

Shropshire Council

Street Naming and Numbering

Policy Document
January 2018 (fees amended April 2025)

Part I Policy

1.0 Introduction

The Council has a duty to ensure that all roads with properties in the Council area are named and all properties numbered or named. The responsibility for dealing with applications for street naming and numbering, or re-naming, or renumbering will be administered by Development Management which will ensure that this information is relayed to appropriate organisations. To ensure that the service is operated effectively and efficiently it is necessary to set out procedures and performance standards.

1.1 Street Naming & Numbering is an important aspect of everyone's life as it allows the properties at which we live and work to have mail delivered, be found quickly by the emergency services, and be easily identified. Street names themselves contribute to the character of an area, and Shropshire as a whole.

1.2 Increasingly, mortgage and insurance providers and utility companies require postal addresses very early in the build cycle, making it important that addresses are created in a prompt and timely manner.

1.3 This document outlines the policies and procedures that Shropshire Council use to allocate statutory addresses and manage them throughout the lifespan of a property.

1.4 In drawing up these procedures, reference has been made to the BS7666 standard for addresses and to Shropshire Council's commitment to produce and maintain a corporate address gazetteer and enable joined-up service delivery.

1.5 The Street Naming and Numbering Service will be chargeable on a cost recovery basis from 01st April 2017. Please see section 9 of this Policy for full details.

2.0 Who is responsible for address creation?

2.1 The naming and numbering of streets and buildings within Shropshire is a Statutory Function of Shropshire Council (hereafter known as “the Council”), and is covered by Sections 17, 18 and 19 of the Public Health Acts 1925 as applied by the Local Government Act 1972.

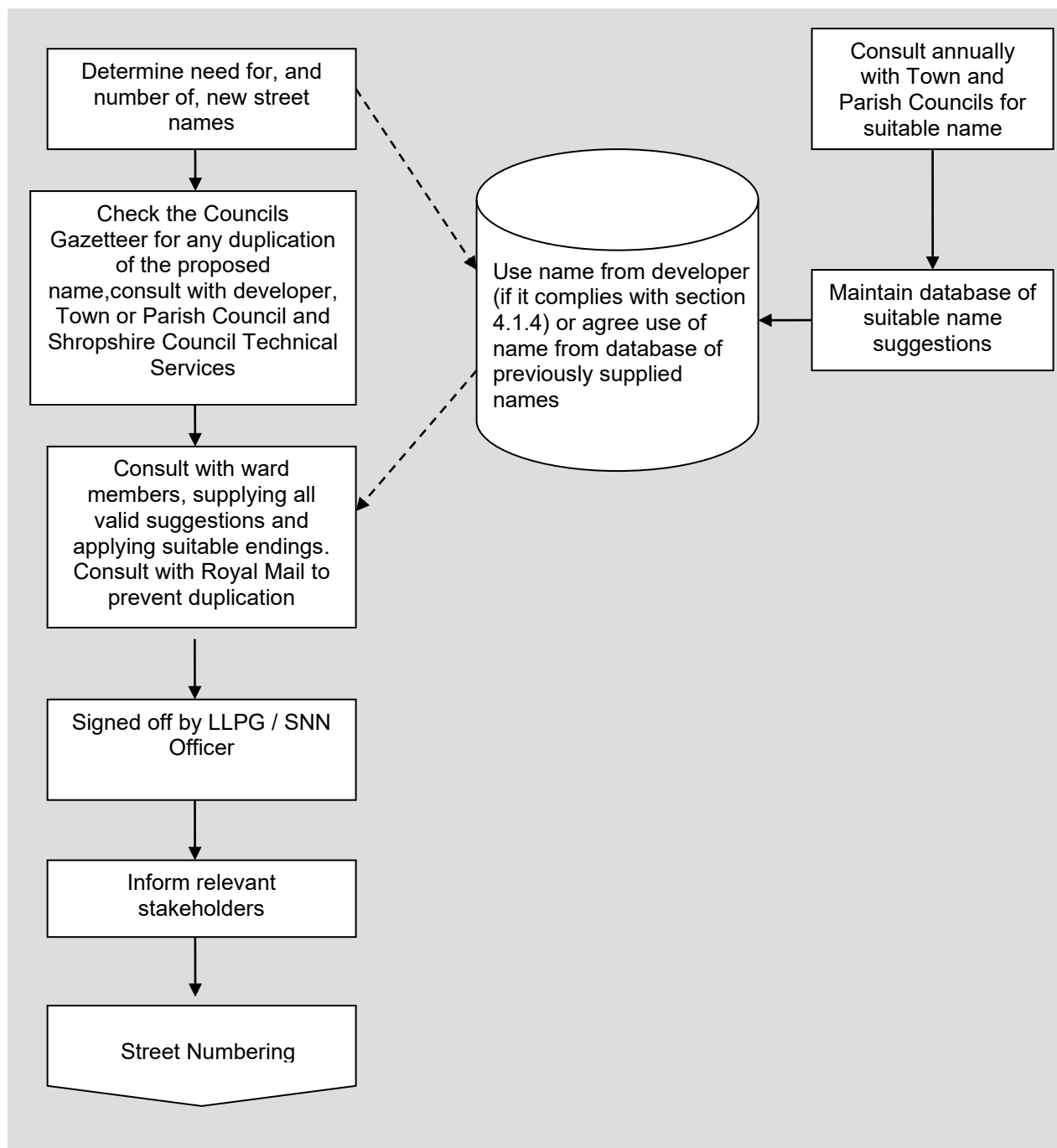
2.2 Shropshire Council aims to be responsive to the needs of the community by providing an efficient street naming and property numbering service which minimises unnecessary delays in connecting new properties to a host of utilities and services. At the same time, the Council should ensure that the process is accountable, by being open to community involvement and performance assessment.

2.3 The Development Management will administer this function on behalf of Shropshire Council from their offices at Shirehall, Abbey Foregate, Shrewsbury. Contact details can be found at section 8.

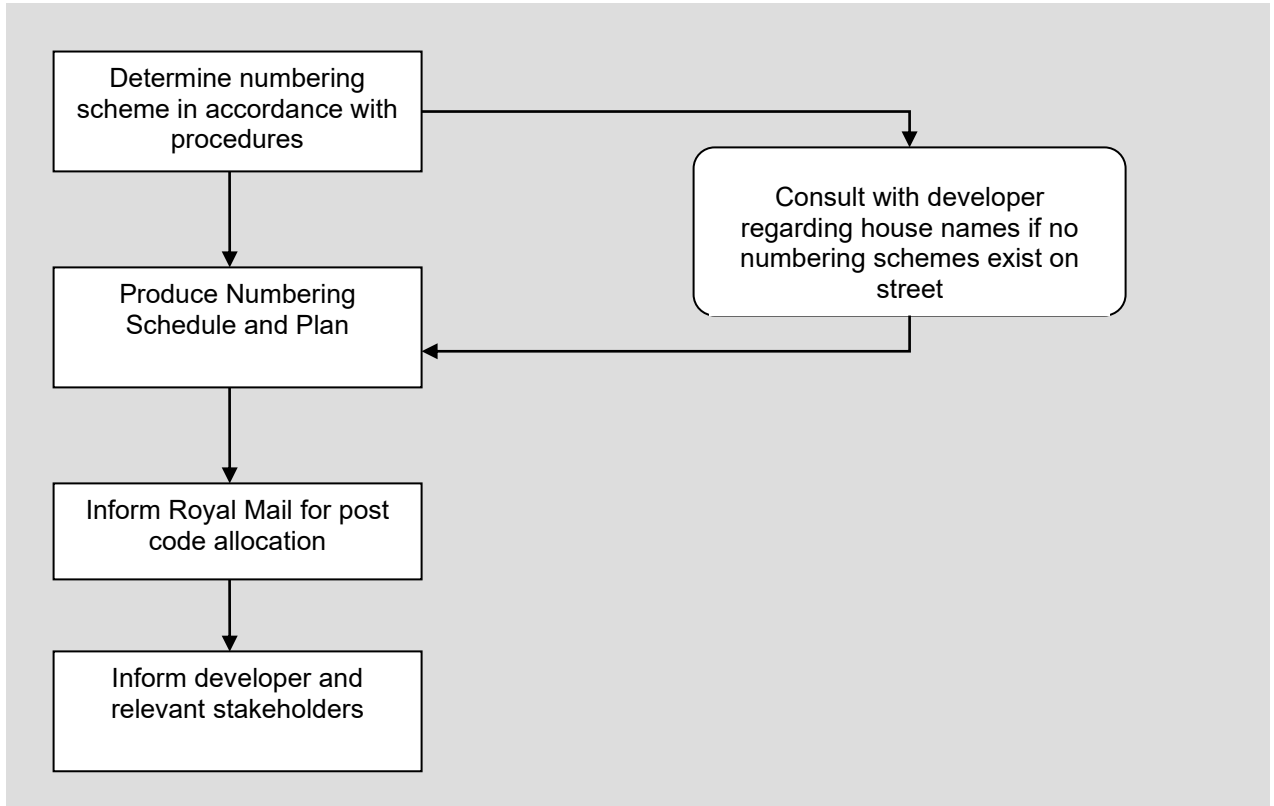
2.4 Royal Mail allocates a post code and post town to any property that they deem to receive mail. Shropshire Council will work closely with Royal Mail to ensure that they are aware of all new developments, so that post codes are allocated in a timely manner.

3.0 Overview of Street Naming and Numbering Processes

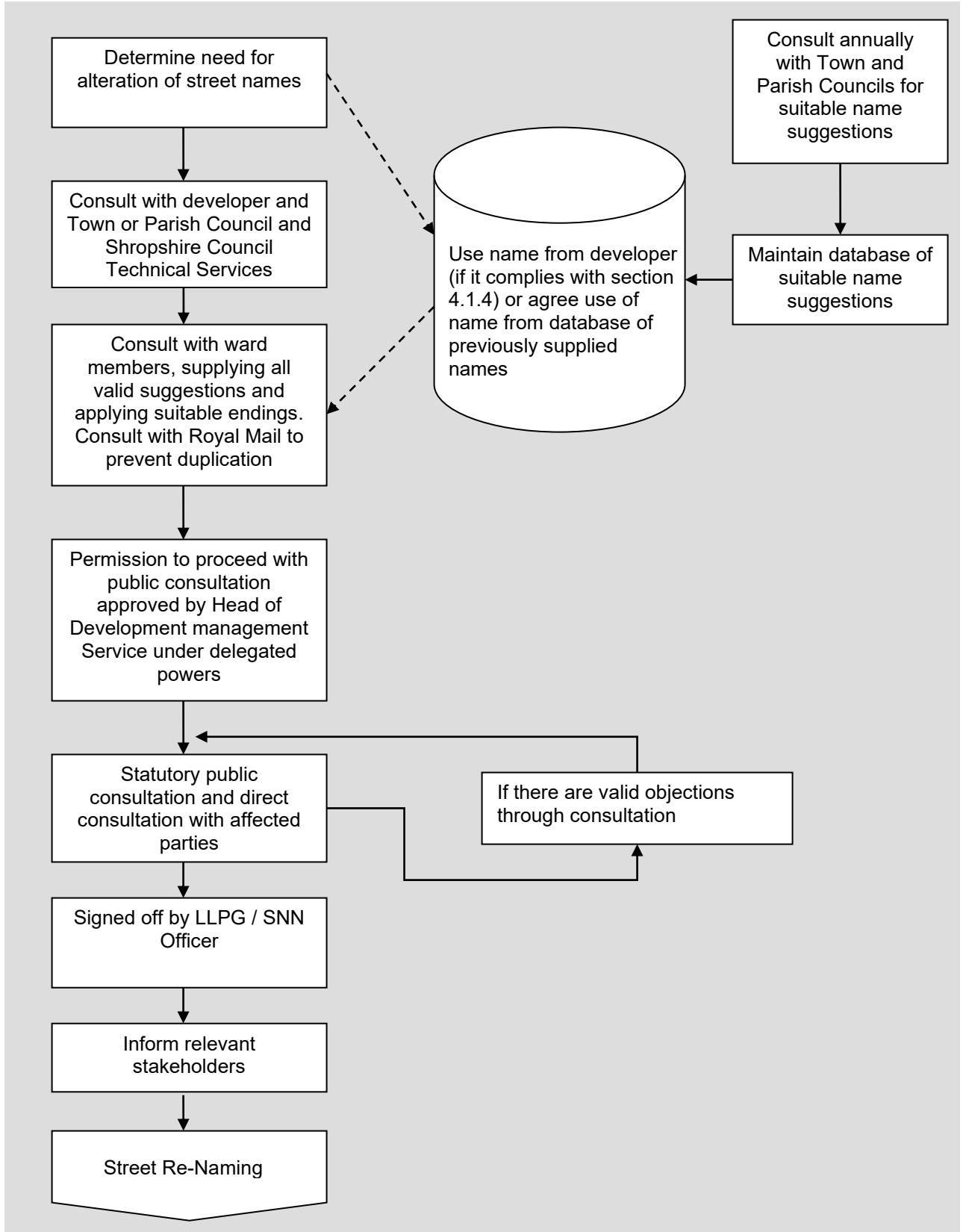
3.1 Street Naming



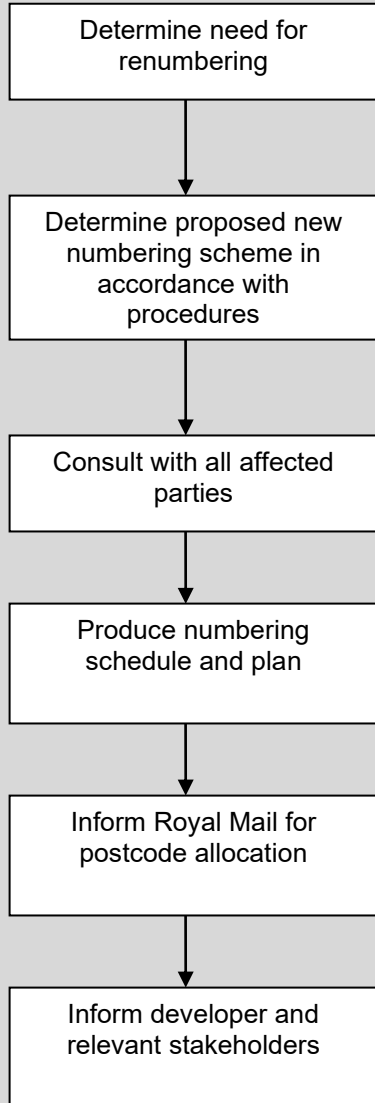
3.2 Street Numbering



3.3 Street Renaming



3.4 Property Renumbering



4.0 Applying For A New Postal Address

Applications should be made by:

- Individuals or developers building new dwellings, commercial or industrial premises
- Individuals or developers undertaking conversions of existing residential, commercial or industrial premises which will result in the creation of new separately addressed units

Developers who use a marketing name for a site must make it clear, to any prospective purchasers, that it is not part of an official postal address.

Applications for new addresses should be submitted as soon as work commences. In the case of new street names this is essential as the time from receiving a proposed name until it is formally adopted can take several months.

On developments requiring new street names the developer may put forward a naming proposal or the Council will request that the relevant Parish or Town Council provide a suitable name. If the developer has suggested a street name the Parish or Town Council can either accept the proposed name or suggest an alternative. The Council does not consult where the application is solely for the numbering or naming of a single building.

The applicants are obliged to contact Shropshire Council with a view to securing a satisfactory system of naming and numbering for the development hereby approved. An informative is put on the planning consent under the Town and Country Planning Act 1990 requiring the developer to obtain an address(es) from the Local Authority. At the earliest opportunity you are requested to submit a layout plan, to a scale of 1:500, showing the proposed street names before any of the development is occupied. If you are unsure of the procedure or wish to obtain further advice, please contact:

Street Naming and Numbering Team
Development Management
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Email: snn@shropshire.gov.uk

The developer will provide nameplates. In the case of a street(s) the developer will provide nameplates in accordance with the specification required by Shropshire Council.

4.1 Street Naming

4.1.1 Street name selection has public safety considerations. In the event of an emergency, it is important that street names and property numbering sequences facilitate easy identification. New developments that continue directly on from existing streets will be numbered against the existing street, so that “Leading to” street nameplates are avoided wherever possible.

4.1.2 In general, new streets should be named after people, places or events associated with the local area. Proposed names should meet one of the following criteria:

- To commemorate local history, places, events or culture, and in particular any that pertain to the site
- To honour and commemorate noteworthy persons associated with the local area, or Shropshire as a whole
- To celebrate cultural diversity in Shropshire
- To commemorate national and international noteworthy persons
- To commemorate national and international events
- To strengthen neighbourhood identity
- To recognise native wildlife, flora, fauna or natural features related to the community or Shropshire as a whole

4.1.3 As a general rule, the following shall be avoided:

- Street names duplicating an existing street within the wider area
- Similar sounding names such as Road Bridge Street or Broad Bridge Street
- The same name being repeated, but with different endings
- Names of living persons, or very recently deceased
- Use of a person’s first name, unless additional identification is necessary to prevent a duplication or confusion
- Use of abbreviations (except for St for Saint)

- Use of names with more than sixteen characters
- Use of punctuation such as commas, apostrophes, full stops, hyphens, slashes etc within street or property names unless absolutely necessary (e.g. where the apostrophe or the hyphen is part of a name such as O'Neill or Erskine-Beveridge). The apostrophe is not needed as a possessive e.g. Queens Meadow, not Queens' Meadow and Chiefs Close, not Chief's Close

4.1.4 In general, the following advice and guidelines should be considered when applying to endings to street names:

As a guide new street names should end with one of the following suffixes, if appropriate:

- Street [For any road]
- Road [For major roads]
- Way
- Avenue
- Drive
- Grove
- Lane
- Gardens (Subject to there being no confusion with any local open space)
- Place
- Crescent - For a crescent-shaped road
- Close - For a cul-de-sac only
- Square - For a square only
- Hill - For a hill
- Terrace - For a terrace of houses (provided it is not a subsidiary name).
- Vale
- Dene [For residential roads only]
- Rise [For exceptional use]
- Mead

Suffixes needing careful consideration as it may give a false impression of location

- End, Court, Cross, Side, View, Wharf, Walk, Park, Meadow, Mews.

All new pedestrian ways should end with one of the following suffixes:

- Walk
- Path
- Way

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

Avoid having two phonetically similar names within a postal area and, if possible within the district, i.e. Alfred Road and Alfred Close or Churchill Road and Birchill Road.

4.2 Street Nameplates

4.2.1 Under the Public Health Act 1925 there is a duty to erect and maintain street nameplates for all officially named thoroughfares.

4.2.2 The responsibility for the initial provision of street nameplates within a new development, where a street name is required, is devolved to the developer.

4.2.3 The Council requires street name plates to be clearly legible and to conform to the Council's agreed specification, available from Technical Services, Environmental Maintenance Department, Shropshire Council, 107 Longden Road, Shrewsbury. Wherever possible the name plates should enhance the street scene and preserve the local character and identity.

4.2.4 Clearly legible street name plates are essential for the emergency and postal services as well as for the convenience and safety of the general public. It should be remembered that street name plates need to be legible by night as well as by day.

4.3 Street Numbering

4.3.1 Within the Shropshire Council area a house number is the preferred identification option but where this is not practical house names may be issued.

4.3.2 Street Naming and Numbering Officers shall first determine the origin of the street. For through roads, this will usually be the end of the street nearest the centre of the town to which the street is attached. Numbers increase in a direction away from the origin. The general rule is odd numbers on the left side of the street and even numbers on the right. For subsequent streets, numbers increase in a direction away from the adjoining main street nearest the origin. This process continues until all streets are covered.

Buildings will be numbered according to the street in which the main entrance or postal delivery point is to be found. Such an access point can be via a pedestrian route as well as by a vehicular access. If a building has entrances on more than one street, is a multi-occupied building and each entrance leads to a separate occupier, then each entrance should be numbered in the appropriate road.

4.3.3 Gap Sites Numbering

4.3.3.1 Where a gap site is being developed, individual numbers should be allocated wherever possible. However, where this is not possible, a suitable suffix should be allocated.

4.3.3.2 When using suffixes, the whole number should be used if possible. For instance, it is better to have 10 and 10A, than to have 10A and 10B.

4.3.4 Multi-storey Blocks

4.3.4.1 Numbering by floor is not recommended and individual numbers or letters for each flat should be allocated wherever possible. Numbers may either pertain to the street, or internally to the block itself. In the latter case, the block should be numbered and/or named in its own right.

4.3.4.2 The construct “64 Sandford Gate, 1 Halleys Court” (where Halleys Court is the street and Sandford Gate the building) is acceptable and easily implemented as BS7666 Primary and Secondary Objects: Primary = Sandford Gate, 1 Halleys Court Secondary = 64

4.3.4.3 The word “Flat” can be used to describe flats, and is encouraged where the block is not named, or letters are being used. For example, “Flat 64, 1 Halleys Court”

4.3.5 Residential Property Sub-Division

4.3.5.1 Where a property is subdivided a relevant unique number should be allocated wherever possible. If this is not possible, adding an appropriate suffix to each one of the properties should derive the numbers. For example the subdivision of number 10 into two properties would result in the allocation of numbers 10 (existing) and 10A.

4.3.5.2 In the same way, if a basement property is formed then a relevant suffix should be allocated to the basement property.

4.3.6 Retail/Commercial Main Door Property Conjoining

4.3.6.1 Where retail/commercial units are conjoined a number must be allocated from the existing numbering. This should be done in relation to the access point of the premises.

4.3.7 Retail/Commercial Main Door Property Sub-Division

4.3.7.1 Where a retail/commercial property is sub-divided, a unique number should be allocated where possible. If this is not possible the current occupier should retain the original number and the new occupier will have a suffixed number.

4.3.7.2 Generally the current occupier in a retail/commercial subdivision will want to retain the original number as they may have made an investment in business stationery etc. with their original address.

4.3.8 Shopping Malls

4.3.8.1 When numbering Shopping Malls, the units should be numbered in a clockwise direction from the left, wherever possible. Where a larger or double unit exists, a gap should be left in the numbering to accommodate any future sub division. Where more than one entrance exists, numbering should start from the main entrance.

4.3.9 Industrial Units

4.3.9.1 Where possible a separate number should be allocated to each individual unit. In certain circumstances the Council reserves the right to name individual units and to number the properties at the completion of the development.

4.3.10 Street Nameplates

4.3.10.1 The Council maintains street nameplates within the whole Council area.

4.3.10.2 The provision of street nameplates on a new development is the responsibility of the developer in liaison with the Council.

4.3.10.3 The Council will use consistent nameplates depending on the locality. In exceptional circumstances Shropshire Council reserve the right to erect non-standard signage if deemed appropriate.

4.3.10.4 Repair and maintenance. The current stock will be maintained by the Council via Technical Services, Environmental Maintenance Department, Shropshire Council, 107 Longden Road, Shrewsbury.

4.4 House Names

4.4.1 Where Shropshire Council have not numbered a property, the house name forms part of the statutory address, and will be maintained as such by Shropshire Council.

4.4.2 In areas where numbers have been applied, house names can be added to the address held, but only **in addition** to the allocated number.

4.4.3 Where house names could be construed as offensive or alarming, Shropshire Council reserves the right not to use them in, or add them to, the statutory address.

4.4.4 Upon request from a property owner for the addition or amendment of a house name the SNN Officer will provide advice on suitable names. To avoid duplication or confusion the SNN Officer will liaise with Royal Mail. If a name is deemed to be inappropriate you will be requested to select another name. If a name is acceptable the SNN Officer will amend the Council records, and inform Royal Mail.

If this process is not undertaken the official address of the property will not be revised. Royal Mail will only amend their Postal Address File from information provided by the Council.

4.4.5 If an amendment is requested for a name of a Listed Building, English Heritage will require notification of any change to the name in order to update their records. The appropriate form and instructions for this can be found via the following link:

<https://services.english-heritage.org.uk/eh.uds.online.application/login.aspx>

Prior to undertaking the re-naming of a Listed Building Shropshire Council would expect the property owner to have thoroughly discussed with English Heritage the historical implications. Additionally, Shropshire Council would expect the property owner to submit written confirmation that English Heritage has approved the re-naming.

4.5 Post Codes

4.5.1 The Council is responsible for establishing property addresses up to and including the town or village name. The allocation of postcodes is the responsibility of Royal Mail. In creating and establishing new addresses the Council will liaise with Royal Mail's Address Development Team to provide a suitable postcode.

4.5.2 When a new address has been created, including the postcode, it will be held by Royal Mail as official but may not show up in their Postal Address File until they have established that the property is, or is about to be, occupied.

4.6 Street Renaming

4.6.1 Only in very exceptional circumstances will Shropshire Council consider any proposal from Community Groups, developers, or members of the public to

alter the name of an existing street. Equally, Shropshire Council may propose the renaming of an existing street.

4.6.2 Such circumstances are likely to be when substantial redevelopment is to take place, where there are issues of poor perception of an existing name, or where there are issues of confusion and ambiguity regarding the existing street name.

4.6.3 When application is made by Community Groups, developers or members of the public, the case for renaming and a summary of the majority opinion of existing residents should be supplied to Shropshire Council.

4.6.4 Any proposed new name must adhere to the same principles as those set out above for new streets.

4.6.5 Existing properties on affected streets will be consulted with directly, whilst Statute lays down a period of 28 days within which representations can be made following advertisement in the local press.

4.6.6 In all cases, Shropshire Council will endeavour to minimise inconvenience, and will take into account all representations made to them before any final decision is reached.

4.6.7 A minimum of eight weeks will be given before new statutory addresses take effect.

4.7 Street Renumbering

4.7.1 Renumbering may be necessary when new development occurs on an existing street, or when Shropshire Council become aware of issues regarding existing statutory addresses.

4.7.2 In all cases Shropshire Council will endeavour to minimise inconvenience and achieve consensus, but where the aim is for the provision of clear and unambiguous addresses. Alternatives to renumbering should be found if practicable.

4.7.3 Any alteration to an existing numbering scheme should follow the same principles as those set out above for new developments.

4.7.4 Affected parties will be consulted with directly, and a minimum of 28 days will be given for representations to be made.

4.7.5 A minimum of eight weeks will be given before new statutory addresses take effect.

5.0 Distribution of All New and Changed Addresses

Once an address has been created or amended we distribute this information to a variety of organisations. These include:

Internally: Council Tax, Elections, Refuse and Recycling, Planning and Land Charges.

Externally: Royal Mail, Land Registry, The Emergency Services, Utility Companies, Mapping Companies, TV Licensing.

6.0 Enforcement

6.1 On occasion action may be required to ensure that names and numbers are correctly displayed. Initially, an informal approach will be attempted to resolve the issue. If however this fails to achieve a satisfactory solution, the authority may resort to litigation through the Magistrate's Court.

6.2 To oblige the owner developing a site where a new address(es) is being given planning permission an informative is put on the planning consent under the Town and Country Planning Act 1990 requiring the developer to obtain an address(es) from the Local Authority and to provide number plates, nameplates and Street Nameplates, the latter to the Specification required by Shropshire Council.

7.0 Complaints

7.1 If any resident/owner or interested party wishes to appeal against a decision of the Council in the first instance complaints should be made to the Development Services officers responsible for Street Naming & Numbering, see Section 8, Contacts, below.

7.2 However, should the complaint not be resolved to the complainant's satisfaction, Shropshire Council operate a formal complaints procedure, the details of which are available at any Shropshire Council office, or online at **<http://www.shropshire.gov.uk/customerservice.nsf>** and follow the link on the left hand column.

If this fails to satisfy they have the right to seek redress through the Magistrate's Court under the Public Health Act 1925.

8.0 Contacts

8.1 Street Naming & Numbering is carried out by Development Management Street Naming and Numbering officers. The street naming and numbering function deals with all address related queries within Shropshire. If you are having problems please contact us at:

Street Naming and Numbering
Development Management
Shirehall
Abbey Foregate
Shrewsbury
SY2 6NB

Telephone: 0345 678 9004
Email: snn@shropshire.gov.uk

8.2 Street nameplates are maintained by:

Technical Services,
Environmental Maintenance,
Shropshire Council,
107 Longden Road,
Shrewsbury
SY3 9EL

8.3 Royal Mail maintains the Postal Address File and allocates post codes to delivery addresses in the UK. They can be contacted on - 0906 302 1222 (0800 to 1800, Monday to Friday) 08457 111 222 (evenings and weekends) or at <http://www.royalmail.com>

9.0 Fees

9.1 Shropshire Council maintains an implied right to cover the cost of providing the Street Naming and Numbering Service. The Council is not allowed to make any form of profit from the provision of the service.

9.2 From 1st April 2017 Shropshire Council will impose charges for the provision of this service.

9.3 The table of charges that will be incurred from 1st April 2017 is appended below. The fee will be calculated and invoiced by the SNN Officer and each application will commence on receipt of full payment. Fees will be amended annually.

Description	Charge (£)
Creation of a new individual address	65.00
Creation of new streets (or extension of existing streets) on development sites - per site (plus additional charges per plot(s))	200.00
Creation of new addresses on developments up to 25 plots – per plot	55.00
Creation of new addresses on developments of more than 25 plots – per plot between 26 and 50 plots	50.00
Creation of new addresses on developments over 50 plots – per plot for plots 51 and above	42.00
Individual property renaming or renumbering	65.00
Addition of a house name to a numbered property	62.00
Alterations to development after initial notification	60.00 per affected property
Confirmation of postal addresses for solicitors or conveyancers and all consultees	55.00 per property