
Street Naming and Property Numbering Policy

Version 2.91

This Policy was adopted by Council at its meeting on 27th September 2006
(with revisions)



Elmbridge
Borough Council
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Introduction

Street Naming and Property Numbering sits under the remit of Planning Services, however for operational reasons the function is managed within Information and Communication Technology. For further information, please contact the Head of Information and Communication Technology.

Revision History

The initial policy was adopted by Council at its meeting on 27th September 2006.

27/09/2006	First issue (0.1)
12/01/2010	V 0.2 amended to reflect transfer of operational responsibility for service to Information Systems Divisions & policy references to officer titles changed accordingly
03/10/2016	V 0.3 Addition of charging schedule and online applications (Cabinet Meeting 14/09/2016)
15/03/2017	V 2.0 Amendments to Policy text (Cabinet Meeting 15/03/2017)
03/09/2018	V 2.1 Amended to reflect charging schedule review (Cabinet Meeting 04/07/2018)
01/04/2019	V 2.2 Amended to reflect charging schedule annual update in line with consumer price inflation
20/04/2020	V2.3 Amended to reflect charging schedule annual update in line with consumer price inflation
01/04/2021	V2.4 Amended to reflect charging schedule review (Cabinet Meeting 18/11/2020)
01/04/2022	V2.5 Amended to reflect charging schedule annual update in line with consumer price inflation
11/07/2022	V2.6 Amendments to Policy text (Cabinet Meeting 06/07/2022)
01/04/2023	V2.7 Amended to reflect charging schedule annual update in line with consumer price inflation.
01/04/2024	V2.8 Amended to reflect charging schedule annual update in line with consumer price inflation.
01/04/2025	V2.9 Amended to reflect charging schedule annual update in line with consumer price inflation.
01/07/2025	V2.91 Updated to remove charging for address re-instatement service.

Legal Background

The Council, under Section 17 of the [Public Health Act 1925](#) controls the naming of streets and numbering of buildings in Elmbridge. The purpose of this control is to make sure that any new street names, building numbers and names are allocated logically with a view to ensuring that emergency service vehicles (ambulances and fire appliances) are able to speedily locate any address to which they may be summoned in addition to the effective delivery of mail.

Postcodes, Post Towns and Localities

Elmbridge Borough Council are responsible for allocating the property number / name and street of an address. Notification will be sent to Royal Mail who will allocate a locality (if applicable), Post Town and Postcode.

Third Party Databases

Elmbridge Borough Council has no responsibility or control over how third parties manage their databases. It may take a few months for address changes and additions to filter through once the Council and Royal Mail have updated their records.

Applying for Street Naming and Numbering Services

Applications

Applications for Street Naming and Property Numbering, property name change requests and confirmations of existing addresses are to be made online. A charge will be payable at the time of application. Applications for the addressing of new developments cannot be made until work has started on site. The applicant will be required to provide the approved planning application number and / or a site plan on which the numbering / naming scheme can be based.

Process

The applicant will receive confirmation by email that the application has been received. An officer will be in contact to discuss the proposal either by email or telephone. Should the applicant fail to engage with the Council or provide information required to reach an agreement regarding the application it may be cancelled after 6 months without refund of the fees paid. Applications for change of address can be cancelled by the applicant at any stage in the process, however if significant resources have been put into investigating your request, the Council reserves the right to retain the fee. Once the addresses have been issued the applicant will receive a letter and a plan confirming the new addresses. Notifications will be sent out as detailed in the following section. Council records and national records will be updated.

Distribution

The following parties will be notified:

External	Royal Mail
	Ambulance Service
	Surrey Fire and Rescue
	Surrey Police

British Gas
Valuation Office
Land Registry
Surrey County Council
Water Company (as appropriate)

Internal Environmental Services
Asset Management
Town Planning
Electoral Services
Customer Services
Land Charges
Council Tax and Non-Domestic Rates
All Ward Councillors

Street Nameplates

It is the responsibility of developers to cover the initial costs of the nameplates for the site; the Council thereafter covers the maintenance. A quotation will be obtained on behalf of the developer from the Council's supplier, and following written acceptance from the developer, an order will be placed. When the sign has been supplied and erected the developer will be invoiced for the costs involved.

Charges

The power to charge for discretionary services falls under Section 93 of the Local Government Act 2003.

The charge covers the following:

- Naming and numbering of new properties.
- Consultation and liaising with external organisations such as Royal Mail.
- Notifying the parties as [detailed](#)
- Maintaining accurate address records in departments across the council.
- Updating the LLPG (Local Land and Property Gazetteer) and in turn the NLPG (National Land and Property Gazetteer).
- Confirmation of an existing address.
- Amendment to a numbering / naming scheme once issued.

The developer (or agent acting on their behalf) of new properties will be responsible for applying for Street Naming and Numbering and will therefore be liable for the charge. This will not be the responsibility of the new owner.

Where new properties are completed, advertised for sale, sold, or occupied and an application has not been submitted by the developer, the council will contact the developer to request submission of an application. If the developer fails to make an application on request the Council will proceed with the Street Naming and Numbering process and any associated costs of doing so will then be charged back to the developer.

Charging schedule

The charging schedule is subject to annual review. (2.5% increase)

Description	Cost
Property naming or renaming.	£82
Confirmation of address	£70
A new development flat rate charge (not including a new street name)	£408 plus...
First 1-5 properties	£64 per property
Next 6-10 properties	£57 per property
Next 11+ properties	£51 per property
Naming a new street (or streets if in the same development)	£490 plus...
First 1-5 properties	£64 per property
Next 6-10 properties	£57 per property
Next 11+ properties	£51 per property
Re-naming a street	£333 + £44 per property
Amending the numbering/naming schedule once agreed (and prior to the Building Control Completion date)	£44 per plot

These charges are not subject to V.A.T.

Examples of charges

- One property is demolished and 3 are built in its place. This would be a charge of £600 (flat rate charge of £408 plus £64 per property).
- Application to name a new street plus 8 properties. This would be a charge of £967 (flat rate charge of £490 plus £64 per property (for first 5 properties), £57 per property for the next 3).
- Application to convert a shop with a flat over to a shop and 3 flats. This would be a charge of £664 (flat rate charge of £408 plus £64 per property).
- A resident wants to change the name of their house. This would be a charge £82.
- A solicitor wants confirmation of their clients' official address. This would be a charge of £70.

Street Naming and Property Numbering

To ensure that all new addresses comply with BS7666 (British Standard for creating and maintaining a Local Land and Property Gazetteer), the following guidelines will be adhered to. Procedure for determining new street names

See Section 17 of the [Public Health Act 1925](#)

- Following commencement of works on site, the developer will be requested to supply three preferred names for consideration for each of the new streets being constructed. If less than three names are submitted, the Ward Councillors will provide other suitable names and the developer will be informed accordingly.
- Within 5 working days following receipt of the applicants three preferred names, (providing that they conform with the Councils Policy Guidelines), the appropriate Ward Councillors and Royal Mail will be consulted by email. The period allowed for consultation shall be 14 days from the date of the email to the Ward Councillors and Royal Mail. The stipulated 'deadline' date will be strictly adhered to, due to the legally imposed time limit.
- If by the stipulated 'deadline' date, one of the offered names is considered acceptable by all or a majority of the consultees then that name will be adopted, the properties within the new street will be numbered and an official plan produced. The plan will be distributed to the applicant and other relevant parties as [detailed](#).
- If no response is received from consultees by the specified 'deadline' date, then the GIS & LLPG Manager will select one of the three preferred names, the properties within the new street will be numbered, an official plan produced and distributed to the applicant and other relevant parties as [detailed](#).
- If none of the proposed names are considered acceptable by the Ward Councillors, they have until the stipulated 'deadline' date to put forward their own name suggestion. This suggestion will be checked for compliance with the policy. The applicant will be immediately informed (by email) of objection to their preferred name. In serving a written notice of objection, the applicant will be asked to accept the name put forward by the Ward Councillors. If the applicant declines, they have 21 days (under Section 17 (4) of the [Public Health Act 1925](#)), the right to appeal to a Magistrates court. In such circumstances the Council will have to defend the case before the Magistrates Court. The Ward Councillors will have to give evidence before the Magistrates should this be necessary.

Policy guidelines for naming streets or footpaths

The following guidelines must be considered when seeking a new name for a street or footpath:

- New streets for infill/new developments will only be created if:

The new street supports vehicular traffic and provides access to a minimum of five individual properties or three blocks containing multiple flats.

The new street is constructed and merged with the existing road layout so that the pavement has a clear break of continuation at the adjoining junction.

Access to the new street/properties is not gated or restricted.

Where an existing access (unnamed) forms part of a new street all the above criteria must be valid, and all existing properties (dependent on existing access) must form part of the proposed development.

- Where the above criteria are not met and there is clear communal access to a group of properties, we can create a parent object (sub-street) which is addressed from the main thoroughfare. These parent objects will follow the policy guidelines for naming and numbering of properties (see section below).
- New street or footpath names should have some connection with the area and should conform to the guidelines set out below.
- New street/footpath names should avoid duplicating any similar name already in use in the borough or neighboring boroughs. 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 road or building titles (for instance a request for St Mary's Close off an existing St Mary's Way, near St Mary's Church etc).
- Names should not be difficult to pronounce or awkward to spell.
- Names that are aesthetically unsuitable must be avoided such as Gasworks Road, Packemin Close, Tip Lane, Coalpit Lane or names capable of deliberate misinterpretation like Hoare Road, Typple Avenue, Swag Lane, Quare Street etc.
- The Authority will have no informal adoption of unofficial 'marketing' titles used by developers in the sale of new properties (these often fall foul of our Policy on a number of counts and occupiers of such premises unfortunately feel aggrieved by the 'loss' of a supposedly prestigious address and its replacement with something perhaps a little more mundane).
- All new street names should end with one of the following suffixes:
Street (for any thoroughfare)
Road (for any thoroughfare)
Way (for major roads)
Avenue (for residential roads)

Drive (for residential roads)
Grove (for residential roads)
Lane (for residential roads)
Gardens (for residential roads) subject to there being no confusion with any local open space
Place (for residential roads)
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 (for residential roads)
Rise (for residential roads)
Dene (for residential roads)
Mead (for residential roads)
Mews (for residential roads)

Suffixes which are not acceptable for street names:

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

All these words can, of course, be incorporated in a street name provided it ends with an appropriate suffix (example Mile End Road).

Exceptions:

Single or dual names without suffixes in appropriate places (example, Broadway for major roads only).

- All new pedestrian ways should end with one of the following suffixes:
Walk
Footpath
Path
Alley
Way
- No name should be prefixed with "The".
- 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 road is continuous and passes over a major junction. It is not acceptable when the road is in two separate parts with no vehicular access between the two. In such a case half should be renamed.
- Avoid having two phonetically similar names within a postal area and, if possible, within a borough, example, Alfred Road and Alfred Close or Churchill Road and Birch Hill Road.
- The use of a name which relates to a deceased person should be avoided, consideration will only be given if it relates to local history and they have been deceased for 100 years or more.
- Streets or Footpaths will not be named after a living person.

- The use of tree names will not be considered; mainly due to the duplication of many existing streets named within the borough.
- Where a street, footpath or house name includes Royal connotations, consent of the Lord Chamberlain's office must be obtained this includes names with any reference to the Royal family or the use of the word 'Royal'. For further information see - <https://www.royal.uk/use-royal-arms> (accessed February 2022).

Policy guidelines for numbering and naming properties

- Properties in a new street will 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.
- Flats will be numbered consecutively in a clockwise direction starting with the first door to the left of the main entrance (primary access). On upper floors the staircase will be considered the primary access point.
- Private garages and similar buildings used for housing cars, and such like, will not be addressed.
- A proper sequence shall be maintained, with no numbers omitted. This is not applicable to property merges, where only one number would be allocated.
- Buildings (including those on corner sites) are numbered according to the street in which the main entrance is to be found.
- The manipulation of numbering or naming in order to secure a "prestige" address or to avoid an address, which is thought to have undesired associations will not be sanctioned.
- In circumstances where an existing street or similar is extended, it would be appropriate to continue to use the same street name. This would be subject to the limitations of the existing numbering scheme.
- If a building has entrances in more than one street, then each entrance will be numbered in the appropriate road. Exceptions may be made, depending on the circumstances, for a house divided into flats.
- In residential buildings (example, blocks of flats) it is usual to give a street number to each building; each dwelling is then numbered internally.
- Flats that are accessed through a shared communal entrance will not be allocated individual house names.
- When allocating flat numbers and suffixes, the letters "I" and "J" are to be excluded from use to avoid confusion with the number one.
- Legislation permits the use of numbers followed by letters. These are needed,

for instance, when one large house in a road is demolished and replaced by a number of smaller houses. To include the new houses in the numbered road sequence would involve renumbering all the higher numbered houses on that side of the road, which is considered unacceptable. Therefore, to avoid this each new house will be given the number of the old house with a suffix of either A, B, C or D etc.

- No new 'infill' property will be allocated a number with a suffix where the number relates to a property unrelated to the development. For example, a property built on land between 12 and 14 where the land belonged to 14 will be numbered 14A. Where no numbers are available property names would be requested.
- For private houses in existing unnumbered roads, it is essential that the houses are officially allocated names, which are registered with the emergency services and postal delivery services.
- Where a property has a number, it must be used and displayed. If property numbers are not clearly and correctly displayed this can pose a significant risk to the Emergency Services and citizen welfare. Where a name has been chosen in addition to a number, the number must always be included, the name cannot be regarded as an alternative.
- Anyone wishing to change the name of their house must apply online to the Council. Once the name has been accepted the Council will notify Royal Mail and emergency services of the change, but it is the responsibility of the person requesting the change to notify Land Registry and all their personal contacts.
- For a new house or building name it is sufficient that:
 - The name should not repeat the name of the road
 - The name should not repeat the name of a business
 - The name should not reference Elmbridge
 - The name should not be difficult to pronounce or awkward to spell.
 - The name of a living person should not form part of the building name
 - The name should not be prefixed with "The" in any language (El, La, Der, etc.)
 - The name should not repeat developers marketing name unless it complies with all other policy requirements.
- The name of a property should not duplicate any other house or building within the postcode area, for example "KT11" or should be at least 2km from any existing property that shares the same or similar name.
- Applicants will be notified of any duplicates during the application process. Where a property is numbered, this is considered the primary address identifier therefore applicants can proceed in using the proposed name against council advice, however in doing so the applicant accepts responsibility and liability should any issues relating to the house name arise in the future.
- A variation in the terminal word for example, "House", "Court", "Lodge", will

not be accepted as sufficient reason to duplicate a name.

- All new building names and parent objects (blocks & sub-streets) should end with one of the following suffixes and may not be used as a name in isolation.
 - House
 - Barn - converted or existing farm building
 - Bungalow - single story property residential only
 - Cabin
 - Cottage
 - Chalet – residential only, can be a prefix or a suffix
 - Lodge
 - Manor
 - Residence
 - Mansion – residential only
 - Villa - enclosed/gated property residential only, can be a prefix or a suffix
 - Apartment(s)
 - Retreat
 - Studio
 - Heights – high block
 - Tower – high block
 - Point – high block
 - Suite(s) – commercial only
 - Row - parent object
 - Mead – parent object
 - Garden(s) - parent object
 - Court – parent object
 - Place – parent object
 - View – parent object

Policy guidelines for renaming a street / renumbering properties

See Section 18 of the [Public Health Act 1925](#)

- Renaming an existing street / renumbering properties within an existing street is avoided unless the benefits clearly outweigh the obvious disadvantages.
- On rare occasions this becomes necessary it is usually only done as a last resort when:
 - there is confusion over a street's name and / or property numbering
 - the residents are unhappy with their street name
 - the number of named-only properties in a street is deemed to be causing confusion for emergency services, visitors or deliveries.
 - In such instances it is the responsibility of those requesting a change to consult the residents of the street on the issue. This will ensure that residents views are taken into account and the results must be submitted to the Council. In addition, they must consult Royal Mail for their position on the issue. To change a street name or renumber properties Information & Communication Technology will require 100% support from the residents of the street as any subsequent change can be very disruptive by causing individuals to have to change all their personal address details. The consultation process referred to in this

policy will be implemented before any street is renamed. This a very time consuming process and can be very emotive for those involved and should therefore only be contemplated as a last resort. This will be subject to charges [detailed](#).