

Street Naming and Numbering Policy

Revised 2024

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Gravesham Borough Council – Street Naming and Numbering Policy

1. Introduction and Purpose

- 1.1 Street Naming and Numbering (SNN) is a statutory service Gravesham Borough Council undertakes to issue and officially register postal addresses within the borough. The council have adopted the provisions of Section 17 and 18 (4A) of The Public Health Act 1925 which relates to the issue of street naming and alteration of street names; and Section 64 and 65 of The Town Improvement Clauses Act 1847 which relates to the numbering of properties to fulfil this statutory service.
- 1.2 The address of a property is an important consideration, such as when emergency services need to locate a property quickly and efficiently. If a property is not officially registered, the owner or occupier can experience problems being connected to utilities and in obtaining goods and services, such as applying for a credit card or mortgage. If an address is unregistered, this impacts on Land Registry, Royal Mail and other private companies that hold addresses.
- 1.3 The Council has the responsibility to maintain a Local Land and Property Gazetteer (LLPG) which is a central database of property addresses within Gravesham. The LLPG provides geographic location information for all stages of development from build to occupancy for properties in the Borough. The purpose of this control is to ensure that any new street names, building names and numbers are allocated logically and consistently, following a set of Data Entry Conventions using the BS7666 addressing standard.
- 1.4 Punctuation is not permitted for new street names. Council legacy software constraints enforced the need to simplify street names by omitting punctuation for existing streets. Gravesham addresses affected are those containing full stops and /or an apostrophe. This affects all streets referencing a Saint. e.g. St. Columba's and St. James's are recorded as St Columbas and St James.
- 1.5 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 that related address records across different datasets can be linked together. It is therefore vital that every property is registered with one correct postal address and issued with the UPRN.
- 1.6 This information feeds into the National Land and Property Gazetteer (NLPG) providing a definitive source of address information. The Council has a Data Co-operation Agreement with GeoPlace LLP who are the custodians of the National Address Gazetteer ([NAG](#)). They are owned equally by the Local Government Association (LGA) and Ordnance Survey (OS). In turn, address data also forms a large part of Ordnance Survey's AddressBase Products.
- 1.7 The purpose of this policy and subsequent guidance is to provide advice to all applicants, developers, property owners and residents, on the naming and numbering procedure. This ensures that all properties are officially addressed to a consistent standard. All enquiries should be sent to the Street Naming and Numbering Team using the following email SNN@gravesham.gov.uk.

2. Legislation

Town Improvement Clauses Act 1847

Section 64 and Section 65 – Name/Rename Numbering

- 2.1 Section 64 requires the Council to ensure houses and buildings are "to be marked with numbers as they think fit". The Council also has a responsibility to make sure that the street names are displayed. Should any person destroy, deface or put up another number or name other than the official one, then that person shall be liable to a penalty under the provisions of the Sentencing Act 2020 (Section 122 Standard Scale Level 1 offences) for every such offence.
- 2.2 Section 65 states that occupiers of houses and other buildings in the streets shall mark their houses with such numbers as the Council approve of and shall renew such numbers as often as they become obliterated or defaced.
- 2.3 Under Section 65, should any person fail to amend, replace or erect the approved number or name within one week after a Renaming or Renumbering Order is issued then that person shall be liable to a penalty under the provisions of the Sentencing Act 2020 (Section 122 Standard Scale Level 1 offences) for every such offence.

The Public Health Act 1925

Section 17 – New Streets

- 2.4 Section 17 states that the Council should be notified of proposed street names. The Council then has the power to object within one month after the receipt of such notice.
- 2.5 It is unlawful to use the proposed name or to erect a street name plate until the street name has been confirmed in writing by the Council. Contravention attracts a fine under the provisions of the Sentencing Act 122 Standard Scale Level 1 offences). A daily penalty rate also applies in this case. The developer may appeal to the Magistrates Court within 21 days after the objection by the Council.

Section 18 (4A) – Existing/New Streets

- 2.6 Section 18 (as amended by section 81 of the Levelling-up and Regeneration Act 2023) gives the Council the power by order to assign a street name to all or part of a street where a name has not been given.
- 2.7 The Act, subject to regulation changes, gives the Council the power to seek to rename all or part of an existing street before it makes an order. The correct consultation process to ensure there is necessary support will be followed before a decision is made. Refer to 13.4 for more information.

3. Scheme of Delegation

- 3.1 Under the Council's Scheme of Delegation, the Director of Corporate Services has delegated authority to the Street Naming and Numbering Team 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;
- Renaming 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.

4. Street Naming and Numbering Process

- 4.1 Only the relevant Local Authority has the legislative powers to create or allocate property numbers/names or street/road names within its administrative boundary. This is carried out by the Street Naming and Numbering (SNN) Team for Gravesham Borough Council.
- 4.2 To name or rename a new or existing property or street, an online [application form](#) needs to be completed. This must be accompanied with an A4 size map showing the property (or properties) concerned and location of all entry points. Floor plan(s) for flats for each level also need to be supplied which must clearly display plot numbers, entrance points and any group mailbox locations. Once the application has been validated, an email will be sent with details on how to make payment.
- 4.3 If the property requires planning permission, the Council is unable to process any Street Naming and Numbering application until relevant Planning Permission has been granted.
- 4.4 The Council is unable to officially register mobile homes unless they are registered to pay council tax and have planning permission to be considered permanent dwellings. For information on registering annexes refer to Paragraph 10.6.
- 4.5 Requests for changes can only be accepted from the owners of properties and not tenants. Tenants wishing to change the name of the property should make their request to the property's owner who, if they agree, will then apply to the Council to change the name.
- 4.6 The Council will write and remind developers of the need to register for official addresses. If an application and payment of fees is not received within 3 months of the completion date, addresses may be allocated without postcodes to properties for the purpose of the emergency services, without further consultation with the developer. In this case external notifications, except for the emergency services, will not be sent out and properties may experience problems with services as described in Paragraph 1.2. Until the applicable fee is received, amendments will not be made or notification of new addresses sent out externally.
- 4.7 Applications will be verified before payment is taken, which will involve administration and research work. Therefore, refunds will not be made for the street naming and numbering service.
- 4.8 If any part of the Street Naming and Numbering certificate needs to be reissued, e.g. following changes to developer schedules due to internal layout changes, a new application will need to be submitted with the appropriate fee.
- 4.9 The Street Naming and Numbering rules within this document are applicable across all scenarios of each type of application.

- 4.10 Details of new and changed addresses are provided in the form of an official notification letter (referred to as a Street Naming and Numbering Certificate) and plan to the developer/applicant, as well as to internal Council departments and a number of external organisations.

5. Charges

- 5.1 Legislation permits the Council to cover the cost of the Street Naming and Numbering service it provides. The fees for the service are reviewed annually and are retained for the use of Street Naming and Numbering and the LLPG.

6. Postcodes

- 6.1 There is no legal basis for the Council to consult Royal Mail before approving any new street/road names or postal numbers. This is offered as a discretionary service to aid the completion of the full Street Naming and Numbering service.
- 6.2 A postcode is issued by Royal Mail and is essentially a sorting and routing instruction to enable their staff to deliver items quickly and efficiently. However, Royal Mail will not issue a postcode until requested to do so as part of the Street Naming and Numbering process offered by the Council.
- 6.3 Royal Mail will not issue postcodes to plots of land, only to dwellings or premises that have delivery points such as a post box.
- 6.4 The Council is not responsible for the records held on Royal Mail's Postal Address File (PAF) database, or for any delivery problems. For any complaints relating to the delivery of mail, the occupier should contact Royal Mail Customer Services.
- 6.5 A property developer or builder should not give any postal addresses, or postcodes, to potential occupiers, (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.
- 6.6 Postal addresses for new builds and new developments under construction are shown as 'provisional' and registered on the Royal Mail reserved postal address 'Not Yet Built' database. When the Council is advised that the property is ready to be occupied, records will be updated. This includes contacting Royal Mail who will update their list so that the address can be viewed on the Royal Mail Website.

7. New Streets

This section of the policy applies to new streets being created, not existing streets which may not meet the criteria. For existing streets see Section 13.

- 7.1 The Council will use the plans supplied with the application to apply a numbering sequence, rather than names to properties on all new streets.
- 7.2 For new smaller infill developments (e.g. less than 6 properties) which share an access, a new street will not be created. Where a small development is not likely to be extended in the future, a name will be applied to the development and properties numbered as part of the primary road where possible.

- 7.3 In circumstances where an existing street 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.
- 7.4 Applicants are advised to carry out research into the local area to identify suitable new names for roads and buildings. This encourages the use of names that reflect the local history and character of the area.
- 7.4.1 Where an area, field or previous building has names; activities, features, wildlife etc. historically associated with it, it is usual to preserve these in street names.
- 7.4.2 Where several roads are involved, a 'theme' linking the names can be used to help identify the area.
- 7.4.3 If a suitable 'local' name cannot be identified, then any alternative name can be chosen.
- 7.4.4 Where there is no information to suggest a road name, it will be the responsibility of the Council to choose a new name.
- 7.5 Three suggestions for street names can be made, stating the order of preference. Suggested names will not be accepted if they are likely to cause offence or will duplicate the name of another property/street in the area, which would cause confusion. Street names that breach rules of common decency, promote (or could be confused with) an active organisation, individual or advertisement will not be permitted. Street names should not be difficult to pronounce or awkward to spell.
- 7.6 Use of names with Royal connotations or any reference to the Royal family or their residences will not be permitted without written consent of the [Lord Chamberlain's office](#).
- 7.7 Naming a street after a person still living (full name, first and last), or other organisations or companies etc. will not be permitted. Naming a road after members of the developer's family will also be unacceptable. Names to commemorate a person may be considered if 20 years have passed, with prior consent from relatives/descendants. Proof of consent will need to be submitted with the application form.
- 7.8 Street names should not start with 'The' or 'A' or end with 's' if the 's' suggests a plural such as "Lanes". Street names must only contain characters found in the English alphabet. Numbers, characters, punctuation or symbols will not be permitted under the BS7666 addressing standards.
- 7.9 New street names must avoid duplicating any similar name already in use in an area. This includes phonetically similar names e.g. Churchill Road and Birch Hill Road. In accordance with national guidance a variation in the suffix, for example 'street', 'road', 'avenue' will not be accepted as sufficient reason to duplicate a name as has historically been acceptable, (e.g. Parrock Road, Parrock Street and Parrock Avenue).
- 7.10 Names that are aesthetically unsuitable must be avoided; e.g. Gasworks Road, Packemin Close, or names that are capable of deliberate misinterpretation e.g. Hoare Road, Typple Avenue.
- 7.11 The use of North, East, South or West (as in Old Road East and Old Road West) is discouraged and 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. This applies to new street names only, not existing streets.

7.12 The following is a list of possible suffixes for new streets:

Suffix	Reason for use
Approach	Usually refers to a path or road that leads to a place such as a railway/bus station
Avenue	For residential roads
Boulevard	For residential roads, usually a wide street or open space typically lined with trees
Close	For a cul-de-sac or no through road
Court	For small enclosed developments that form a square or rectangle
Crescent	For a crescent shaped road
Dene	For residential roads. Usually associated with a deep, narrow, wooded valley of a small river.
Drive	For residential roads
Field	For residential roads that run through fields or grassland
Gardens	Subject to there being no confusion with any local open space
Grove	For residential roads usually surrounded by woods
Hill	For a hill only
Lane	For residential areas typically used for narrow countryside roads
Mead	Usually used for a former grassland site or where the development is adjacent to a field
Mews	Usually, a small residential street lined with small houses. Often used as a term for converted stables in a courtyard or lane or a short road at the rear of, and parallel to, a terrace of buildings.
Parade	A name for a road running by the seafront or a road with shops along it
Path	For partial pedestrian residential roads
Place	Subject to there being no confusion with any local open space and provided does not repeat the name of the road from which access is gained
Plaza	Refers to either a pedestrianised way or a suburban shopping area's internal ways or open space in a commercial development
Quay	Usually used for residential roads near water or for development adjacent to a harbour, canal or river where vessels can dock or mooring
Reach	Usually associated with a street leading to a river or sea
Rise	For residential roads, usually used for roads that travel up or upon a hill
Road	For any thoroughfare
Row	For residential roads
Square	Used for a road that form a square or rectangle
Street	For any thoroughfare
Terrace	For a terrace of houses ideally not as a subsidiary name within another name
Vale	For residential roads built in a valley or basin
View	For residential roads
Walk	For partial pedestrian residential roads
Way	For residential roads
Wharf	For residential roads near a Wharf
Yard	For small enclosed developments

- 7.13 All new pedestrian ways should end with Walk, Path or Alley.
- 7.14 A developer may 'serve notice' under The Public Health Act 1925 by suggesting new street names and the Council may 'object' to proposals. However, the Council will liaise with the developer to negotiate suitable street names, to minimise any formal objection or subsequent Magistrates appeal. A Notice of intention will then be placed at the development site stating the chosen names for a period of 28 days. The notice gives a period of 21 days for any objections to be made to the Magistrates court. After this period, if no objections have been received, the naming order is approved by the Council and the process of numbering and applying for postcodes can begin.

8. Street Name Plates

- 8.1 Developers will be expected to pay for and install name plates for all new streets to the Council's specification, this includes the NTR symbol that represents 'No Through Roads', - see Section 20.1. The developer will agree the proposed locations of the name plates with Kent County Council.
- 8.2 The Council will attempt to ensure that, in due course and subject to available resources that every populated road in the district will have name plates.
- 8.3 Replacement for damaged name plates will be added to a pending list which is reviewed annually.
- 8.4 Street name plates are placed in prominent places at the start and end of a road and relevant junction points. If the layout of a property changes, it is not always possible to relocate a name plate. If it is feasible to move it, the property owner will be expected to pay for it. This will then be incorporated into the next replacement cycle.

9. New Development (Properties)

- 9.1 For large developments or conversion works, the Council advises that the application is submitted once planning permission is granted and before works commence. Failure to do so can impact service provision. The Council will try and make allowances in the numbering to accommodate phased developments.
- 9.2 Properties in a new street will be numbered with odd numbers on the left side and even numbers on the right side from the start of the street. Through roads are numbered odds and evens in the direction they would be accessed from the centre of the town or community. Odds will be 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 roads.
- 9.3 For small cul-de-sacs, which are not likely to be extended in future, consecutive numbering in a clockwise direction will be applied, starting with number one on the left-hand side of the entrance to the cul-de-sac.
- 9.4 A proper sequence shall be maintained including the number 13. Numbers will not be omitted for superstitious or religious reasons. Gaps in numbering may appear if there is space for future development.
- 9.5 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 to secure a 'prestige' address or to avoid an address, which is thought to have undesired associations, will not be sanctioned.

- 9.6 Developments built between existing properties or in the grounds of an existing property, (e.g. infill plots) will be given the same property number as that before the infill followed by suffix of A, B, C etc. this should be in addition to the whole number. For example, use 22, 22A and 22B, as opposed to 22A, 22B and 22C. If circumstances do not allow this, (e.g. for 6 or more new properties and as a last resort), the new properties may be separately numbered with a name of a Terrace, Row or Mews added within the existing street address. This will be reviewed on a case -by -case basis at the discretion of the SNN Team.
- 9.7 Where an infill development is named with a Terrace, Row or Mews suffix, sufficient signage and name plates must be erected by the developer to distinguish the infill houses from the existing property numbers on the existing street. The Council cannot be held responsible for misdelivered mail; this is the sole responsibility of the delivery company.
- 9.8 Where an infill development is built in a rear garden or in an obscure location, the developer is responsible for the correct signage. If circumstances do not allow this, property owners will need to ensure that delivery drivers are made aware of their location. The Council cannot be held responsible for missed deliveries.
- 9.9 For a block of flats, it is usual to give a street number to the block. Where there are not sufficient numbers available because of existing development, the block should be given a name. The following is a list of possible suffixes for block names:

Suffix	Reason for use
Court	Residential or commercial
Hall	Residential or commercial
Heights	High block residential or office
House	Residential or commercial
Lodge	Residential or commercial
Point	High block residential or office
Tower	High block residential or office
Villas	Residential or commercial

- 9.10 Descriptive addresses for flats, e.g. Ground Floor Flat or Flat Above, will not be approved. New blocks of flats should be sequentially numbered from the lowest floor level upwards with numbers ascending from the nearest flat to the floor entry point in a clockwise direction. Where feasible, on upper floors, numbering should begin adjacent to the main stair core or lifts.
- 9.11 Where flats are created above existing commercial premises which have a number/name in the road the same numbering rules as with a new block of flats will apply. Letters will not normally be approved, however there may be circumstances where the flats are given a suffix A, B, C etc. This will be reviewed on a case -by -case basis at the discretion of the SNN Team.
- 9.12 Developers are responsible for informing the Council that properties are ready for occupation.

10. Changes to Existing Properties/Buildings

- 10.1 The Council will assume that a replacement dwelling or unit will retain the original property name/number. If the replacement dwelling requires a name change, a new application will be needed. Numbered replacement dwellings must retain the original

number. If there is a significant time lapse for a replacement dwelling to be rebuilt the Council will need to be informed to update the status of the property build cycle.

- 10.2 The merging of two or more existing properties will also require re-addressing. Properties will retain part of the previous address. For example, properties merged at 4 High Street and 6 High Street would take on the new address of '4-6 High Street'.
- 10.3 Where a building is split into bedsits, the individual units within the building will not be given individual postal addresses unless they each have a dedicated letter box or delivery point. Otherwise, one main address will be given where post is delivered to one communal delivery point.
- 10.4 Where a property has a number, it must be used and displayed. Where a name has been added to a property with a number, the number must always be included. The name cannot be regarded as an alternative.
- 10.5 The Council will not under any circumstances register or issue a postal address to holiday mobile homes, ancillary annexes or plots of land, for the receipt of post or services.
- 10.6 Annexes will not be issued with official postal addresses if planning permission requires them to be used as ancillary to the main dwelling. The main dwelling should be used for postal address purposes. In this circumstance, addresses will not be allocated for the purpose of receiving services. If, however planning consent is granted to the owner to separate the dwelling from the main residence, these details can be submitted as part of the street naming and numbering process.
- 10.7 When commercial units or residential properties are converted and/or subdivided or have a change of use, an application should be made to the Council for the new units to be given official addresses.
- 10.8 Business properties will be allocated an address with a number within a street, or as a Unit number within a business park or industrial estate. This will enable the emergency services to locate the property and will avoid the need for a new address application each time the unit/building changes hands. Organisation names will be held in the dataset, but it does not form part of the official address.
- 10.9 Where commercial premises or units have not previously been allocated a number or name (other than the trading name of the occupant), and as resources allow, the Council will endeavour to apply a number or name to improve the address by providing a consistent primary identifier.
- 10.10 Derelict properties that are uninhabitable will be held in the Gazetteer address database records with a reserved 'non-postal' address. Following the renovation of a derelict property the address will require activation by the Council.

11. Renaming Existing Properties

- 11.1 In streets where existing properties are not numbered it is essential that the houses are officially allocated names.
- 11.2 Applicants may make three suggestions for property names, stating the order of preference. Names that breach rules of common decency, or promote an active organisation or individual, will not be approved. Names deemed offensive in terms of race, faith/religion, gender, disability, age, sexual orientation or inappropriate language will not be permitted.
- 11.3 Suggested names will not be accepted if they are difficult to pronounce, likely to cause offence or will duplicate or repeat the name of another property, building or street name in the surrounding area, which would cause confusion. For example, duplicated house names along the same road or within the same postcode sector will not be permitted. A postcode sector is identified by the first character of the second part of a postcode e.g. DA12 3**
- 11.4 Naming properties or buildings after a person still living (full name, first and last), or other organisations or companies etc. will not be permitted. This avoids the potential impact of any future negative publicity. Naming after members of the developer's family will also be unacceptable.
- 11.5 Use of names with Royal connotations or any reference to the Royal family or their residences will not be permitted without written consent of the [Lord Chamberlain's office](#).
- 11.6 Building names should not start with 'The' or 'A' and must only contain characters found in the English alphabet. Numbers, characters, punctuation or symbols will not be permitted under the BS7666 addressing standards.
- 11.7 It is the responsibility of the Council to make the final decision on property names. This is based on a case -by -case basis and factors such as locality and duplicate addresses or addresses that could cause confusion for the emergency services will be considered.

12. Renumbering Existing Properties

- 12.1 Renumbering of properties is not acceptable. Once a property has been officially allocated a number, it cannot be changed or removed from the address and must be clearly displayed on the property. The owner is obliged to use this number under Sections 64 and 65 of The Town Improvement Clauses Act 1847.
- 12.2 Where a name has been added to a property with a number, the number must always be included; the name cannot be regarded as an alternative. The property name and number must be clearly displayed on the property by the owner and be visible from the highway. This is enforceable under Section 64 of The Towns Improvement Clauses Act 1847.
- 12.3 In the case of an inconsistency in an address, the version of address that is most commonly used on other databases such as Royal Mail and Land Registry will be accepted. For example, a Flat that is referred to as both Flat 1 and Flat A by multiple organisations. Cases like this often occur when a customer is applying for a mortgage but have a non-registered address. In these circumstances all other databases will be checked, and the final decision will lay with the Council.

13. Renaming Existing Streets

This section of the policy applies to existing streets. For new streets see Section 7.

- 13.1 Renaming an existing street is to be avoided unless there is clearly a problem that cannot be overcome by improved signage. On rare occasions where this becomes necessary it is usually only carried out as a last resort when there is confusion over the street's name or realignment of an existing street caused by redevelopment.
- 13.2 Where a road is renamed the naming rules in Section 7 still apply when suggesting a new street name.
- 13.3 There may be instances where a road has been formally named by the Council but does not appear on Royal Mail's Postal Address file. This is most likely in streets which do not have any properties that receive post. We will try to resolve any discrepancies wherever possible by consulting with Royal Mail. However, the Council is not responsible for Royal Mail's database.
- 13.4 Under Section 18 (4A) of The Public Health Act 1925, the Council has the authority to seek to make changes to an existing street name. The correct consultation process to ensure there is necessary support will be followed before a decision is made.
- 13.5 Where relevant, interested parties such as Parish, Ward Councillors and the emergency services will be consulted. Consultation letters will also be sent to the properties within the affected street.
- 13.6 Subject to regulation changes, a notice of intention to make the order will be posted at each end of the street stating the chosen names for a period of 28 days.
 - 13.6.1 Any person aggrieved by the intended order of the Council to alter the street name, may appeal to a Magistrates court within 21 days after the posting of the notice. If an appeal is not logged, and appropriate consultation support obtained, we can under Section 18 (4A) alter the street name.
- 13.7 Affected properties will be sent a new Naming and Numbering certificate to advise of the new official address.
- 13.8 When a street has been renamed, the replacement name plate will also list the former street name for a minimum of 2 years until such time it is naturally replaced.

14. Renumbering Existing Streets

- 14.1 Renumbering the properties in whole or part of an existing street is to be avoided unless the benefits clearly outweigh the obvious disadvantages. On rare occasions where this becomes necessary it is usually only carried out as a last resort when:
 - There is confusion over numbering in the street.
 - New properties are built in an existing street and there is a need for other properties to be renumbered to accommodate the new properties. This is a very rare occurrence.
 - Named-only properties in a street are deemed to be causing confusion for the emergency services, deliveries or visitors.
- 14.2 Existing residents, business owners, Royal Mail and the emergency services will be consulted with before a new Naming and Numbering certificate is issued.

Properties will not be renumbered in circumstances whereby delivery companies fail to correctly deliver post. This is the full responsibility of the delivery company.

15. Discrepancies of Street Names

- 15.1 Where the Council is made aware that a street name has possibly been recorded incorrectly or inaccurately it will:-
- Check any deeds and documents that the council has for any evidence of the street name used historically including historical Street Naming and Numbering certificates.
 - Check historical maps, department records and any other records the council holds that may provide supporting evidence for consideration.
 - Check existing street name plates.
 - Check Kent County Council Highways records.
 - Consult with the Parish Council (where the street is situated in rural areas).
- 15.2 If evidence comes to light that the street name currently recorded and/or on display is not correct, the Council will consider two courses of action:
- Where the error is inconsistency in spelling or composition the Council will make a decision based on the most frequent use, and earliest recorded form, of the street name.
 - Where the error is more significant the Council will consult with, and ballot, the owners of the properties in the street. After the owners have been consulted, and after taking into consideration the factors listed above, we will consider making an order to change the street name following the same procedure detailed from Section 13 onwards of this policy.
- 15.3 In both circumstances of Section 15.2 the Council will write to each property confirming the address of the property (e.g. whether we change the existing name or not). The Council will also circulate the official address to other internal departments, the emergency services and all interested parties to ensure address consistency.
- 15.4 Where the Council considers there is not sufficient evidence to justify the change, the existing name will remain, unless an application and subsequent fee is made to rename the road following the above guidance for requested changes.

16. Notification

16.1 As part of the application process, the Council will notify the following of any numbering, naming, or renaming:

- Emergency Services: (Ambulance Service, Kent Police, Kent Fire and Rescue)
- Royal Mail Address Development Team
- Ordnance Survey
- Valuation Office Agency
- Kent County Council and Kent Highways
- HM Land Registry
- STG Building Control
- NLPG (National Land and Property Gazetteer)

Internal departments will also be notified where relevant, including: Council Tax, Electoral Services, Waste Management and Planning.

16.2 It is the responsibility of the applicant to notify all their personal contacts.

16.3 A confirmation letter, plot to postal/schedule (if applicable) will be sent to the customer/developer when the application is completed. It is advisable this letter is kept in a safe place with the deeds to the property as an administration fee will be applicable for a replacement copy.

16.4 Although Land Registry are advised of address changes, they do not update the address on the Title without direct confirmation from the owner. Therefore, it remains the owner's responsibility to submit evidence of the change from the Local Authority to Land Registry.

17. Decision and Discretion

17.1 Following any necessary consultation procedures, the Council's decision is final for the naming of roads, renaming of roads, numbering or renumbering.

17.2 If any resident/owner or interested party wishes to appeal against a decision in relation to the naming of a street, they have the right to seek redress through the Magistrate's Court under the Public Health Act 1925 within the time constraints of the order.

18. Claims for Compensation

18.1 Misdelaivered mail is the sole responsibility of the delivery company. The Council is not liable for any claims for compensation arising directly or indirectly from the naming of roads, numbering or re-numbering of properties.

18.2 No refunds will be made for the Street Naming and Numbering process as per paragraph 4.7 of this policy.

18.3 The Council will not compensate individuals in the event of a renumbering scheme being required.

19. Council Responsibility

The Council is not responsible for the following:

- 19.1 Correspondence and deliveries not being delivered to the correct address. Any complaints should be directed to the Royal Mail, Customer Services.
- 19.2 The address being unavailable on databases used by third parties, such as retail outlets (including Internet based ones).
- 19.3 Ordnance Survey or other providers, maps or plans not featuring any new properties or roads.
- 19.4 Issuing postcodes is entirely Royal Mail's responsibility. Royal Mail will not issue postcodes to addresses such as plots of land that are not capable of receiving mail. If a property requiring a postcode does not meet Royal Mail's criteria for a postal address and a postcode is refused, we do not have the power to change this decision. Refer to Section 6 for further information on postcodes.
- 19.5 Whilst the Council endeavours to do so, it is not the council's duty to inform Royal Mail of the occupation status of the new development. Unless the Council is advised by the applicant that the property is registered for occupation then the postal address for a new build will be registered on Royal Mail's 'reserved' postal address 'Not Yet Built' database. This means that it will not display on Royal Mail's website.

20. Appendices

- 20.1 Name Plate Specification

Street Name Plate Specification

Specification	
Main Name Lettering	Primary Text – Black 100mm MOT 'Leading to' – Black 50mm MOT Secondary text – Black 75mm MOT
Support Legs	75mm Diameter Recycled Plastic (black)
Back Support	25mm Channel riveted to Plate x 2 Rivet heads to be capped with PVC caps
Mounted	Secured with Anti-Rotational Clips
Plate Material and Depth	3mm Thick Composite 170mm depth
Sign Face Material	White - Non-Reflective
Protection	Anti-Graffiti Film
Border	Black – 12.5mm
Symbols	'No through road' symbol to cover full depth on 1 and 2 lines. Arrows may be added if required.