



Street Naming and Property Numbering Policy and Procedures

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1. Introduction

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

1.2 The Council has the legal powers to allocate names and numbers, and ensure that the allocated name and number is correct and clearly displayed on residential and commercial property.

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

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

- 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 of the Council departments to work from one official address database
- All National Services, including the Emergency Services to work from one official address database – the National Land & Property Gazetteer (NLPG)

1.5 Many legal transactions associated with properties are withheld until they can be identified by street name and numbers, for instance, statutory undertakers will not normally connect their services until such time as the premises has been given a formal postal address.

1.6 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 policy aims to achieve the following outcomes for Merton 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, including Members within the constraints of the legislation
- One address being used by all Council systems and national address databases

2. The Local Land and Property Gazetteer (LLPG) and National Land and Property Gazetteer (NLPG)

- 2.1 All Street Naming and Numbering Authority processes must be linked to, or combined with, the Authority Address Custodian function within a Creating Authority. Each Creating Authority is contracted under a data licence to create and maintain their LLPG by Local Government Information House (LGIH).
- 2.2 Councils are required to create their own LLPG which, when put together with the LLPGs of all other local authorities in England and Wales, make up the NLPG. Street naming and numbering is the single most important source of address change intelligence for the Council's LLPG, and therefore the NLPG also.
- 2.3 The NLPG is the national addressing solution for local authorities and for its partners. Local Government has invested £70 million in creating the NLPG and is committed to using the NLPG for all of its addressing requirements and services. Councils have committed to using it as their primary address database and to link all systems to it.
- 2.4 The NLPG is the definitive address list that provides unique identification of properties and confirms to the British Standard, BS7666. The NLPG covers the whole of England and Wales and contains more than 30 million residential, business and non-mailing addresses. The NLPG is marketed commercially in a product referred to as AddressBase.
- 2.5 The NLPG is a comprehensive and continually updated database, created by those with local knowledge in each Council, the body with legal responsibility for street naming and numbering of property. As Councils are the originators of addressing information an address dataset, developed and maintained at source by users of the data, will inevitably have the highest level of currency and completeness.
- 2.6 The NLPG will now feed into AddressBase which is a combination of NLPG, Royal Mail, the Valuation Office Agency and Ordnance Survey address data.
- 2.7 AddressBase is the only national address database to be used by all. There will no longer be separate addressing datasets held by Royal Mail, NLPG and Ordnance Survey.

3. Post Codes

- 3.1 An important element of addressing is the Post Code. This identifies a number of postal delivery points and along with the Postal Town as defined by the Royal Mail. The Council is not responsible for allocating these codes; they are a Royal Mail product. The Council works closely with the Royal Mail to ensure that proposed addresses are acceptable postally and consults the Royal Mail on proposed schemes. Post Codes will generally be allocated before a development scheme is approved.
- 3.2 Royal Mail will not assign a postcode until the Council has notified them of the official address as the Street Naming and Numbering Authority.
- 3.3 As a matter of policy, the Royal Mail does not publish on its website addresses that are not completed and/or occupied. 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. The developer/owner/occupier should contact Royal Mail if problems of this nature are being experienced.
- 3.4 It should not be assumed that a development will have the same Post Code as the surrounding or existing properties. The Royal Mail will instruct occupiers to contact the Council for approval of any amendments to their current address.
- 3.5 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.

4. Statutory Context

- 4.1 The Council is the street naming and numbering authority. All proposals for new street names/changes of name must be by law sent to the Council for approval prior to being brought into use. There are currently two sets of legislation that apply to the Naming and Numbering of Streets and Buildings in the district.
- 4.2 The legislation under which street name and numbering can be carried out is:
 - (a) Section 21 Public Health Acts Amendment Act 1907 (alteration of street name)
 - (b) Sections 64 and 65 Town Improvement Clauses Act 1847 (street naming and numbering provisions)
 - (c) Sections 17-19 Public Health Act 1925 (naming streets and alteration and indication of street names)
 - (d) Section 2 London Building Acts (Amendment) Act 1939

4.3 Under the Council's Scheme of Delegation, the Director of Corporate Services has delegated authority to approve the following:

- + Street Naming – providing a street name to a new street or an existing street with no name;
- + Property numbering – providing numbers to plots, in-fills (properties built between existing houses or in the grounds of), property conversions and commercial premises;
- + Re-naming existing streets – this is normally only considered when changes occur which give rise (or are likely to give rise) to problems for the Emergency Services;
- + Renumbering existing properties and buildings – this is normally only considered when changes occur which give rise (or are likely to give rise) to problems for the Emergency Services and the inclusion of additional development;
- + Allocating house numbers to properties that only have a house name – this function is carried out largely for public safety reasons and in consultation with the Emergency Services;
- + Any other projects put forward at the discretion of the Authority Address Custodian.

4.4 Every Council is required to have a nominated member of staff to share overall responsibility for all addressing matters. This role is referred to as the Authority Address Custodian. The role should be given to a member of staff working on the Local Land & Property Gazetteer and at present this role is discharged to a member of staff within the Business Improvement Team.

4.5 The Council does not have statutory powers relating to property naming. Property names are largely a matter for property owners. However, in order for a name to have practical effect it must be agreed with Royal Mail who will only accept it once the Council has verified it. This is to avoid abusive or other unacceptable names being used.

5. Consultation

- 5.1 The Council's Authority Address Custodian will consult, as appropriate with, Royal Mail, Valuation Office, Land Registry, Electoral Registration, Council Tax, the Local Land & Property Gazetteer (LLPG), and other Council or external address databases before proceeding with the allocation of street names, property numbering or amendments to addresses.
- 5.2 Royal Mail is not responsible for address creation. Royal Mail's only role in address creation is to provide a valid post code. However, their postal data products, such as PAF (Postal Address File) are used by the majority of consumer service providers and private delivery firms and so non-inclusion of an address within Royal Mail data can lead to considerable problems for occupiers.
- 5.3 Royal Mail may also be consulted on new names and where similarly spelt or similar sounding names already exist in the area they will not be accepted. Royal Mail advises against the practice of using multiple street name suffixes so that names can be used more than once (e.g. Cuckfield Road, Cuckfield Mews) as this gives rise to incorrectly addressed mail. The Emergency Services may also be consulted on such matters as described above.
- 5.4 Senior Officers and Members must consult with the Authority Address Custodian on all address related matters, i.e. the naming of streets and buildings etc. The Authority Address Custodian holds the responsibility for ensuring that all naming conventions and the British Standard BS7666 are adhered to.

6. Notifications

- 6.1 Notification letters will be sent to occupiers if there is a change of street name, re-numbering or a numbering allocation to properties with just house names. In making such changes the Council is exercising statutory powers.
- 6.2 There are statutory requirements for councils to provide details of changes to existing or new developments to any external organisations. However, best practice recognises that the provision and sharing of this information facilitates better service delivery to the citizen and business communities.
- 6.3 The Council will therefore notify the Royal Mail and Emergency Services, via the National Land & Property Gazetteer (NLPG) hub, and Council bodies, via internal mail, of a numbering, naming; re-numbering or re-naming.
- 6.4 Other bodies may be notified in the future via the National Land & Property Gazetteer (NLPG) hub; details of these can be found in Appendix E.
- 6.5 To conform to Data Protection legislation, it is important to note that all correspondence sent to Royal Mail and the service providers should not have the applicant's name and address on. This is for data protection reasons, simply copying all services in to the confirmation letter sent to the developer is not acceptable.

7. Decisions and Appeals

- 7.1 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, he/she may lodge an appeal against the decision.
- 7.2 Representations against a Council decision on property or street name must be made within 14 days of notification. A representation must be made to the Authority Address Custodian in the first instance and, where appropriate, the representation may be discussed with the Executive Head of Corporate Services and/or the relevant Member to assist the Authority Address Custodian in deciding the outcome of the complaint.
- 7.3 If the property owner is still unhappy with the Council's decision then he/she may make an official complaint and the representation will be dealt with by an officer not previously involved in the decision making process.

8. Fees

- 8.1 Legislation permits the Council to charge for the Street Naming & Numbering service it provides. The Council is entitled to cover the cost of the provision of the addressing services it provides.
- 8.2 Any fees collected by the Council must be retained for the use of Street Naming & Numbering, Local Land & Property Gazetteer (LLPG) and Local Street Gazetteer (LSG) work.
- 8.3 The current Street Naming and Numbering schedule of charges are available to view here <http://www2.merton.gov.uk/environment/land/streetnumberingandnaming.htm> and they can be found in Appendix C.
- 8.4 The schedule of charges are to be reviewed on a regular basis.
- 8.5 In the event of a dispute resulting in the Council consulting a legal representative for advice the Council reserves the right to pass on any of these additional costs to the customer.

9. Street Naming

9.1 Street Naming usually applies to new developments.

9.2 Renaming a street can be a very time-consuming process and re-naming streets may cause costs and or disruption to individual occupiers and wherever possible should be avoided. This is usually only done as a last resort, e.g. re-naming a street is sometimes considered when there are recognised problems for the Emergency Services.

9.3 Under Section 21 of the Public Health Acts Amendment Act 1907 a council has the power to alter names of streets. A request from residents/owners of properties for re-naming of a street must be made via the Council who may use their powers under this provision. Providing the Council have the consent of two thirds in number of the ratepayers and persons who are liable to pay an amount in respect of council tax in any street, they may alter the name of such street or any part of such street. In addition the Council may cause the name of any street or of any part of any street to be painted or otherwise marked on a conspicuous part of any building or other erection.

9.4 Where re-naming a street is involved, as much warning as is practicable will be given to the residents. Once the consent has been given as per paragraph 7.2 above and the new name is finalised, occupiers will be informed a week before the new name comes 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.

9.5 The Council may use its powers under the relevant act to enforce the street name.

9.6 A charge will be levied to the applicant and each household effected by the alteration.

9.7 Merton's policy guidelines for the naming and renaming of streets are as follows.

9.8 The guidelines set out cannot cover all cases and the Council reserves the right to accept or reject street names suggested for other reasons in line with the policy set out within this document.

Choice of Street Names

- Naming Streets after living persons should be avoided
- If a historically or locally relevant name is not suitable then there is no reason why any attractive name cannot be chosen. Where several streets are involved, a "theme" linking the street names can be used to help identify the area.
- Experience has shown that streets with few houses are not well known and consequently, difficult to find. The Council's policy is not to name streets with less than six properties where they can be numbered as part of a primary street.

- Cul-de-sacs accessed off a street which is itself a no through road, are sometimes confusing, and often requiring long descriptive “leading to” name plates. In certain circumstances it is more appropriate to use just one street name to describe all the streets which are linked to form a no through road.
- Where a new street is an extension of an existing street it is not normally necessary to give that section a new name. The street name and numbering sequence will continue from the existing street in most circumstances.
- Duplication of street names in the same area or within close proximity of another parish/town is not permissible, unless the street is a continuation of an existing street. A variation in the terminal word, example, “street”, “road”, “avenue”, will not be accepted as sufficient reason to duplicate a name. The overwhelming desire of applicants is to repeat existing names in a new street or building titles (for instance a request for St Mary’s Close of an existing St Mary’s Way, near St Mary’s Church etc.). This is not allowed as it can have a detrimental effect in an emergency situation. This is in line with Government guidance found in circular 3/33.
- Two phonetically similar names within a postal area and within a district/borough – for example, Churchill Road and Birch Hill Road – will be avoided.
- Aesthetically unsuitable names or names capable of deliberate misinterpretation will not be accepted.
- Street Names which could give offence are not acceptable, nor are names which encourage defacing name plates.
- Street names should not be difficult to pronounce or awkward to spell (BS7666:2006). However the use of foreign names (i.e. town twinning) can be used if agreed by both parties.
- The council will have no informal adoption of unofficial ‘marketing’ titles used by developers in the sale of new properties. Names that may be taken as advertising (i.e. company name) will not be accepted.

- All new street names should ideally end with a suffix to distinguish a street from a building name or locality. The following list recommends usual practice. It is not exhaustive and sometimes other descriptive words are more appropriate:
 - Street
 - Road
 - Way
 - Avenue
 - Drive
 - Grove
 - Gate
 - 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 hillside road only)
 - Circus (for a large roundabout)
 - Vale
 - Rise
 - Row
 - Mews (officially a term for converted stables in a courtyard or land but considered acceptable for small terraced developments)

- Exceptions:
 - Single or dual names without suffixes in appropriate places e.g. Broadway for major roads only.
 - Suffixes needing careful consideration as it may give a false impression of location:
 - + End
 - + Cross
 - + Court
 - + Side
 - + View
 - + Meadow
 - + Park
 - + Wharf

- All these words can be incorporated in a street name provided it ends with an appropriate suffix, e.g. Mile End Lane.

- All new pedestrian ways should end with one of the following suffixes. It is not exhaustive and sometimes other descriptive words are more appropriate:
 - Walk
 - Path
 - Way
 - Twitten

- The use of multiple street name suffixes so that names can be used more than once, e.g. Orchard Drive/Orchard Close, or particularly long names should be avoided as these can cause problems with the emergency services, utility companies, delivery companies, automation of addresses and form filling. The Council will not normally accept similarly spelt or similar sounding names where they already exist in an area and will recommend strongly against multiple street name suffixes in an area of particularly long street names.

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

- Street names must not commence with the word “The” or end in “s” where it can be construed as either possessive or plural.

- Names of more than three syllables should be avoided and this precludes the use of two words except in special cases.

Location of a street

- The location allocated to each street determines the location or ‘address’ given to the property on that street. A ‘town’ name shall always be allocated to a street and locality only used in the following scenarios:
 - (1) where there is more than one street of the same name in the same town, or
 - (2) where the inclusion of a locality will avoid ambiguity in the identification of that street, particularly in urban and metropolitan areas, or
 - (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.

Towns:

- The name 'town' is misleading as the town name can be a larger village, city, borough town or recognised settlement name. It is the geographic name of the town rather than the Royal Mail 'Post Town'. A good rule of thumb is to follow the existing town names from surrounding established streets or to confirm with neighbouring residents as to where they think they live.

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 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.

10. Street Nameplates

- 10.1 The developer will cover the initial costs of the street nameplates once the name has been agreed with the Council. New street nameplates must adhere to a specification provided by the Council. See Appendices F
- 10.2 Where a developer fails to install the nameplates or provides nameplates that do not meet with the council's written specification, then the Council reserves the right to carry out appropriate remedial work and charge the developer on a time and materials basis.
- 10.3 Following installation, the Council will take over responsibility for the future maintenance and replacement of all street nameplates, provided they have been installed to the Council's specification.
- 10.4 Street nameplate priority will be given to problems encountered by Emergency Services.
- 10.5 The Towns Improvements Clauses Act 1847 draws no distinction between public and private roads. Whilst the initial provision of signage shall be the responsibility of the developer, the Council will undertake to repair and maintain street nameplates relating to private roads. This is to ensure that proper identification of streets can be maintained at all times, regardless of ownership.

11. Applications for Street Naming

- 11.1 The street naming and numbering procedure can be a lengthy one. It is therefore advisable that developers consult the Council at the earliest possible stage of a proposal, preferably as building work commences, and ideally before an unofficial name has been created, marketed or legal documentation drafted.
- 11.2 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.
- 11.3 Developers must be aware that marketing names are not to be confused with street names. It should be pointed out that in literature distributed to purchasers that marketing names used for the development may not form part of the final postal address. The Council reserves the right in all circumstances to replace a marketing name with a street name of its choosing.

The application form from the Developer should be accompanied by:

A plan showing the street layout with existing street name or suggested street names. The plan should be at a scale of 1:2500, 1:1250 or 1:500 and should include a north arrow.

- 11.4 The Council will liaise with the Emergency Services for new street name approval. The Emergency Services can object to a new street name if it duplicates an existing name already in use in the nearby vicinity, or if the pronunciation of the proposed name can lead to confusion with an existing name. If the Emergency Services objects to a street name the Council will usually head their concerns and object also.
- 11.5 It is advised that “three” street names are suggested by the applicant to negate possible delays that might be caused by objections from the Authority Address Custodian and/or the Emergency Services. The Authority Address Custodian may request a name with historical significance to the local area but this is not a statutory requirement as local historical connections may have already been exhausted.
- 11.6 In practice most developers are happy to leave the choice of street name with the Council or enter into an amicable discussion. In this instance the Authority Address Custodian may wish to give Ward Members the opportunity to propose names for the new street. The naming proposals must adhere to convention and be acceptable to the Emergency Services. The Authority Address Custodian has the final decision on street names, acting for the Director of Corporate Services in discharging their statutory duty.

- 11.7 Before enforcing a street name there must be a consultation period of at least 28 days. The Authority Address Custodian must erect notices in the street where the development is occurring clearly stating the proposed street name or names. The notice must state the date at which the consultation period ends and the method for communicating an objection to the Council. If the Authority Address Custodian receives an objection he/she must respond to the claimant within 14 days. If the objection is upheld the consultation period must start over again. If no objection is received then the street name or names can be enforced.
- 11.8 If the Council objects to a proposed street name it must notify the developer within one month of receipt of the application. The developer may appeal to the Magistrate Court within 21 days of service of the notice.
- 11.9 An application for a street name can be submitted to the Street Naming and Numbering section of the Council by visiting:-
<http://www2.merton.gov.uk/environment/land/streetnumberingandnaming.htm>
- 11.10 There is no specific timescale for the creation of a street name. The timescale is entirely dependent on the type of development or scenario. However, the Council will endeavour to create a new street name in a timely manner and will communicate timescales with the developer at the time of application.
- 11.11 For fees and charges refer to Appendix C or visit the following web page:-
<http://www2.merton.gov.uk/environment/land/streetnumberingandnaming.htm>

12. Applications for Naming and Numbering of buildings

- 12.1 The street naming and numbering procedure can be a lengthy one. It is therefore advisable that developers consult the Council at the earliest possible stage of a proposal, preferably as building work commences, and ideally before an unofficial name has been created, marketed or legal documentation drafted.
- 12.2 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.
- 12.3 Developers must be aware that marketing names are not to be confused with street names. It should be pointed out that in literature distributed to purchasers that marketing names used for the development may not form part of the final postal address. The Council reserves the right in all circumstances to replace a marketing name with a street name of its choosing

12.4 Business owners must be aware that a number is to be displayed on the fascia of the business. A number must be applied to the business or unit and when a business premise is split consultation must take place with the Council to apply appropriate addressing.

12.5 **The application form from the Developer should be accompanied by:**

- A plan showing the street layout with existing street name or suggested street names. The plan should be at a scale of 1:2500, 1:1250 or 1:500 and should include a north arrow.
- A detailed plan of the development clearly marked with the plot numbers of the proposed scheme. This plan must indicate the main entry point for each property in relation to the adjacent street.
- An internal layout, if appropriate, for developments that are sub divided at unit or floor level, e.g. a block of flats. The main entrance to the flats shall be clearly marked in relation to the adjacent street.

For full guidance on applying for street naming and numbering, please see appendix A.

12.6 The Council has the power to assign numbers to houses and buildings 'as they think fit' and require the number to be displayed.

12.7 Properties located in areas where no official numbering sequence exists should be named by the property owners as they see fit. Suggested names will be checked for possible duplication in the surrounding area within the Local Land & Property Gazetteer (LLPG) and with the Emergency Services. Names will not be considered acceptable if they may be construed as obscene, racist or contravene any aspect of the Councils Equality or Diversity Policy.

For full policy guidelines on the general methodology behind property numbering and naming please see Appendix D.

13. Re-numbering and re-naming existing properties

- 13.1 This is a very time consuming process and re-numbering/naming existing properties may cause costs and/or disruption to individual occupiers. Re-numbering existing properties and buildings is considered when changes occur which give rise (or are likely to give rise) to problems for the Emergency Services, or Royal Mail or other services, where there is additional development, or where unofficial or no numbering has been applied.
- 13.2 For a new development within an existing street the use of suffixes of "A", "B" etc, or re-numbering where just a few properties are affected, is always preferable to wholesale re-numbering of a large street. However, this is not always possible and the re-numbering/renaming of properties will be at the discretion of the Authority Address Custodian.
- 13.3 The Council requires all buildings assigned with a number to be marked with said number in a position that is prominent and visible from the street. There is no right of appeal or requirement for formal consultation. However, if there is a re-numbering of properties the Council will send notification letters to occupiers and where possible the owners. The notification to occupiers should give a specific date on which the re-numbering comes into effect. The time for compliance in terms of the legislation is one week, however the Council will normally allow eight weeks for the new number to be displayed.
- 13.4 The Council cannot formally change a property name/number where the property is in the process of being purchased, that is until the exchange of contracts, although it can give guidance on the acceptability of a chosen name before this.
- 13.5 Allocation of house/business numbers to properties with names only:
- Numbering is carried out on receipt of such a representation for public safety reasons and has full support of the Emergency Services and to conform with BS7666, the British Standard for Addressing.
 - Consultation is carried out by the Authority Address Custodian. A notification letter will be sent to occupiers notifying them that house numbers will be assigned. If any representations are received from residents the Authority Address Custodian will have the final decision.
 - After the numbering has been finalised, occupiers will be sent a Formal Notice listing 'Numbers of houses and buildings' together with a list of notified interested parties informed of the numbering sequence. The time for compliance in terms of the legislation is one week. However the Council will normally allow eight weeks for the number to be displayed. A house name may continue to be used in conjunction with the designated house number.

13.6 Adding a house name or changing an existing house name to properties with no house number:

- The powers used by the Council do not relate to this function. However, as a matter of public safety, courtesy and to help maintain the Local Land & Property Gazetteer (LLPG), the Authority Address Custodian will notify Royal Mail, the Emergency Services and Council bodies of the new house name. It is the responsibility of the owner to contact and notify all other contacts of the new name. The new name must conform to the British Standard of Addressing, BS7666.

13.7 Adding house names or changing an existing house name to properties with an existing house number:

- The powers used by the Council do not relate to this function.
- For public safety reasons the property will have to be used in conjunction with the house name, the number must always be included and displayed; the name cannot be regarded as an alternative.
- If the Council receives notification of a new house name, as a matter of public safety, courtesy and to help maintain the Local Land & Property Gazetteer (LLPG), the Authority Address Custodian will notify Royal Mail that a name has been added to the official address. It is the responsibility of the owner to contact and notify all other contacts that the house name has been added as part of their address.

13.8 Removal of an existing house number and replaced by a name:

- The Council will not accept the substitution of a current property number with a property name. A name may be used in conjunction with a number but the number must always be included and displayed.

13.9 Where there are two properties utilising the same street number and this has given rise to postal issues the Council may enforce a change to one of the effected addresses in order to resolve such matters. In such cases the infill numbering will be applied to the property not facing the street.

14. Claims for compensation

14.1 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.

14.2 The property developer should not give any 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.

15. Exemptions from Street Naming and Numbering

- 15.1 The post code. This is issued by Royal Mail and, unless a post code allocated to a new property or properties is already in use, will be held in 'reserve' until Royal Mail is notified by either the developer or the home owner that the property or plot is occupied.
- 15.2 Any complaints regarding correspondence and deliveries not being delivered to the correct address should be directed at the relevant delivery company's customer service department not the Council.
- 15.3 Address being unavailable on databases used by third parties, such as retail outlets (including internet based ones); Satellite Navigation Systems, Street Maps, etc. Complaints should be directed to the relevant company.
- 15.4 Ordnance Survey maps or plans not featuring any new properties or streets. These need to be notified direct to Ordnance Survey.
- 15.5 Notifying anyone other than the services listed in Appendix E.
- 15.6 Quality of service received from goods or services deemed to be as a result of an address issue.

16. Glossary

House Naming	Amending a name or adding a name to a property
In-fill	Property built between two existing properties or in the grounds of an existing property
LLPG	Local Land & Property Gazetteer
NLPG	National Land & Property Gazetteer
AddressBase	Commercial product containing NLPG data. Owned by GeoPlace
Numbering	Allocating numbers and suffixes to properties e.g. houses, bungalows, flats, maisonettes, caravans (static), industrial units, retail outlets etc.
Plot	The land on which a new property is being built
Re-naming	Changing the name of an existing street
Re-numbering	Changing the house number or suffix for another
Street naming	Allocating a name to a new street

Suffix Letter following a number e.g. 24A, 24B

17. References

The following documents were referred to by the Council in developing this policy:-

British Standard BS7666-1:2006. "Spatial datasets for geographical referencing – Part 1: Specification for a street gazetteer." 3rd Edition, July 2006

British Standard BS7666-2:2006. "Spatial datasets for geographical referencing – Part 2: Specification for a land and property gazetteer." 3rd Edition, July 2006.

Department for Transport Circular Roads 3/93

<http://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/pgr/roads/tpm/tal/circulars/ular393streetnameplatesa4055.pdf>

London Building Acts (Amendment) Act 1939 – Section 2

Towns Improvement Clauses Act 1847 - Section 64 & 67

Public Health Acts Amendment Act 1907 - Section 21

Public Health Act 1925 – Sections 17-19

www.statutelaw.gov.uk/Home.aspx

Data Entry Conventions and Best Practice for the NLPG

www.iahub.net/docs/1184161851899.pdf

Appendix A – Applying for Street Naming & Numbering

Who should apply?

- Individuals or developers building new houses, commercial or industrial premises
- Individuals or developers undertaking conversions of existing residential, commercial or industrial premises which will result in the creation of new properties or premises
- Property and business owners wishing to amend their existing house name or add a house name to an existing numbered property

When should I apply?

Applications for new streets and addresses should be submitted when building works commence
This is important as:

- A proposed new street must be approved by the Council before any addresses can be allocated to it;
- Most utility companies are reluctant to install services where an official postal address has not been allocated;
- Street naming and numbering can be a lengthy process.

How do I apply?

- Online form via London Borough of Merton website – www.merton.gov.uk
- E-Mail – street.numbering@merton.gov.uk
- By post or by appointment:

Authority Address Custodian
London Borough of Merton
Civic Centre
London Road
Morden
SM4 5DX

Appendix B – Legislation supporting Street Naming & Numbering

Section 17: Public Health Act 1925 – Notice to Local Authority before street is named

- (1). Before any street is given a name, notice of the proposed name shall be sent to the urban authority by the person proposing to name the street.
- (2). The urban authority, within one month after the receipt of such notice, may, by notice in writing served on the person by who notice of the proposed name of the street was sent, object to the proposed name.
- (3). It shall not be lawful to be set up in any street an inscription of the name thereof -
 - (a). until the expiration of one month after notice of the proposed name has been sent to the urban authority under this section; and
 - (b). where the urban authority have objected to the proposed name, unless and until such objection has been withdrawn by the urban authority or overruled on appeal; and
 - (c). any person acting in contravention of this provision shall be liable to a penalty not exceeding £200 and to daily penalty not exceeding £1.
- (4). Where the urban authority serve a notice of objection under this section, the person proposing to name the street may, within twenty-one days after the service of the notice, appeal against the objection to a petty sessional court.

Section 18: Public Health Act 1925 – Alteration of name of street

- (1). The urban authority by order may alter the name of any street, or part of a street, or may assign a name to any street, or part of a street, to which a name has not been given.
- (2). Not less than one month before making an order under this section, the urban authority shall cause notice of the intended order to be posted at each end of the street, or part of the street, or in some conspicuous position in the street or part affected.
- (3). Every such notice shall contain a statement that the intended order may be made by the urban authority on or at any time after the day named in the notice, and that an appeal will lie under this Act to a petty sessional court against the intended order at the instance of any person aggrieved.
- (4). Any person aggrieved by the intended order of the local authority may, within twenty-one days after the posting of the notice, appeal to a petty sessional court.

Section 19: Public Health Act 1925 – Indication of name of street:

- (1). The urban authority shall cause the name of every street to be painted, or otherwise marked, in a conspicuous position on any house, building or erection in or near the street, and shall from time to time alter or renew such inscription of the name of any street, if and when the name of the street is altered or the inscription become illegible.
- (2). If any person pulls down any inscription of the name of a street which has lawfully been set up, or sets up in any name different from the name lawfully given to the street, or places or affixes any notice or advertisement within twelve inches of any name of street marked on a house, building, or erection in pursuance of this section, he shall be liable to a penalty not exceeding £200 and to a daily penalty not exceeding £1.

Section 21: Public Health Acts Amendment Act 1907 – Power to alter names of streets

- (1). The local authority may, with the consent of two-thirds in number of the ratepayers (and persons who are liable to pay an amount in respect of council tax) in any street, alter the name of such street or any part of such street. The local authority may cause the name of any street or of any part of any street to be painted or otherwise marked on a conspicuous part of any building or other erection.
- (2). Any person who shall wilfully and without the consent of the local authority, obliterate, deface, obscure, remove, or alter any such name, shall be liable to a penalty not exceeding level 1 on the standard scale.

Section 64: Towns Improvement Clauses Act 1847 – Houses to be numbered

“The commissioners shall from time to time cause the houses and buildings in all or any of the streets to be marked with numbers as they think fit, and shall cause to be put up or painted on a conspicuous part of some house, building, or place, at or near each end, corner, or entrance of every such street, the name by which such street is to be known; and every person who destroys, pulls down, or defaces any such number or name, or puts up any number or name different from the number or name put up by the commissioners, shall be liable to a penalty not exceeding £200 for every such offence”.

Section 65: Towns Improvement Clauses Act 1847 – Numbers of houses to be renewed by occupiers

“The occupiers of houses and other buildings in the streets shall mark their houses with such numbers as the commissioners approve of, and shall renew such numbers as often as they become obliterated or defaced; and every such occupier who fails, within one week after notice for that purpose from the commissioners, to mark his house with a number approved of by the commissioners, or to renew such number approved of by the commissioners, or to renew such number when obliterated, shall be liable to a penalty not exceeding £200 and the commissioners shall cause such numbers to be marked or to be renewed, as the case may require, and the expense thereof shall be repaid to them by such occupier, and shall be recoverable as damages.”

Appendix C – Schedule of Charges

The following charges for street naming and numbering are applicable as of 1st July 2018. The Council reviews these charges regularly.

Description of work	Fee
Addressing a residential or commercial unit	£125 per unit
Naming a residential or commercial building	£240 per building
Naming a street	£310 per street

The schedule of charges can be viewed in the councils Street Naming and Numbering guidance booklet. A link to which is located here:-

<https://www.merton.gov.uk/planning-and-buildings/planning/street-naming-and-numbering>

Appendix D – Property Numbering/Naming Policy Guidance Note

The guidelines set out cannot cover all cases and the Council reserves the right to accept or reject building names and numbers suggested for other reasons.

Naming Buildings after living persons should be avoided.

Names of more than three syllables should be avoided and this precludes the use of two words except in special cases.

A new street should be numbered with even numbers on one side and odd numbers on the other except that, for a cul-de-sac, consecutive numbering in a clockwise direction is preferred. Longer cul-de-sacs have an odds and evens scheme ascending away from the town centre.

Developers must not allocate numbering as part of their marketing strategy.

Two buildings in one street may not have the same number.

Convention requires number one always to be on the left-hand side of a street. Through streets are numbered odds and evens in the direction they would be accessed from the centre of the town or community.

Convention is to number odds on the left and evens on the right when travelling away from the Town Centre; however, numbering also depends on the layout of the development and streets.

Buildings will always be named or numbered into the street of which their main entrance or delivery point is accessed from.

Buildings on corner plots are numbered into the street towards which the main entrance is accessed. If pedestrian access is not possible from that street, the building may be numbered with the street giving access.

Occupier's preference will not be a relevant consideration.

If a building has entrances in more than one street, then each entrance should be numbered in the appropriate street.

If open space or undeveloped areas exist along a length of street it is usual to leave spare numbers. As a guide, one number per 4m frontage is used. The Authority Address Custodian will depart from convention at their discretion. Open spaces can be used to allow numbers either side of a street to be brought in line with each other.

If a suitable numbering sequence cannot be ascertained, temporary house names will be assigned to plot numbers until the numbering can be determined at a later date.

In residential buildings (e.g., blocks of flats) it is usual to give each block a street number and each dwelling a number suffix e.g. Flat 1, 24 etc.

Existing buildings divided into separate flats or business premises will be given one street number and number suffixes of "1", "2" etc. e.g. Flat 1, 24, Flat 2, 24 etc. Commercial premises will be allocated numbers and the prefix Unit, Office or Suite (for offices only).

When flats are numbered internally they will be numbered not lettered e.g. Flat 1, 24, not Flat A, 24; nor 24A.

For all Flats, the word Flat should precede the number. The number should not appear on its own. All new residential building names should end with a suffix, examples are provided in the list below. It is not exhaustive and sometimes other descriptive words are more appropriate.

- Apartments (for flats and other residential buildings)
- Mansions (other residential buildings)
- House (residential blocks or offices)
- Court (for flats and other residential buildings)
- Point (high residential blocks only)
- Tower (high residential or office blocks)
- Heights (high residential or office blocks)

For private houses in existing unnumbered streets it is essential that the houses are officially allocated names, which are registered with the emergency services. Anyone wishing to change the name of their unnumbered house must also apply to the Authority.

For private houses it is sufficient that the name should not repeat the name of the street or that of any other house or building in the area.

Properties cannot be named after living persons and the use of names of three syllables or more is prohibited.

Infill plots, i.e. properties built between existing properties or in the grounds of an existing property, will be given the same house number before the infill followed by suffix of "A", "B" etc. e.g. 24A, 24B etc. To include the new houses in the numbered street sequence would involve unacceptable renumbering of all the higher numbered houses on that side of the street.

If additional plots are added to a proposed development at a later date, e.g. due to a revised layout, these plots will be allocated existing numbering with suffixes of "A", "B" etc. e.g. 24A, 24B etc.

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

Annexes to buildings e.g. granny flats or ancillary accommodation, will be given the prefix 'Annexe', unless the annexe has a separate entrance. The rest of the address will be the same as the parent property e.g. Annexe, 34 Kingston Road. If the annexe has a separate entrance the address will take on a suffix added to the existing number, i.e. 34A.

Where a property has a number, it must be used and displayed. Where a name has been chosen to a property with a number, the number must always be included; the name cannot be regarded as an alternative. This is enforceable under section 65 of the Town Improvement Clauses Act 1847.

For commercial businesses, a unit number or an office number is to be applied as part of the address. The organisation name does not form part of the official address as organisation names can frequently change and cause problems for Emergency Services locating the premise.

The display of names and numbers

Every number or name, or number and name, of any building in any street, way, place, row of houses or block shall be marked:-

- On the building, the entrance gate, boundary wall or fence immediately adjacent to the gate or entrance of such a building, or in such other position as to be clearly visible from the street or way in which the building is situated.
- With numerals or lettering of such colour as to contrast with the background against which they are displayed.
- With numerals or letters of sufficient size to render them clearly visible from the street or way in which the building is situated.
- In durable, non-absorbent material, which expression shall be deemed to include paint.
- If you are in doubt about the display of the name and number you are advised to consult the regulations and contact the Planning Department for further advice.

London Fire Brigade Guidelines

The Council will only issue numbering and naming that are in compliance with the guidelines set out by London Fire Brigade. Guidelines can be located here:-

https://www.lbhf.gov.uk/sites/default/files/section_attachments/london_fire_brigade_snn_rules_tc_m21-24860.pdf

Appendix E – Organisations and services we inform of new or changed addresses

External

- GeoPlace (National Land & Property 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 Services
- Waste & Recycling
- CRM
- Parking Services
- Education (School Placements)
- Highways and Engineering

Appendix F – Street Name Plate Design and Specification



- Plate Depth to be 295mm (increased where necessary)
- Plate Width to be no longer than 1200mm (without 'T')
- Road Name to be on two lines
- The X-height is 89mm in Kingsley Black
- The Merton Logo also to be in Black
- The Postcode is in 50mm Kingsley Black
- Street Nameplates for cul-de-sacs must include 'T' sign (Reference 816.1)
- The Street Nameplate when using a 'T' sign must be 295mm high
- Black Border 12.5mm
- Supports are with 2no. 1.35mm x 80mm x 80mm recycled plastic. Square ends and pyramid tops, BACK MOUNTED

For additional information in relation to street name plates and design please contact trafficanhighways@merton.gov.uk

