



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Street Naming and Numbering Policy and Procedures



1. Introduction

- 1.1 Telford & Wrekin Council has a statutory duty to ensure that all roads with properties in the Council area are named and all properties numbered or named. This is carried out in accordance with the following acts:
- Towns Improvement Clauses Act 1847 (sections 64 and 65) (for numbering of properties and street naming)
 - Section 21 of the Public Health Act Amendment Act 1907 (for alteration of names of streets).
 - Public Health Act 1925 (section 17 to 19) (for notification of street names and name plates)
- 1.2 Street Naming & Numbering is an important function as it allows the individual identification of properties for a number of purposes including the delivery of mail and goods. It enables properties to be found quickly by the emergency services and to hold records against including utility companies, mortgage and insurance providers that require postal addresses very early in the build cycle thus making it important that addresses are created in a prompt and timely manner.
- 1.3 This document outlines the policies and procedures that the Council use to allocate statutory addresses, and manage them throughout the lifespan of a property.
- 1.4 Reference has been made to the British Standard for the representation of address information BS7666 and to the Council's commitment to produce and maintain a corporate address gazetteer and enable joined-up service delivery.
- 1.5 The Street Naming & Numbering Service will be chargeable on a cost recovery basis from 8 May 2017. Please see Appendix A for full details.

Telford & Wrekin Council
Street Naming & Numbering
Prosperity & Investment
Darby House
Telford Town Centre
Telford
TF3 4JA

Telephone: 01952 384555

Email: streetnaming@telford.gov.uk

Web: [Street naming and numbering](#)

2. Applying For a New Postal Address

- 2.1 Anyone responsible for building developments which give rise to new addressable objects must liaise with the Council to determine whether any new Street Names and / or property numbering or naming schemes are required. Developers who use a marketing name for a site must make it clear, to any prospective purchasers, that it is not part of an official postal address.
- 2.2 Applications for new addresses can be submitted as soon as planning and/or building regulation approvals are obtained as the time from receiving a proposed name until it is formally adopted can take several months. Full details on how to apply are found in Appendix B.
- 2.3 Applications should be made by:
- Individuals or developers building new dwellings, commercial or industrial premises.
 - Individuals or developers undertaking conversions of existing residential, commercial or industrial premises which will result in the creation of new separately addressed units.
- 2.4 When naming a new street under the legislation, anyone, including a developer, is welcome to submit suggestions for new street names and will form part of the formal consultation with the local Parish/Town Council, local Councillors and Royal Mail.

For information, the street naming process is summarised below in the order in which actions occur:

1. Submission of the address application by the applicant/developer, with or without suggested street names.
 2. Formal street naming consultation with the Parish/Town Council and Local Councillor(s). This may include names suggested by the applicant/developer and those from the Council's corporate register. Consultees may also put forward their own suggestions.
 3. Consultation with Royal Mail to ensure that the proposed name(s) will not create delivery issues.
 4. Circulation of the proposed names and any supporting comments to all consultees, including the applicant/developer, for final comments.
 5. Submission of all the proposed street names and supporting comments to the Chair and/or Vice Chair of the Regulatory Committee for final approval and selection.
 6. Allocation of the approved street name(s) and postal numbers to the final layout plan.
 7. Submission of the addressed plan and plot-to-postal schedule to Royal Mail for post code allocation.
 8. Issue the official addresses to the applicant/developer, emergency services, Land Registry, Valuation office and teams across the Council.
- 2.5 The Council does not consult where the application is solely for the numbering or naming of a single building.

Postcodes

- 2.7 The Council is responsible for establishing property addresses up to and including the town or village name. The allocation of postcodes is the responsibility of Royal Mail and not the Council. In creating and establishing new addresses the Council will liaise with Royal Mail's Address Development Team to ensure that the proposed

address will not cause any potential delivery issues and enable them to allocate a suitable postcode in a timely manner.

- 2.8 When a new address has been created, including the postcode, it will be held by Royal Mail but may not show up in their Postal Address File until they have established that the property is, or is about to be, occupied.
- 2.9 Postcodes for a large company or a business can apply to Royal Mail for its own code – known as a large user code. Application of a large user code is the responsibility of the user and enquires should be made to Royal Mail directly. Searches for postcodes can be carried out on the following link [Royal Mail Post Code Finder](#).

3. Street Naming

New Development

- 3.1 Street name selection has public safety considerations. In the event of an emergency, it is important that street names and property numbering sequences facilitate easy identification. Therefore new developments that continue directly on from existing streets will be numbered against the existing street, so that 'Leading to' street nameplates are avoided wherever possible.
- 3.2 As a guide, street name suggestions should aim to:
- commemorate local history, events or culture
 - honour noteworthy deceased persons associated with the local area or Telford & Wrekin as a whole e.g. a fallen soldier, a former Councillor, or an individual who has made a significant contribution to the local community
 - celebrate cultural diversity in Telford & Wrekin
 - commemorate national and international noteworthy persons who have a connection to the borough
 - commemorate national and international events
 - strengthen neighbourhood identity
 - recognise native wildlife, flora, fauna or natural features linked to the site, community or Telford & Wrekin more broadly

Each suggestion should be accompanied by brief supporting information. Where the name refers to a deceased person, short biographical notes will be required. If the name is ultimately selected as the preferred street name, written consent or support from the family (where possible) will be needed. If you choose to contact the family before the name has been approved, please do so sensitively and make it clear that the selection is not guaranteed.

- 3.3 As a general rule, the following shall be avoided:
- a. Street names duplicating an existing street within the wider area
 - b. Street names that could be seen as advertising are not acceptable
 - c. Street names that include numbers are not used as they can cause confusion e.g. 20 Seven Foot Lane sounds the same as 27 Foot Lane

- d. Similar sounding names such as Road Bridge Street or Broad Bridge Street
- e. The same name being repeated, but with different endings
- f. Names of living persons, or very recently deceased (written consent would be required from the family)
- g. Use of a person's first name, unless additional identification is necessary to prevent a duplication or confusion or the person's last name is already a street name
- h. Use of abbreviations (except for St for Saint)
- i. Use of names with more than sixteen characters
- j. Use of punctuation such as commas, apostrophes, full stops, hyphens, slashes etc. within street or property names unless absolutely necessary (e.g. where the apostrophe or the hyphen is part of a name such as O'Neill or Erskine-Beveridge). The apostrophe is not needed as a possessive e.g. Queens Meadow, not Queens' Meadow and Chiefs Close, not Chief's Close
- k. The use of the North, South, East or West (as in Alfred Road North and Alfred Road South) is generally not acceptable when the road is in two separate parts with no vehicular access between the two. In such a case one half should be completely renamed.
- l. Avoid having two phonetically similar names within a postal area and, if possible within the district, i.e. Alfred Road and Alfred Close or Churchill Road and Birchill Road.

3.4 The following is a list of possible suffixes, it is not exhaustive and sometimes other descriptive words are more appropriate:

Suffix	Reason for use
Avenue, Parade, Place, Way, Lane, Path, Row, Terrace, View, Villas, Walk, Edge, Farm, Grange, Meadow, Orchard, Yard	For small residential roads
Chase, Croft, Gardens, Green, Field(s), Lands, Lawns, Paddock, Park, Valley	For residential roads – subject to there being no confusion with any local open space
Circle or Circus	For a circular road/roundabout
Court, Close, End, Grove, Mews, Vale	Can be used for cul-de-sacs
Crescent	For a crescent shaped road
Hill, Ridge or Rise	For a hillside road
Road, Street or Drive	For any thoroughfare
Square	For a square only

Renaming of a Street

3.5 Only in very exceptional circumstances will the Council consider any proposal from Community Groups, developers or members of the public to alter the name of an existing street. Equally, the Council may propose the renaming of an existing street. Such circumstances are likely to be when substantial redevelopment is to take place, where there are issues of poor perception of an existing name or where there are issues of confusion and ambiguity regarding the existing street name.

3.7 It is the responsibility of those requesting the change to canvass existing residents and conduct a ballot with the local residents. When an application is made by

Community Groups, developers or members of the public, both the case for renaming and a summary of the ballot should be supplied to the Council. To rename a street, a two-thirds majority of residents and/or business owners living or operating on that street must support the change.

- 3.8 Proposed new street names must adhere to the same principles as those set out above for new streets.
- 3.9 The Council will carry out a 28 day consultation period, directly notifying existing properties on affected streets and displaying a 'Notice of intention to make an Order naming streets'. In all cases, the Council will endeavour to minimise inconvenience and will consult Royal Mail, the local Parish/Town Council as well as the local Ward Councillor(s) and will take into account all representations made to them before any final decision is reached.
- 3.10 A minimum of eight weeks will be given before new statutory addresses take effect.

Street Nameplates

- 3.11 The Council maintains street nameplates within the whole Council area. When a new road is built, the responsibility for providing the street nameplate(s) lies with the developer in accordance with the specification which will be provided by the Council. (Appendix C) Should the road become adopted by the Council then the responsibility for the maintenance and renewal of nameplate(s) will transfer to the Council.
- 3.12 The Council will use consistent nameplates depending on the locality. In exceptional circumstances the Council reserve the right to erect non-standard signage if deemed appropriate.

4. Numbering / Naming Properties

- 4.1 A property number is the preferred identification option but where this is not practical house names may be issued. The Council will first determine the origin of the street. For through roads, this will usually be the end of the street nearest the centre of the town to which the street is attached. Numbers increase in a direction away from the origin. The general rule is odd numbers on the left side of the street and even numbers on the right. For subsequent streets, numbers increase in a direction away from the adjoining main street nearest the origin. This process continues until all streets are covered.
- 4.2 Buildings will be numbered according to the street in which the main entrance or postal delivery point is to be found. Such an access point can be via a pedestrian route as well as by a vehicular access. If a building has entrances on more than one street, is a multi-occupied building and each entrance leads to a separate occupier then each entrance should be numbered in the appropriate road. The manipulation of numbering in order to secure a 'prestige' address or to avoid an address, which is thought to have undesired associations will not be sanctioned.

Omissions

- 4.3 Past experience is that the number '13' is often followed up after occupation with a request to renumber, which usually creates a number 11A. Therefore, it is procedure that number '13' is omitted from the numbering scheme.

Infill Sites and Sub division

- 4.4 Where an infill site is being developed, or a property subdivided, individual numbers should be allocated wherever possible. However, where this is not possible, a suitable suffix should be allocated. When using suffixes, the original house number will be used followed by the suffix of A, B, C etc.

Multi-storey Blocks

- 4.5 Numbering by floor is not recommended and individual numbers or letters for each flat should be allocated wherever possible. Numbers may either pertain to the street, or internally to the block itself. In the latter case, the block should be numbered and/or named in its own right. The word 'Flat' can be used to describe flats and is encouraged where the block is not named or letters are being used.

Retail/Commercial Main Door Property Conjoining

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

Retail/Commercial Main Door Property Sub-Division

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

Shopping Malls

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

Industrial Units

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

House Names

- 4.10 Where the Council has not numbered a property, the house name forms part of the statutory address and will be maintained as such by the Council.
- 4.11 In areas where numbers have been applied, house names can be added to the address held but only in addition to the allocated number as the emergency services can generally locate numbered properties quicker.
- 4.12 Where house names could be construed as offensive or alarming, the Council reserves the right not to use them in or add them to the statutory address.
- 4.13 Upon request from a property owner for the addition or amendment of a house name the Council will provide advice on suitable names. To avoid duplication or confusion the Council will liaise with Royal Mail. If a name is deemed to be inappropriate the Council will request another name.

- 4.14 If this process is not undertaken the official address of the property will not be revised. Royal Mail will only amend their Postal Address File from information provided by the Council.
- 4.15 If an amendment is requested for a name of a Listed Building, Historic England will require notification of any change to the name in order to update their records. The appropriate form and instructions for this can be found via the following link: [Historic England](#)
- 4.16 Prior to undertaking the re-naming of a Listed Building the Council would expect the property owner to have thoroughly discussed with English Heritage the historical implications. Additionally, the Council would expect the property owner to submit written confirmation that English Heritage has approved the re-naming.

Renumbering of existing properties

- 4.17 Renumbering may be necessary when new development occurs on an existing street or when the Council becomes aware of issues regarding existing statutory addresses. In all cases the Council will endeavour to minimise inconvenience and achieve consensus but where the aim is for the provision of clear and unambiguous addresses alternatives to renumbering should be found if practicable.
- 4.18 Any alteration to an existing numbering scheme should follow the same principles as those set out above for new developments.
- 4.19 Affected parties will be consulted with directly and a minimum of 28 days will be given for representations to be made. A minimum of eight weeks will be given before new statutory addresses take effect.

5. Notification

- 5.1 Once an address has been created or amended we notify the following of any new or modified street names or numbers:

Internal	External
Local Land & Property Gazetteer Custodian, Council Tax, Electoral Registration, Refuse and Recycling, Planning and Land Charges	Royal Mail, Land Registry, Emergency Services, Valuation Office

6. Enforcement & Compensation

- 6.1 On occasion action may be required to ensure that names and numbers are correctly displayed. Initially an informal approach will be attempted to resolve the issue however if this fails to achieve a satisfactory solution the Council may resort to litigation through the Magistrate's Court.
- 6.2 The Council is not liable for any claims for compensation arising directly or indirectly from the naming of roads, re-naming roads, numbering or re-numbering of properties.

7. Appeals, Comments Compliments and Complaints

- 7.1 If any resident/owner or interested party wishes to appeal against a decision of the Council in the first instance please contact the Street Naming & Numbering team.
- 7.2 If you would like to make any comments, a compliment or a complaint the Council operates a formal procedure, the details of which are available at any Council office, or online at http://www.telford.gov.uk/info/20077/comments_compliments_and_complaints
- 7.3 If the above fails to provide a satisfactory conclusion then the resident/owner or interested party has the right to seek redress through the Magistrate's Court under the Public Health Act 1925.
- 7.4 Please note the Council is not responsible for
- Correspondence and deliveries not being delivered to the correct address. Any complaints should be directed to the Royal Mail, Customer Services.
 - The address being unavailable on databases used by third parties, such as retail outlets (including Internet based ones).
 - Ordnance Survey maps or plans not featuring any new properties or roads.

Appendix A – Schedule of fees

Under the provisions of Section 93 of the Local Government Act 2003, Telford & Wrekin Council will recover the costs of the Street Naming and Numbering process from 8 May 2017.

Charges (applicable from 1 April 2026)

Description Charges (exempt VAT)	
New Builds	
New domestic or commercial address (single plot/unit)	£165.00
New domestic or commercial addresses (over 1 plot/unit)	£165.00 (includes first plot/unit) + £82.50 per plot/unit thereafter
Change of development layout after notification	£165.00 + £66.00 per plot/unit
Name and address a new building	£165.00 (includes first plot/unit) + £44.00 per plot/unit thereafter
Existing Property	
Amendment of an existing address e.g. addition or amendment of property name	£140.00
New Street Name(s)	
Naming (or Re-Naming) of a new street(s)	£400.00 per site

Examples:

1. A site of 45 new dwellings with 3 new streets to name: £165.00 + £3,630.00 (44 x £82.50) + £400.00 (Naming of new streets) = £4,195.00
2. A new building which requires naming which consists of 7 units: £165.00 + £264.00 (6 x £44.00 per unit) = £429.00
3. Layout of a development amended with the addition of 3 new units after addresses have been allocated: £165.00 + £198.00 (3 x £66.00 per plot) = £363.00
4. A site of 10 new dwellings with can be addressed off an existing street = £165.00 + £742.50 (9 x £82.50) = £907.50

To pay via debit/credit card please contact the Building Control team on 01952 384555 or payment by cheque can be posted to Street Naming & Numbering, Telford & Wrekin Council, Darby House, Lawn Central, Telford Town Centre, Telford TF3 4JA

Appendix B – Making an Application

To make a request for a new address or to change an existing address please apply online via the following link:

https://www.telford.gov.uk/info/20171/building_control/117/street_naming_and_numbering

Alternatively you can request an application form by contacting streetnaming@telford.gov.uk or telephone the team: 01952 384555.

Appendix C - Name plate specification

Lettering – Lettering shall be capitals of 100mm size. Black on white background and the plates shall have a black border around it. Secondary lettering or numerals should be of 50mm size.

Size – For single line legends, a 225mm deep backplate will be used. A “No Through Road” sign (dia. 816.1 in the Traffic Signs Regulations 1981) must be used with any street nameplate, which is erected on a cul-de-sac.

Plate - The plate shall be made from die pressed aluminium with stove enamel finish. This should be pop riveted every 200mm, rivets to be covered with colour coded caps.

Frame - Shall be made of 40x40x3mm-angle and welded to the upright support.

Support - Shall be 50x50mm box section with a cross member positioned 300mm from the bottom of the supports. A 250x250 plate should be welded to the end of each upright support as an anchor. The total height of the supports should be 1.35m.

Height - When erected this must be 1.2m from ground level to the top of the sign.