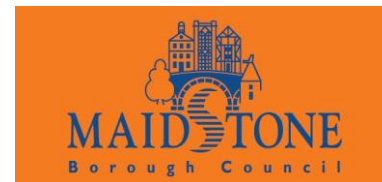


Street Naming and Numbering



Introduction

What is Street Naming and Numbering?

Street Naming and Numbering is a statutory service Maidstone Borough Council undertakes to issue and officially register postal addresses within the borough. The council have adopted the provisions of Sections 17 and 18 of the Public Health Act 1925 which relates to the issue of street naming and alteration of street names; and the County of Kent Act 1981 which relates to the numbering of properties to fulfil this statutory service.

If a property does not have an official postal address, it will not be registered on any database and therefore no one will know the property exists.

The issue and official registration of a postal address has become essential with the introduction of computerised databases. Organisations such as the Kent Fire Service, Kent Police and the Ambulance Service require the registration of all properties in the borough to enable to keep their databases up to date with address information in the case of an emergency call out.

If a property is not registered it is likely the occupants will experience problems applying for utility services, mortgages, credit cards, house & car insurance, broadband services, mobile phones and ordering goods and services online because all checks require the registration of the postal address.

When a property is officially registered the postal address is confirmed and entered onto the Royal Mail database. It is the Royal Mail database that all other organisations purchase address information from to update their own individual databases.

It is the duty of the Local Authority to issue the postal numbering and naming of streets in the borough and register the details with the Royal Mail. Requests for the registration of a postal address applied directly to the Royal Mail will be referred to the Council to officially register. It is the responsibility of the Royal Mail to allocate the postcodes.

If you would like to check if your address is registered on the Royal Mail's database, please visit <http://www.royalmail.com/postcode-finder>

Is there a charge for this service?

Maidstone Borough Council started charging for the Street Naming and Numbering Service from 1st June 2012 under the provisions of Section 93 of the Local Government Act 2003.

Please refer to the Schedule of Charges for the service you require.

How do I apply?

You can apply by completing our application form. You can use this form to register postal addresses for new builds, new developments, the addition of a property name, a property name change, amendments to a postal address, to register an existing but previously unregistered postal address, to register the conversion of a property and to register the conversion of a building into flats. Please contact us by email at StreetNamingNumbering@MidKent.gov.uk and we will email a copy of the application form or alternatively you can download a copy of the application form from our website.

How do I pay?

Please email StreetNamingNumbering@MidKent.gov.uk to receive details on how to make your payment by credit/debit card or alternatively we are still accepting cheque payments.

Please make cheques payable to 'Maidstone Borough Council' and write 'Street Naming and Numbering' on the reverse of the cheque.

Who do the Council Notify after registering an address?

Following the official registration of new postal addresses, the Council notify the following statutory authorities and request they update their databases with the new address information:

- The Land Registry
- Kent Police
- Kent Ambulance Headquarters
- Kent Fire Services
- Ordnance Survey
- Valuation Office
- Openreach
- Southern Water Authority
- Centrica (British Gas)
- South East Water
- Scotia Gas Networks
- Royal Mail Address Development Team
- Royal Mail Delivery Office (Maidstone)
- Maidstone Borough Council - Electoral Registration
- Maidstone Borough Council - Council Tax
- NLPG (National Land and Property Gazetteer)

What is the NLPG (National Land and Property Gazetteer)?

The National Land and Property Gazetteer, abbreviated to the NLPG, is a government run initiative which is an address infrastructure that provides the most definitive register of land and property in the UK.

Every Local Authority in England and Wales maintain their own Local Land and Property Gazetteer (LLPG) for their district and these individual gazetteers are exported to provide local address information to the NLPG hub.

Every street is issued with a Unique Street Reference Number (USRN) and every property and piece of land are assigned a Unique Property Reference Number (UPRN) these provide a reference key so related address records across different datasets can be linked together.

Until recently the UK had not held one single database of address information in the country which meant in some cases different sources held postal addresses in different formats. A slight variation in a postal address can cause the creation of duplicate addresses on different databases for a single property. It is therefore vital that every property is registered with one correct postal address and issued with a Unique Property Reference Number (UPRN).

It is the Local Authority's Street Naming and Numbering department that have the statutory responsibility to maintain and create Unique Property Reference Numbers (UPRN) for every single property in the UK and continuously export up to date address information to the NLPG.

How do I make a 'reserved' postal address 'live' on the Royal Mail website?

The postal addresses for new builds and new developments that are under construction are registered on the Royal Mail 'Not Yet Built' (NYB) Database. This database holds the 'reserved' postal addresses until the Royal Mail are advised to transfer them to their 'live' database known as the PAF (Postcode Address File). Only occupied properties which are receiving the delivery of mail are listed on the 'live' PAF (Postcode Address File) and these can be viewed on the Royal Mail Website.

Unless the Street Naming and Numbering Officer is advised the property to be registered is already occupied, the postal address for a new build will be registered on the Royal Mail's 'reserved' postal address 'Not Yet Built' database.

To make a postal address live, **please ring the Royal Mail on 03456 011110** and select option key 3 for the Maintenance Team. Advise the operator that you wish to make a 'reserved' address 'live' on PAF. You will need to provide them with the postcode and then confirm the new property postal address. The Royal Mail will advise you that the new postal address will show on their website in 24-48 hours.

How long will it take before my registered address shows on databases and Sat Navs?

This is entirely down to how often individual companies decide to update their own databases. It could be any length of time from a few months up to two years.

If you experience any problems with your address missing from online services/service providers databases, you should check to make sure the postal address is registered as a 'live' postal address on the Royal Mail's PAF (Postcode Address File) and then refer the company to the Royal Mail website which will confirm your postal address exists and they should be able to update their individual databases manually.

Street Naming and Numbering

Guidance Notes



Property Name Change

To officially rename your property please complete the application form completing the Applicants Details, Section 1 and sign the Declaration. Please include a location plan at a scale preferably no smaller than 1:1250 with your property clearly outlined in red. A copy of your title deeds plan is ideal.

The Street Naming and Numbering Officer will check the suitability of your proposed name and will then send all the details to the Royal Mail who will check their database to ensure there are no other similar named properties within the same vicinity that could cause problems with locating the property and the misdirection of post etc. The Royal Mail will amend the name on their database and advise the Council when this has been updated. This process generally takes the Royal Mail 5 working days.

The Street Naming and Numbering Officer will then notify the statutory authorities of the new full postal address and will also write to the applicant to confirm the registration of the new registered address.

The NLPG (National Land and Property Gazetteer) will also be updated to reflect the name change.

Addition of Property Name

If your property has a postal number and you would like to add a property name you will need to complete the application form completing the Applicants Details, Section 1 and sign the Declaration. Please include a location plan at a scale preferably no smaller than 1:1250 with your property clearly outlined in red. A copy of your title deeds plan is ideal.

House names alone are not favoured by Local Authorities or the Emergency Services. A property number clearly identifies the location of a property in a road. If you wish to add a name, you must continue to keep the house number prominently displayed on the property and continue to quote the number on all correspondence. The house number is the primary identifier for a property, the addition of a property name is secondary to the primary address. It is therefore essential to continue to use the postal number in correspondence.

The Street Naming and Numbering Officer will check the suitability of your proposed name and will then send all the details to the Royal Mail who will check their database to ensure there are no other similar named properties within the same vicinity that could cause problems with the misdirection of post etc. The Royal Mail will add the name as an 'alias' on their database and advise the Council when this has been updated. This process generally takes the Royal Mail 5 working days.

For any properties that were not allocated postal numbers when first built, the name becomes the primary identifier for the property and are therefore listed on the Royal Mail database. Named only properties are generally located in rural areas.

The Street Naming and Numbering Officer will notify the statutory authorities and will write to the applicant to confirm the addition of the property name to the postal address.

The addition of the new name will be added to the property record on the NLPG (National Land and Property Gazetteer).

Amendment of Existing Postal Address

If a postal address requires amending you will need to complete the application form completing the Applicants Details, Section 1 including full details of the amendment and sign the Declaration. Please include a location plan at a scale preferably no smaller than 1:1250 with your property clearly outlined in red. A copy of your title deeds plan is ideal.

Examples of Amendments:

- The Removal of a Business Name
- The Spelling of a Property Name
- The Access to the property has changed and is accessed via a different road

The Street Naming and Numbering Officer will send the details to the Royal Mail who will make the necessary amendments to their database and advise the Council once updated. This process generally takes the Royal Mail 5 working days.

The Street Naming and Numbering Officer will then notify the statutory authorities of the new full postal address and will also write to the applicant to confirm the registration of the new registered address.

The amended postal address will also be updated on the NLPG (National Land and Property Gazetteer).

Official Registration of Postal Address for an Existing Unregistered Property

If you are experiencing problems applying for utility services, mortgages, credit cards, house & car insurance, broadband services, mobile phones, ordering goods and services online etc it could be your property does not have an official registered postal address. All credit checks require the registration of a postal address.

When a property is officially registered the postal address is confirmed and entered onto the Royal Mail database. It is the Royal Mail database that all other organisations purchase address information from to update their own individual databases.

It isn't uncommon to come across a property that has not been issued with an official postal address.

To search for your postal address on the Royal Mail's database, visit:

<http://www.royalmail.com/postcode-finder>

If you believe your property has not been registered with an official postal address, please complete the application form completing the Applicants Details, Section 2 and sign the Declaration. Please include a location plan at a scale preferably no smaller than 1:1250 with your property clearly outlined in red. A copy of your title deeds plan is ideal.

The property may have been given an unofficial postal number or name, but it is the sole responsibility of the Street Naming and Numbering Officer to issue an official postal address following the statutory procedure.

If the unregistered property has been built on a street where all the other properties have been issued with a postal number, then a postal number will be issued to the property. A property number clearly

identifies the location of a property in a road. You may add a name to a numbered property, but the house number must be prominently displayed on the property and the number used in all correspondence. The house number is the primary identifier for a property; the addition of a property name is secondary to the primary address. It is therefore essential to continue to use the postal number in correspondence.

Although house names alone are not favoured by Local Authorities or the Emergency Services there are some circumstances where the only option is a property name without a postal number. For any property not allocated a postal number, the property name becomes the primary identifier and is listed on the Royal Mail database.

The Street Naming and Numbering Officer will check the suitability of any proposed postal address and advise the applicant the correct property number if numbering is applicable, before sending all the details to the Royal Mail who will add the postal address to their database and advise the Council once registered. This process generally takes the Royal Mail 5 working days.

The Street Naming and Numbering Officer will then notify the statutory authorities and will write to the applicant to confirm the official registration of the postal address.

The postal address will also be added to the NLPG (National Land and Property Gazetteer).

Registration of New Build – Individual Property

To officially register a new build please complete the application form completing the Applicants Details, Section 2 and sign the Declaration. Please include a layout plan of the new building and a location plan at a scale preferably no smaller than 1:1250 with the boundary clearly outlined in red. A copy of your title deeds plan is ideal.

The Street Naming and Numbering Officer will check the suitability of your proposed address and will issue a postal number for the new build if applicable. The details will then get sent to the Royal Mail who will check their database to ensure the address will not conflict with another registered which could cause problems with the misdirection of post etc.

Postal addresses for new builds under construction are registered on the Royal Mail 'Not Yet Built' (NYB) Database. This database holds the 'reserved' postal addresses until the Royal Mail are advised to transfer them to their 'live' database known as the PAF (Postcode Address File). Only occupied properties which are receiving the delivery of mail are listed on the 'live' PAF (Postcode Address File) and they can be viewed on the Royal Mail Website.

Unless the Street Naming and Numbering Officer is advised the property is occupied the postal address for a new build will be registered on the Royal Mail's 'reserved' postal address 'Not Yet Built' database.

The Royal Mail will confirm the postcode and advise the Council once the postal address has been registered on their database. This process generally takes Royal Mail 5 working days.

The Street Naming and Numbering Officer will notify the statutory authorities of the new full postal address and will also write to the applicant to confirm the registration of the new registered address.

The new postal address will also be added to the NLPG (National Land and Property Gazetteer).

Registration of New Development

To officially register a new development please complete the application form completing the Applicants Details, Section 3 and sign the Declaration. Please include a site plan at a scale preferably no smaller than 1:1250 with the application site clearly outlined in red and a layout plan at a scale no larger than a sheet of A3 with each unit numbered with a plot number for ease of identification.

If the new development incorporates a block of flats, please provide floor plans for each floor, and identify each of the individual units with plot numbers.

For the registration of new roads on the development please see the guidance notes under the section headed 'Creation of New Street'.

The Street Naming and Numbering Officer will issue the postal numbers following the Street Naming and Numbering policy.

If the development is an infill on an existing street the council strive to continue the existing numbering to avoid any duplication of postal numbers. If there isn't a logical numbering scheme available and suffix letters are not appropriate sub names may be issued to blocks of flats or a terrace of houses.

A plot to postal schedule will be drawn up and sent to the Royal Mail and the emergency services to approve of the issue of postal numbering.

The postal addresses for new developments under construction are registered on the Royal Mail 'Not Yet Built' (NYB) Database. This database holds the 'reserved' postal addresses until the Royal Mail are advised to transfer them to their 'live' database known as the PAF (Postcode Address File). Only occupied properties which are receiving the delivery of mail are listed on the 'live' PAF (Postcode Address File) and these can be viewed on the Royal Mail Website.

The Royal Mail will issue postcodes and advise the Council once the postal addresses have been registered on their database. This process generally takes the Royal Mail 5 working days.

The Street Naming and Numbering Officer will notify the statutory authorities of the postal addresses assigned to the new development and will also write to the applicant to confirm the registration of the new registered addresses.

The new postal addresses will be added to the NLPG (National Land and Property Gazetteer).

Creation of New Street

All Councils strive to name new roads with local geographical, historical, or cultural relevance and in accordance with Street Naming and Numbering policy.

Developers may wish to propose a name and we ask for reasons behind the proposal. Suggestions will be considered in line with the above criteria before being submitted for consultation with either the Parish Council or Ward Councillor's dependant on whether the development site is rural or urban. The council allow a two week consultation period so please ensure you allow plenty of time to register your development.

The name of the new road will also have to be approved by the emergency services and the Royal Mail.

Conversion of Property into Flats

It is essential the Street Naming and Numbering Officer is contacted as soon as work has started to register the conversion of a property into flats, **DO NOT WAIT** until the properties are occupied. Until the flats have been registered with the Royal Mail, they do not have official postal addresses. It can cause unnecessary problems for the residents regarding their mortgages, home insurance and household services if the flats are issued with unofficial flat numbers by the owner/developer that may later have to be changed when registered with official postal numbers and addresses.

To officially register the conversion of an existing property into flats please complete the application form completing the Applicants Details, Section 3 and sign the Declaration. Please include a location plan at a scale preferably no smaller than 1:1250 with the application site clearly outlined in red. Your application must also include a layout plan showing any associated garages, entrances etc and floor plans with each unit numbered with a plot number for ease of identification.

The Street Naming and Numbering Officer will require information of the converted property's delivery points. This information determines how the address records are listed on the Royal Mail database. A property with one communal entrance and delivery point is listed as a Multi-Occupancy and one main postal address will be listed on the Royal Mail website with the flats held behind this one address. Flats with individual delivery points will be listed individually on the Royal Mail website. Please provide details in the Additional Information section of the application form if the property is to have one communal entrance and delivery point (letter box) or if each flat will have an individual letter box.

The applicant may wish to propose a numbering scheme for the flats, but the Street Naming and Numbering Officer will make the final decision in accordance with the Street Naming and Numbering policy. For your information, postal numbering is issued in a clockwise direction from the first flat on the left after entering the main entrance door and working upwards floor by floor.

Postal addresses for properties under conversion are registered on the Royal Mail 'Not Yet Built' (NYB) Database. This database holds the 'reserved' postal addresses until the Royal Mail are advised to transfer them to their 'live' database known as the PAF (Postcode Address File). Only occupied properties which are receiving the delivery of mail are listed on the 'live' PAF (Postcode Address File) and these can be viewed on the Royal Mail Website.

Unless the Street Naming and Numbering Officer is advised the flats are occupied the postal addresses will be registered on the Royal Mail's 'reserved' postal address 'Not Yet Built' database.

The details will get sent to the Royal Mail and they will confirm the postcode and advise the Council once the postal addresses have been registered on their database. This process generally takes the Royal Mail 5 working days.

The Street Naming and Numbering Officer will notify the statutory authorities of the new full postal addresses and will also write to the applicant to confirm the registration of the new registered addresses.

Renumbering of a Development Site or Block of Flats

In rare circumstances the re-issue of postal addresses on a previously numbered development or a refurbished block of flats (where the layout of the flats has been altered) may be required. It is essential the Council are notified so any alterations to postal addresses can be officially registered, and the statutory authorities notified.

Please write to the Council as soon as possible, **DO NOT WAIT** until the properties are occupied.

Your letter should include an explanation why renumbering is required, a layout plan indicating the existing numbering of the units and a copy of the new layout plan showing any proposed numbering of units you may wish to suggest. For blocks of flats, floor plans are also required.

The Street Naming and Numbering Officer will check the suitability of any proposed postal numbering and advise the applicant of the approved final postal numbering in accordance with the Street Naming and Numbering policy, before sending all the details to the Royal Mail. The Royal Mail will make the necessary alterations or the addition of any new postal addresses on their database and advise the Council once registered. This process generally takes the Royal Mail 5 working days.

The Street Naming and Numbering Officer will then notify the statutory authorities and will write to the applicant to confirm the official registration of the postal addresses.

The new postal addresses will also be updated on the NLPG (National Land and Property Gazetteer).

Renaming an Existing Street Name

Renaming an existing street is avoided unless the benefits clearly outweigh the obvious disadvantages. It is only considered as a last resort when:

- There is confusion over a street's name
- A group of residents are unhappy with their street name

It should be considered that the renaming of a street can be very disruptive and will cause all the individuals to have to change all their personal address details.

It is the responsibility of those requesting the change to canvass all the residents of the street and conduct a ballot on the issue. This will ensure that all the residents views are considered, and the results must be submitted to the Council.

To change a street name the council requires 100% support from the residents of the street.

Consultation with the Parish Council/Ward Councillors, Emergency Services and the Royal Mail will be undertaken before a decision is made.

This is a very time-consuming process and can be very emotive for those involved and should therefore only be contemplated as a last resort.

Street Naming and Numbering

Street Name Plates



Street Name Plates

Developers are responsible for the provision of street name plates on any new development.

Maidstone Borough Council is responsible for the maintenance and replacement of any street name plates on adopted roads.

To apply for Maidstone Borough Council's Specification of Street Names Plates or to report missing or damaged plates please contact:

customerservices@maidstone.gov.uk

Highway signs are the responsibility of KCC Highway Services. You can report a problem via their website:

www.kent.gov.uk/roads_and_transport/highway_maintenance.aspx

Street Naming and Numbering

Useful Directory



Land Registry

The contact details for the Land Registry office covering the Borough of Maidstone are:

Land Registry Nottingham Office
Chalfont Drive
Nottingham
NG8 3RN

Website: www.landregistry.gov.uk Email: customersupport@landregistry.gsi.gov.uk

Telephone: 0844 892 1111 (Monday to Friday 8am-6pm)

FAX: 0115 935 0038

Royal Mail Delivery Office – Maidstone Misdirection of Mail

If you are experiencing problems with misdirection of mail, please contact the Royal Mail Delivery Office in Maidstone. Their contact details are:

Royal Mail
Maidstone Delivery Office
Bircholt Road
Maidstone
Kent
ME15 9EE

Telephone: 01622 777101 or 01622 777097

To make an official complaint or enquiry please ring:

Royal Mail Misdirection of Mail – 03457 740740 Option 3 (for New or Existing Complaints or Enquiries)

Royal Mail Website

To search for your address on the Royal Mail's database, visit:

<http://www.royalmail.com/postcode-finder>

KCC Kent Archives Service – Origins of Street Names

The Maidstone Borough Council hold some historic records as to the origin of the naming of certain streets within the borough but not an exhaustive list. If you would like to find out the origin of your street name, we recommend you contact the KCC Kent Archives Service, visit:

http://www.kent.gov.uk/leisure_and_culture/kent_history/kent_history_library_centre.aspx

Email: historyandlibrarycentre@kent.gov.uk

Telephone: 03000 41 31 31