

## **For Residents – Street Name and Numbering FAQs**

Brentwood Borough Council adopted a Street Name and Numbering Policy in October 2012. The policy provides a transparent view of the process of naming and numbering properties within the borough and ensures the equal and fair treatment of all applicants.

### **Q. Can I add a name to my property?**

In most cases the answer is yes, there are several requirements to this. Firstly, only the owner of the freehold or lease has the ability to add a name to a property. If you are in the process of buying the property the name change cannot occur until you have legal ownership of the property.

The process requires the completion of the online form. The form requires details of the existing address, ownership status and three suggestions for naming the property in order of preference. There is an administration fee chargeable for this service, see service charges in the policy document for details.

The naming of a property cannot replace the number of the property, if the property has a number you are legally obliged to use the number in your address. The name can only be used in addition to the number, for example, 'Elm House, 2 The Street'

Please note; Royal Mail will place the property name in their alias database if the property has a number. Royal Mail policy is to use the number of a property as the primary addressable object. The alias database is not included in the PAF (Postal Address File) database and is marketed as a separate database. Brentwood Borough Council has no influence on Royal Mail addressing policies and procedures.

### **Q. Can I change the name of my property?**

The simple answer is yes; firstly you will need to be the property owner of the freehold or lease. The process for this change is similar to the process for the initial inclusion of a name in the address.

If the property is numbered then the new name proposal cannot replace the number. Three suggestions will be submitted by the applicant in order of preference and the Street Name and Numbering Officer will use these to search the existing address data in order to reduce similar names being used in adjoining postal districts.

Royal Mail will be informed of the change; if your property has a number then the new name will be included on the Royal Mail's alias database. The number will remain a primary addressable object for your property in the PAF (Postal Address File) and the alias database is only available to commercial and delivery organisations at an extra charge from Royal Mail. Brentwood Borough Council has no influence on Royal Mail addressing policies and procedures.

### **Q. I have moved into my newly built property – why isn't my postal address and postcode recognised?**

You may have attempted to have post redirected, connect to services or purchase goods over the internet and have been experiencing problems with organisations saying your address doesn't exist.

There are many factors which can cause this problem. Either the council wasn't informed of the development, or that the development has become occupied. Royal Mail view newly built properties as not yet built and will place development addressing schemes in to their not yet built database which is not part of the PAF (Postal Address File) used by commercial companies to find postal addresses.

In the initial instance Royal Mail can be directly contacted by you using their address enquiry number 08457 740 740 or visiting their website at [www.royalmail.com](http://www.royalmail.com) , where you can inform them that you are now resident in the property.

If this proves unsuccessful then you can contact the council, for further guidance and help via the online form.

### **Q. Who looks after the postal address, PAF (Postal Address File) and Postcodes?**

Postal addressing (PAF) and Postcodes are the intellectual property of Royal Mail. The PAF is used by commercial companies and organisations to find address information for customers.

There are two main parts to a postal address, these being firstly the property name and number together with the street name and the second part is the post town and postcode. The first part is solely the responsibility of the local authority to maintain and inform third parties of changes, the second part is the sole responsibility of Royal Mail.

There is an element of collaboration between local authorities and Royal Mail in the construction of the postal address. It is therefore very important that the local authority is informed of any changes to an address the moment it occurs as this could have a large impact on emergency service response times, connection to utilities, obtaining credit or even receiving your mail.

#### **Q. Displaying my property number, is it necessary?**

Yes, householders have a duty to display the number of their property in a conspicuous manor. This is a legal requirement, and will help avoid delays or confusion in the delivery of services to the property. A property which has both a name and a number will have to display both with equal visibility.

If your property is named opposed to having a number, the name will have to be displayed. Again in a conspicuous manor which is easily read from the street.

#### **Q. What do I need to do if I am experiencing postal delivery problems?**

Royal Mail should be your first point of contact.

Their contact details can be found at [www.royalmail.com](http://www.royalmail.com) or call them on 08457 740 740.

If you have further issues then please contact the street name and numbering team.

#### **Q. How do I contact the street name and numbering service at the Council?**

The street name and numbering team have an online form which can be used to inform the team of name change requests from residents and developers.

If your query involves further discussion with a member of the team then you can call 01277 312618.

The postal address is:

Street Name and Numbering Officer,  
Brentwood Borough Council,  
Town Hall,  
Ingrave Road,  
Brentwood,  
CM15 8AY

#### **Q. Who is responsible for street name plates?**

In the case of new developments the responsibility lies with the developer before they leave the site, and the maintenance in the first year.

After the first year then Brentwood Borough Council will become responsible to the street name plates.

The responsibility includes:-

- street name plate repairs
- street name plate replacement