  - c. Wall or structure mounting
  - d. Recycled system
7. The length and depth of the plate will vary according to the number of letters in the wording; however, nameplates should be limited to approximately 1200mm long.
8. The minimum depth of plate to be 200mm.
9. The LBR Chestnut leaf logo, 50mm tall, to be located to the right of the street name.
10. Where appropriate, reflective "No Through Road" symbol (816.1) 100mm high to be added after the street name.
11. Street names for pressed aluminium plates to be black Kindersley font 100mm high with white background. All other plates to be black Helvetica, medium font 100mm high with white background. Additional text (leading to, etc) to be 50mm high.
12. All letters to be upper case only.
13. Nameplates to have a black border 12.5mm wide: plate corners to be rounded to a radius of 25mm.
14. For conservation areas and restricted fitting areas smaller letters may be used with approval from the Council's Engineer.
15. Aluminium nameplates with reflective film background to comprise a top layer of protective



overlay film on white 7-year Engineering Grade Class 1 reflective film on 11swg aluminium.

16. Die pressed nameplates to be manufactured from 11swg aluminium.
17. Polycarbonate nameplates to be laminated anti-glare with reverse applied vinyl lettering and backing.
18. Where double post mounting is required, posts to be 60mm diameter hot dipped galvanised tubular steel posts to B.S. 729, with bituminous paint to lower section. A 150mm T-bar to be inserted through each post 50mm above the base.
19. Base of posts to be set 400mm minimum below ground level with nameplate fixed horizontally and flush with the top of the posts.
20. Base of each post to be set in the ground on 150mm ST4 unreinforced concrete bed and surround. Remainder of hole to be backfilled and ground reinstated as appropriate for location.
21. The top of the nameplate should be approximately 900mm above the adjacent footpath level or as at the discretion of the Council's Engineer where ground or highway levels vary greatly.
22. Nameplates are to be attached to posts with stainless steel brackets, channel clips or banding.
23. Top of posts to be fitted with grey plastic end caps glued in place. Put a cap on top of them
24. Signfix extruded aluminium channel system with stainless steel channel clips to be utilised where nameplates are to be fixed to double posts.
25. Hollow rivets are not be used to fit channelling. Where sign plates need to be stiffened, this must be achieved in a manner such that the sign face material is not punctured or otherwise damaged to accommodate the stiffening and channelling.
26. Double sided, cantilevered nameplates shall be as above but with 'T' channel top and bottom and offset brackets with band mounting.
27. Vertical clearance to underside of cantilevered signs shall be 2.1m.
28. Recycled system street nameplates shall be as per N Sign recycled system.
29. Posts to be 44mm diameter galvanised steel with black powder coating. A 150mm T-bar to be inserted through each post 50mm above the base. Posts shall be riveted onto the backing tray using an anti-vandal system.
30. Backing trays shall be constructed from recycled injection moulded polycarbonate plastic with integral clips to attach polycarbonate nameplate.
31. Polycarbonate nameplates to be as above.
32. Maintenance of street nameplates becomes the Council's responsibility once a street has been adopted. Nameplates erected on roads remaining private, remain the responsibility of the residents or Management Company concerned.

## Appendix B – Roles and Responsibilities

### Authority Address Custodians

You must approach the Authority Address Custodian for an official address and you cannot create addresses without the prior approval of the named Custodian at your local authority.

All elements of an address, with the exception of postcode and post town, are defined by the Council. However, Royal Mail will refuse to accept new addresses unless they are provided by an official source, the Council Authority Address Custodians.

The numbers and names assigned to property and the official names assigned to streets are the Intellectual Property of the authority. The Council accepts no responsibility or liability for omission of postcode or post town information, nor for any failure of services arising from this omission.

It is a requirement that the Council consult the emergency services and other internal interested parties before proceeding with any amendment or additions to street and building names.

It is our policy, as far as possible, to accommodate customers preferences in the allocation of names and numbers. However, this must be subject to adhering to British Standard 7666 format and an overriding safety consideration, particularly with regard to the speed with which the emergency services will be able to locate premises on the ground. Not retrieving an official address may result in the eventual occupants experiencing postal issues and there may be a delay in locating them in the event of an emergency.

Once the addresses are authorised by the Authority Address Custodian, they will be entered in to the LLPG. The LLPG directly feeds into the National Land and Property Gazetteer (NLPG). The NLPG is the only official source for addresses so it is essentially this country's national address database. Its contents are made available to all businesses and organisations located within England, Scotland and Wales via a product called AddressBase®.

### Authority Address Custodian interested parties/internal consultees

#### a. Royal Mail

Royal Mail will allocate each address a postcode, however they will not issue a postcode for a new street or development without our specific request, as Local Authority Address Custodians are the definitive source of official addresses.

Subsequently, Royal Mail does not make an address "live" Postcode Address File (PAF)® until we have informed them that the property is occupied or in some instances prior to this. As soon as the address is "live" on PAF®, it will appear on Royal Mail's website.

#### b. Emergency Services

London Fire Brigade: It is the function of the Fire Brigade's Pre-Determined Attendance (PDA) Section to act as liaison to all of the London Boroughs in respect of all street naming and numbering applications. The Fire Brigade's guidelines are used when making observations on naming and numbering applications. The agreed names and number ranges are used by PDA to update the Authority's mobilising database.

### c. IT Services

Manage hardware and infrastructures, undertaking regular maintenance to ensure the service area business systems are running at all times.

Working with Authority Address Custodians and third-party software suppliers to resolve service issues and providing support during system upgrades.

### Joint responsibilities

Maintain and make available to all staff up to date protocols and procedures on the effective and correct use of business systems in a central location.

In the event of an upgrade, procurement or decommission of a business system, ensure the integrity of records is not adversely affected or compromised and to put into place mechanisms, processes and procedures to ensure the continual maintenance of records calling upon the relevant advice from the appropriate persons or in line with the appropriate requirements.

### External

- GeoPlace (National Land & Property Gazetteer, National Street Gazetteer and AddressBase®)
- Emergency Services incl. London Fire Brigade and London Metropolitan Police
- Royal Mail
- Valuation Office Agency
- Land Registry
- Ordnance Survey

### Internal

- Building Control
- Council Tax
- Non-Domestic Rates
- Electoral Registration
- Environmental Health
- Local Land Charges
- Planning
- Waste & Recycling
- CRM
- Parking Services
- Education (School Placements)
- Highways and Engineering

## Appendix C – Glossary

Term	Definition	Additional information
Addressbase®	Addressbase® is the country's most accurate national address and street dataset which holds all property and street information (including UPRN and USRN).	All LLPG are accumulated into the NLPG and made available for use in systems and databases via an Ordnance Survey product called Addressbase®
Authority Address Custodian	The accumulative term for those involved in the Street Naming and Numbering and Local Land and Property Gazetteer/Local Street Gazetteer processes	
Child Record	A subdivision of a property into multiple units with a common/shared entrance	
HMO	House in Multiple Occupation	
LLPG	Local Land and Property Gazetteer	
Locality	A locality can be defined as "an area or geographic district within a town, village or hamlet that must be a recognised geographic name".	The Council will not use the locality in the address unless it is necessary. In some instances, it may be appropriate to record an industrial estate name as a locality if this adds better definition and avoids ambiguity within an address or location.
LSG	Local Street Gazetteer	
NLPG	National Land and Property Gazetteer	
NSG	National Street Gazetteer	
NYB™	Royal Mail's Not Yet Built (NYB™) database	The Not Yet Built (NYB™) dataset is Royal Mail's dataset for properties currently in planning or under construction. They are held here until complete (or substantially complete) before being added to PAF®
PAF®	Royal Mail's Postcode Address Finder (PAF®)	The Royal Mail Postcode Address File (PAF®) is Royal Mail's address database. Only properties which are postally addressable are in this database.
Parent Shell/Property	The overarching property which contains multiple child records	
Post Town	The 'Post Town' as allocated by Royal Mail	

Postcode	The 'Postcode' as allocated by Royal Mail	
Street	Highways, street, bridge, road, path, footway, mews, or unnamed access ways/routes, adopted and/or unadopted and those which are privately owned	
Town	It is the geographic name of the town. A 'town' can be a larger village, city, borough town or recognised settlement name.	