

Street Naming and Numbering

Public Health Act 1925

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ASHFORD
BOROUGH COUNCIL



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Ashford Borough Council

Planning and Development Unit

Street Name and Numbering policy

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Street Name and Numbering Policy

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1. Introduction

- 1.1 The naming and numbering of streets and buildings in the Borough of Ashford, is controlled by Ashford Borough Council under The Public Health Act 1925, which the council has adopted for these purposes.
- 1.2 The council has a legal responsibility to make sure that any new street names, building names and numbers are allocated logically with a view to ensuring, amongst other things, the effective delivery of mail and the quick location of the property by the emergency services.
- 1.3 Anyone wishing to:
- change the name or number of their property;
 - create an address for a new property;
 - name a new road or change the name of a road,
- should apply in writing, following the procedures detailed in this policy.
- 1.4 We will, as far as street naming proposals are concerned, be willing for developers or owners to propose their own preferred names for consideration. However, more than one suggestion for a new name will be required just in case one fails to meet the criteria outlined in this guidance. It is desirable that any suggested road name should have some historical or other connection with the area.
- 1.5 Where street names or numbers have been established without reference to us, we have the authority to issue Renaming or Renumbering Orders, under [section 18 of the Public Health Act 1925](#).
- 1.6 We will endeavour to ensure all our departments hold the official address established within the process defined in this policy.
- 1.7 The Council is also responsible for:
- maintaining the Local Land and Property Gazetteer that feeds a National Land and Property Gazetteer (NLPG). Every address within the borough will be uploaded to the NLPG. The aim of the National Address Gazetteer Database is to provide one definitive source of address data for public sector purposes.
 - maintaining street nameplates.
- 1.8 Given the age and nature of the legislation that governs street naming; the Council has decided to adopt the procedure set out in the Public Health Act 1925 and follow the procedures set out in this policy as an example of best practice.
- 1.9 Town and Parish Council's play a key role in the street naming process. If you have any suggestions for street names that fit within the guidance set out in this policy,

you should refer these to your Town or Parish Council. Similarly, if you have any queries or concerns about street names, ideally these should also be made known to us via your parish council or ward member.

- 1.10 Royal Mail does not have any authority to issue or confirm official addresses. It is responsible for setting the post town and post code for a property. On occasions, Royal Mail may use a different locality detail for a 'postal address' to the official one contained on our register. We will do everything we can to ensure consistency between official address and postal address. However, an official address will be based on the geographical position of the property.
- 1.11 Official addresses will be issued to comply with national addressing standards.

2. Statutory Context

Public Health Act 1925

Section 17 – New Streets

- 2.1 This section states that the council should be notified of proposed new street names. We then have the power to object within 1 month in writing, giving the reason for objections.
- 2.2 It is not lawful to erect a street nameplate until:
- The expiration of 1 month from the date of notification to us and no objection is received.
 - If we object to the proposed name, then until that objection is withdrawn or overturned on appeal.
 - Contravention of these provisions attracts a fine of £200 under the provisions of Criminal Justice Act 1982 (Section 37(2) Standard Scale Level 1 offences). Also a daily penalty not exceeding £1 will be imposed.
- 2.3 If we object to the proposed street name then the person proposing the street name has 1 month to appeal to the Magistrates Court. In practice we will always aim to negotiate a mutually acceptable street name with the applicant as outlined in this policy.
- 2.4 If someone erects a street nameplate without complying with this section they will be liable for a penalty fine not exceeding £200 as determined by the Magistrates Court.

Section 18 – Existing Streets

- 2.5 This section gives the power to us to make an order to alter the street name of any street, or any part of a street, and assign a street name to all or part of a street where a name has not officially been given.
- 2.6 We must give 1 month's notice before making an order and it **must** be posted at each end of the street or the affected part. This notice must set out the details of where people can appeal to if they are aggrieved by the proposed change.
- 2.7 Any appeal against a proposed change would need to be made to the Magistrates Court within 21 days after the posting of the notice. Under section 18 we **can** alter the **name and numbers** of any street, if there is a particular need to do so and if an appeal has not been lodged.
- 2.8 In such instances and prior to issuing this notice, we will consult with, and work in conjunction with, interested parties such as the parish council, and the emergency services.

Section 19 – [Street Nameplates](#)

- 2.9 This section provides us with a duty to ensure that the name of every street **shall** be shown in a conspicuous position and also alter or renew it if it becomes illegible.
- 2.10 Anyone found guilty of interfering with a street nameplate or removing it is liable to a fine imposed by the Magistrates Court.

3. Naming of streets

The following guidelines should be considered when seeking a new number or address.

- 3.1 New street names must avoid duplicating any similar name already in use in a town/village nearby or in the same postcode area.

A variation in the terminal word, for example, "street", "road", "avenue", will not be accepted as sufficient reason to duplicate a name. It is common to request to repeat existing names in a new road or building title (for example a request for "St Mary's Close" off an existing St Mary's Way, near St Mary's Church). This can have a detrimental effect in an emergency situation and will be refused. This is in line with Government guidance found in circular 3/93.

- 3.2 Street names must not be difficult to pronounce or awkward to spell.

Both Street and building names should not start with 'The' or end with 's' if the 's' suggests a plural such as 'Lanes' .

- 3.3 We will not adopt any unofficial 'marketing' titles used by developers in the sale of new properties.

- 3.4 All new street names should ideally 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)
- Court/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)
- Row (for residential roads)
- Wharf (for residential roads)
- Mews (for residential roads)

- 3.5 All new pedestrian ways should end with one of the following suffixes:

- Walk
- Path
- Way
- Mall
- Footpath

Exceptions

Single or dual names without suffixes are acceptable in appropriate places (for example, Broadway for major roads only) such names will have to be appropriate for the locality.

- 3.6 For private houses it is sufficient that the name should not repeat the name of the road or that of any other house or building in the same postcode area, see [Procedure for Address Changes](#).
- 3.7 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.
- 3.8 We will avoid having two phonetically similar names within a postal area and, if possible, within the borough. For example Churchill Road and Birch Hill Road. New road names will not be considered if they phonetically replicate another that already exists.
- 3.9 The use of a name which relates to a person will be given consideration however justifications, together with written agreement from the next of kin or family will be required.

Names relating to people must ideally have some connection to the area where the street is to be located.

Decisions in this regard will be made by Cabinet.

- 3.10 The use of tree names should be avoided mainly due to the duplication of many existing streets already named within the Borough. We will only do this if those requesting them show that such confusion is not likely to take place and that the tree name has local relevance. This includes all names based on "Orchard".
- 3.11 Where a minor development includes an access that is unlikely to be a highway maintainable at public expense and is located adjacent to a publically maintainable highway, the development will not have a road name applied. Instead the dwellings will be addressed on to the existing highway and shall follow existing convention on the road e.g. numbers will be given where the existing houses on the street are numbered. Only in exceptional circumstances will an alternative be offered. See section 4 below.

Street Nameplates

- 3.12 The developer is responsible for the initial costs of providing the street nameplates.
- 3.13 It is unlawful to set up a street nameplate until one month has passed from the council's receipt of the application provided no objections have been raised. If objections have been raised, it is unlawful to set up nameplates until the objection has been resolved or withdrawn on appeal.
- 3.14 When a re-naming application has been successful, the parish council will be expected to provide the council with the appropriate funds to replace the street nameplate/s. It is entirely up to the parish council and residents to determine how these costs are met between them.
- 3.15 When we have sufficient evidence to conclude that a road name has been recorded and/or identified by an incorrect or inaccurate name, the cost for replacement nameplates will be met by the council, providing the subsequent guidance given in this policy has been followed.
- 3.16 Similarly, where a road has had a name for many years, properties exist on that road but street nameplates have never been erected and are now being requested, the council will endeavour to erect nameplates as soon as is reasonably possible. A formal application will need to be made.

Street Localities

- 3.17 Localities will only be applied to streets in the following scenarios:
- More than one street of the same name in the same town i.e. Canterbury Road, Willesborough and Canterbury Road, Ashford.
 - Inclusion of a locality is absolutely necessary to avoid ambiguity in the identification of the street and there is evidence of a recognised geographical identifier.
 - If a settlement, with its own settlement name in common use, is in the same parish as another settlement but is distinctly separate, particularly in sparsely populated areas.
- 3.18 Adding locality information may change your post code. We therefore suggest applications are carefully considered.
- 3.19 Requests for locality inclusion should be presented via Parish Councils and should include evidence of consultation with all properties affected.

4. Numbering buildings

- 4.1 All properties on newly named streets will be allocated numbers.
- 4.2 A new street will be numbered from the start of the street with:
- even numbers on the RIGHT side
 - odd numbers on the LEFT
 - where the new street is a cul-de-sac, numbering will run consecutively in a clockwise direction.

The start of a street will be determined by the nearest main or major road that it is off of. In the case of a major road it will start from the point nearest the town travelling away from the town and the numbering rules above will be applied.

- 4.3 Private garages and similar buildings used for housing cars and similar will not be numbered.
- 4.4 A proper sequence shall be maintained. The number 13 will be used unless it is specifically requested in the application that it is not included. Once numbering has been applied and the first issue of official addresses confirmed, it will not be possible to remove it without an application for re-numbering and the appropriate fee paid.
- 4.5 Once numbered we will not normally re-number properties. We will only renumber a property where there can be shown to be consistent delivery problems.
- 4.6 If a multiple occupancy building has entrances in more than one street, then each entrance may be numbered in the appropriate road. However the building will only have a singular number per street (i.e. not 82 – 86 but simply 82).
- 4.7 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 in order to secure a "prestige" address or to avoid an address, which is thought to have undesired associations, will not be sanctioned.
- 4.8 In residential buildings (example, blocks of flats) it is usual to give a street number to each dwelling where the block is up to six storeys in height. When the block exceeds this height or there are not sufficient numbers available because of existing development, the block will be given a name and the flats within it will be numbered separately internally. Such names will be treated in the same way as house names.

Flats will have numbers rather than letters or description such as Flat 1 and not Flat A or Ground Floor Flat. The numbering of flats will start from the bottom in ascending order. This is important for consistency with electricity and gas meter installations.

- 4.9 We will use numbers followed by letters where there is no alternative. For example these are needed 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. To avoid this each new house will be given the number of the old house with either A, B, C or D added. The use of letters will also be used if the new development were to lie prior to the numbering scheme commencing. For example, if 4 houses were built prior to the first property number 2. The new dwellings would become 2A, 2B, 2C, 2D. This is to aid the emergency services and Royal Mail.
- 4.10 We will endeavour to avoid using suffixes to numbers wherever possible. For new developments where additional properties have been requested after initial numbering and the development remains unoccupied, we will only renumber the entire street on receipt of a formal request and the required fee.
- 4.11 If you require a name to be officially recognized for a numbered property, you will need to make an application to us. We will ensure that a property of the same name doesn't already exist within the same area. If however, you wish to supplement a numbered property with a name for your personal use only, an application will not be required.

Please note, where a property has a name and a number, many databases can only output the official element of the property address, which would usually be the number. The name would only be held as an alias to the number in some cases.

- 4.12 Where a property has a number, it must be used **and** displayed. Where a name has been chosen to a property with a number, the number must always be included. The name cannot be regarded as an alternative. This is enforceable under section 18 of the Public Health Act 1925.
- 4.13 Commercial properties/units are required to follow the same guidance as domestic developments.
- 4.14 Where commercial units haven't previously been allocated a number or a name, we will apply a number or name to provide a consistent primary identifier. Ideally, organizational or trading names will not be used as the only means of identifying a property/unit due to the frequency in which these can change.
- 4.15 When commercial units or residential properties are converted and/or subdivided, an application should be made to us for the new units to be given official addresses.
- 4.16 Annexes will not be issued with official addresses unless they follow the street naming and numbering process. If they are being used as ancillary to the main dwelling, the main dwelling should be used for address purposes.

4.17 This guidance has been established under the appropriate legislation to ensure consistency of records over time, reduce costs and aid delivery of mail and the response of the emergency services.

Postcodes

4.18 When an official address is agreed and issued by us, we will send it to Royal Mail for them to confirm a postcode.

4.19 The maintenance and any future changes to the postcode are Royal Mail's responsibility.

4.20 The application of a postcode is entirely up to Royal 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 any power to change this decision.

4.21 Royal Mail will not allocate postcodes to addresses that will not be receiving mail. This is because a postal address (postcode) is purely a routing instruction for the postman to deliver mail efficiently on behalf of Royal Mail.

4.22 Royal Mail will only take instruction from us to add an address to their Postal Address File and grant it a postcode.

See also: [Splits/mergers](#)
[New developments](#)

5. Procedure for all new developments.

- 5.1 The developer should not give any postal addresses, including postcodes, to potential occupiers, either directly or indirectly (for example via solicitors or estate agents) before formal approval has been issued by us and Royal Mail have issued the postcode.

We are not liable for any costs or damages caused by any failure to comply with this.

- 5.2 Applicants are encouraged to contact us prior to making a formal application in order to get advice on our naming policy and the positioning of nameplates.
- 5.3 Developers/applicants are encouraged to propose their own preferred road names for consideration. However, more than one suggestion for a new name will be required just in case one fails to meet the criteria outlined in this guidance or we or the parish/town council or Ward member objects. It is desirable that any suggested road name should have some historical or other connection with the area.
- 5.4 We will consult with the relevant parish or town council and Ward member over the proposed road name and undertake any negotiations to resolve any issues that may arise regarding the proposed name. However, if there is a dispute then the council will raise an objection to the proposed name within 1 month of receiving the request for naming. Notice of the grounds on which the applicant can appeal our objection will be included.
- 5.5 The developer is responsible for the initial costs of providing the street nameplates.
- 5.6 Numbering of new streets will be carried out following the procedure set out in section 4.
- 5.7 All new properties on existing streets will be numbered unless the existing properties on that street are un-numbered, or in other exceptional circumstances as set out in section 4.
- 5.8 House names alone are not favoured by us or the emergency services. A number better identifies the location of a property in a road. The house number and/or name must be prominently displayed so as to be easily read from the highway.
- 5.9 Failure to notify us that your development requires an official address will result in the properties not being formally registered by us or notified to Royal Mail. This will lead to problems with deliveries of mail, as well as obtaining goods and services to the properties concerned. The reason for this is that Royal Mail will not have the addresses on their database and therefore the companies that use address management intelligence from the Royal Mail will interpret that the properties do not exist. If you are experiencing any of these problems, please do not hesitate to contact us to see how we can help.

Replacement dwellings.

5.10 We will assume that a replacement dwelling will retain the original property name.

5.11 If the replacement dwelling requires a name change, section 6 will apply.

Splits/Mergers

5.12 New developments include the creation of smaller/larger units requiring a new address.

5.13 When commercial units or residential properties are converted and/or subdivided/merged, an application should be made to us for the new units to be given official addresses.

See also: [Postcodes](#)

6. Procedure for address changes

Numbered properties

- 6.1 If the property has a number or is located on a numbered street, it will not be possible to replace the number with a name.
- 6.2 If you require a name to be officially recognised for a numbered property, you will need to make an application to us. We will ensure that a property of the same name doesn't already exist within the same area. The name will then be held officially against the numbered property.
- 6.3 If you wish to supplement a numbered property with a name for your personal use only, an application will not be required. In these circumstances, the name will not be held on the official register as well as the number.

Please note, where a property has a name and a number, many databases can only output the official element of the property address, which would usually be the number. The name would only be held as an alias to the number in some cases.

- 6.4 Requests to replace property numbers with names will only be considered where it can be shown that the current numbering system causes delivery problems and that all properties affected have been consulted and are in agreement with the proposal.

Changing the name of your property

- 6.5 It is essential that houses located in existing unnumbered roads are officially allocated names and that names do not duplicate each other causing confusion with locating the property.
- 6.6 We will check every proposal to ensure an existing property in the same area is not already using the name or similar.
- 6.7 Anyone wishing to change the name of their unnumbered house must apply to us.
- 6.8 Requests are to be made by application. The following information must be provided:
 - the existing house name, address and postcode
 - the proposed new name/s
 - a plan showing the exact location of the property if the property is not easily identifiable from the existing address.
 - a date from which the house name should be changed (if not immediate)
- 6.9 Requests can only be accepted from the owners of properties and not tenants. Tenants wishing to change the name of their property should make their request to

the property's owners.

- 6.10 We cannot formally change a property name where the property is in the process of being purchased, until exchange of contracts. Evidence of exchange of contracts will be required.
- 6.11 We can offer guidance on the acceptability of a chosen name before exchange but we would recommend that proposed names are not used until official confirmation has been issued by us.
- 6.12 Once an application has been successful, we will:
- Change the name of the property on the official register;
 - Advise interested parties, where possible.
The Council has no legal obligation to notify any external bodies of any address changes or additions. Address changes are processed in our Local Land and Property Gazetteer (LLPG) and these are then amended in the National Land and Property Gazetteer (NLPG). The NLPG is made available to external bodies via the AddressBase products from Ordnance Survey (OS). We do our best to notify some external bodies such as the emergency services and the land registry of address changes, but our contacts list is not conclusive and we accept no responsibility for any address data sourced by any other means/held by another party.
 - Confirm the change in writing to you.

7. Procedure to name/re-name an existing street

Requested Changes

- 7.1 A request to change a street name should initially be sent to the Town or Parish Council where the street is situated. The Town or Parish Council should then refer the request to the Council's Street Naming and Numbering Officer.
- 7.2 The Council's adopted legislation, the Public Health Act 1925 states that the Council can change the name of a street, or any part of a street, by making an order in that respect. The Public Health Act 1925 does not state that the Council has to carry out any consultation with local residents before it makes an order. However, the Council takes the views of the residents of the Borough very seriously and wants to ensure that a proper consultation process takes place before an order is made.
- 7.3 This means that before the council makes an order to change a street name it will ask the town or parish council to consult with and ballot the residents of the street, at the cost of the town or parish council. The town or parish council must provide written evidence of the consultation and the result of the ballot to the Council.
- 7.4 The following will be taken in to consideration before deciding whether to make the order to make a change or not:
- a. The result of the ballot and any responses that are received to the consultation.
 - b. Relevance of the name being requested to the area.
 - c. Reason for the request.
 - d. Guidance within the policy for naming streets.
- 7.5 Anyone aggrieved by the intended order may within 21 days after the date of the notice appeal against such order to the Ashford Magistrates Court, East Kent Administration Centre, Pencester Road, Dover, Kent, CT16 1BS.
- 7.6 Once the council has made the order to change the street name and providing no appeals are made against the order, it will be for the town or parish council to provide the council with the appropriate funds to replace the street nameplates.

Existing Street Name Errors

- 7.7 Where the council is made aware of a street name that has possibly been recorded incorrectly or inaccurately it will:
- a. Consult with the town or parish council where the street is situated.
 - b. Check any deeds and documents that the council has for any evidence of the street name used historically.

- c. Check historical maps, department records and any other records the council hold that may provide supporting evidence for consideration prior to making a decision.
 - d. Check existing street name plates. Generally these are deemed to be correct unless questioned and proved otherwise.
 - e. Check Kent Highways records.
 - f. If evidence comes to light that the street name currently recorded and/or on display is not correct, we will ask the town or parish council to consult with and ballot the residents of the street.
- 7.8 The council will consider making an order to change the street name after the households in the street have been consulted and after taking into consideration the factors listed at 7.4 above.
- 7.9 Where we consider we do not have sufficient evidence to justify the change, an order will not be made and the existing name will remain, unless an application is made to re-name the road following the above guidance for requested changes.
- 7.10 We will write to each property confirming the official address of the property in both circumstances (i.e. whether we make an order to change the existing name or not). We will also circulate the official address to other council departments and interested parties such as the emergency services, Royal Mail and public utilities to ensure address consistency.
- 7.11 Where a change is made by us to a road name, Royal Mail is obliged to alter the address held on their Postal Address File.
- 7.12 **Parish Council contact details can be found on our website at www.ashford.gov.uk.**
- 7.13 **Our legal obligations**

Under the Public Health Act 1925, we have the authority to make changes by making an order.

The Act does not state that the Council has to carry out any consultation with local residents before it makes an order. However, the Council takes the views of the residents of the Borough very seriously and wants to ensure that a proper consultation process takes place before a decision is made.

Similarly, we don't have any obligation to name roads in rural area that haven't been named for years without causing any problems. As a result, we may refuse an application to name a currently unnamed street. For more information, please refer to section 3 of this guidance.

8. Charging for Street Naming and Numbering.

A fee is payable for any of the following applications:

- Street Naming and Numbering
- Amending previously approved naming and numbering
- Changing elements that have already been approved and issued
- Changing a name of an existing property
- Re-numbering requests
- Re-naming requests
- Requests for alias names to be added to a property with a number
- Request to formerly change an alias name on a property with a number

Fees and applications NOT required in the following circumstances:

- Personal use of a name for a numbered property. However, the name will not be recognised in databases against the property.
- Removing the name from a numbered property and no replacement name to be used/recognised officially. Please do let us know though.
- Address corrections where evidence is supplied to support amendment needed.

Fees must be paid with the application and current fee rates can be found on our website www.ashford.gov.uk or by contacting us directly.

Methods of payment.

- Cheque made payable to 'Ashford Borough Council'.
- Online payment: www.ashford.gov.uk
- Telephone: 01233 330626. (Credit card payments will incur a 1.5% surcharge)

9. Frequently Asked Questions

[How long will my application or query take?](#)

[I want to give my house a name.](#)

[I want to change my house name.](#)

[I've moved in to a new property and my address is not being recognised.](#)

[My property is new, the postcode is showing on Royal Mail's website but it's still not being recognised.](#)

[I'm experiencing mail delivery problems.](#)

[I don't think my postcode is correct?](#)

[Can you tell me where 'X' road is?](#)

[Can you tell me the origin of my road name please?](#)

[My address differs between council departments.](#)

[I think the name of the road you are using is incorrect.](#)

[I've built some new dwellings/units and need addresses for them.](#)

[The details on my postal address are not correct.](#)

[I have been paying council tax on my new property for several years but no one else seems to recognise the address.](#)

[I would like to report a street name plate missing or damaged.](#)

[I would like to speak to a member of the Street Naming and Numbering team.](#)

Q	How long will my SN&N application or query take?
A	<p>We will endeavour to respond to all enquiries/applications within 5 working days however, complex enquiries may take up to 10 working days.</p> <p>Similarly, every effort is made to acknowledge receipt of emails but this isn't always possible. Nevertheless, please be assured your enquiry will be dealt with as quickly as possible.</p> <p>Applications for naming of roads: These are governed by slightly different timescales due to the consultation periods and/or objection periods. Your case officer will advise you of a realistic timescale as part of the process but if you want to discuss this any further, please do not hesitate to contact them.</p>

Q	I want to give my house a name.
A	<p>If your property is located on a numbered road, we do not have any objections to you supplementing your address unofficially for your own purposes. If you choose to do this, it will not be recognised against the property number in any database.</p> <p>If however, you wish for the name to be officially recognised against the number, an application will be required to ensure the name does not duplicate any existing properties of the same name. The relevant application fee will be payable.</p> <p>Under both circumstances, the number must not be dropped from use. The number is the official identifier for your property and must always be used when quoting your address.</p>

Q	I want to change my house name.
A	<p>If your property is not on a numbered street and you wish to change your property name, an application must be made to the council's street naming and numbering department.</p> <p>Requests will be dealt with in accordance to the guidance outlined in 'Procedure for address changes' within this policy.</p>

Q	I've moved in to a new property and my address is not being recognised.
A	<p>If your property is within a large development, the developer is advised when official address confirmation is sent to them that we need to be notified when the properties</p>

	<p>are nearing completion and becoming occupied. This is so we can advise Royal Mail to make the postal addresses live. Until properties are complete to a standard where they can receive mail, Royal Mail will hold the addresses in a pending bay until they are required to be used for mail delivery.</p> <p>Alternatively, it may be that a request has not been made to us for naming/numbering the new properties. We are the street naming and numbering authority and addresses created by any other means are not official and will not be officially recognised. In these circumstances, you are likely to experience problems of address recognition. Royal Mail will only take instruction from us to add new addresses to their Postal Address File. Once we have received an application, a name or number will be applied and confirmed accordingly. We will then notify interested parties of the new address. You should contact the developer or seller of your house to find out if they have made an application to us.</p>
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Q	My property is new, the postcode is showing on Royal Mail's website but it's still not being recognised.
A	<p>Once an official address has been issued and Royal Mail includes the information on their database, it will be up to companies using an address database to ensure their records are up to date. The frequency of companies updating their data varies and therefore a delay in companies recognising the new address is possible.</p> <p>The Council has no legal obligation to notify any external bodies of any address changes or additions. Address changes are processed in our Local Land and Property Gazetteer (LLPG) and these are then amended in the National Land and Property Gazetteer (NLPG). The NLPG is made available to external bodies via the AddressBase products from Ordnance Survey (OS). We do our best to notify some external bodies such as the emergency services and the land registry of address changes, but our contacts list is not conclusive and we accept no responsibility for any address data sourced by any other means/held by another party.</p>

Q	I'm experiencing mail delivery problems.
A	<p>Are you using the correct address details and postcode?</p> <p>The address officially issued by the local authority will be given to Royal Mail for them to allocate a postcode. This is then the address that must be used. If you are using any other alternative, particularly postcode, it may cause problems.</p> <p>We do not have any responsibility for the effective delivery of mail and would therefore advise you contact Royal Mail customer services directly.</p>

Q	I don't think my postcode is correct?
A	<p>We do not have any jurisdiction over postcodes as these are owned by Royal Mail. Royal Mail does have a facility on their website where you can look up a postal address and postcode. The information shown on their website will be the details held on their Postal Address File.</p> <p>If you have checked Royal Mail and we are not holding the correct postcode, let us know.</p>

Q	Can you tell me where 'X' road is?
A	<p>Please visit our online mapping tool available at www.ashford.gov.uk. If you search for the road in the address box, it should give you the location of your requested road. This tool is looking at live data.</p>

Q	Can you tell me the origin of my road name please?
A	<p>Although we may hold some records of road name origins, particularly recent developments, our records are not exhaustive. We would recommend visiting our local library located in the Ashford Gateway Plus or alternatively contacting local historians.</p>

Q	My address differs between council departments.
A	<p>Ideally, every property should have one unique address. For new developments, road names are allocated and properties numbered on to the road accordingly. These properties should not therefore experience any address discrepancies.</p> <p>However, where departments have historically held their own addresses and variations of addresses, they may not match that being held within the Local Land and Property Gazetteer immediately. We are endeavouring to ensure that these discrepancies are resolved as quickly as possible and with minimal impact on property owners.</p> <p>Please bear in mind that some departments are restricted to time of the year when changes can be made. For example, the Electoral Register can only make major changes immediately prior to a new register being published. Address changes made at any other time may not be recognised by credit agencies. If this causes problems for you, the electoral services team may be able to help by providing you with a letter confirming your entry on the current register. This is a chargeable service. Please contact vote@ashford.gov.uk for further information.</p>

Q	I think the name of the road you are using is incorrect.
A	Please see our guidance in this policy for naming/renaming existing streets: 7. Procedure to name/re-name an existing street

Q	I've built some new dwellings/units and need addresses for them.
A	<p>It is the council's responsibility to name and number new developments/roads. An application should be submitted to us for official addresses to be issued.</p> <p>Addresses obtained by any other means will not be official and could therefore be changed. The council will not accept liability for any costs incurred by the process not being correctly followed.</p> <p>If you are in doubt, please contact the Street Naming and Numbering team who will be more than happy to help.</p>

Q	The details on my postal address are not correct.
A	<p>Royal Mail creates a postal address from address details issued by the council.</p> <p>We would therefore advise you contact us prior to contacting Royal Mail, unless your query is specifically relating to delivery of mail or a postcode query.</p> <p>If you approach Royal Mail first, they are likely to direct you to us depending on the nature of your enquiry.</p> <p>If your property is new and you have not been issued an official address through the street naming and numbering process, Royal Mail will direct you to us.</p> <p>If your property has existed for several years but has never been recognised by Royal Mail, you will need to contact us for us to direct Royal Mail accordingly.</p>

Q	I have been paying council tax on my new property for several years but no one else seems to recognise the address.
A	<p>If your property has not been through the street naming and numbering process, your address is unlikely to be recognised even though the council tax department have used the address they have been given.</p> <p>Council tax is a different department to Street Naming and Numbering and therefore datasets do not always match even though every effort is made to ensure they do.</p> <p>An application will be necessary so that the property can be subjected to the same criteria and checks outlined in this policy. We would particularly draw your attention</p>

	<p>to section 5 of this guidance.</p> <p>The address held by our revenues department may therefore be subject to change once official naming and numbering has been issued. Alternatively, they will adopt the address we issue them as being the official address, particularly where the street naming and numbering process hasn't been followed.</p> <p>Mobile homes will be treated in exactly the same way as any other property.</p>
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Q	I would like to report a street name plate missing or damaged.
A	<p>Tel: 01233 331111</p> <p>Please ask for engineering services.</p> <p>Email: streetnameplates@ashford.gov.uk</p>

Q	I would like to speak to a member of the Street Naming and Numbering team.
A	<p>Tel: 01233 330626</p> <p>Email: snn@ashford.gov.uk</p>