1. Introduction

1.1. Street Naming and Numbering (SNN) is a statutory function of local authorities. As such, Surrey Heath Borough Council has a legal responsibility to name and number streets and to approve and register official property addresses. Anyone wishing to change the name of their property or seeking to address a new property or name a new street should apply to the Council in writing.

1.2. Purpose and Scope

1.2.1. The purpose of the SNN Policy is to establish the correct process, rules, and fees for the following activities:

- Naming new streets and numbering properties on those streets.
- Naming and numbering new properties or sub-division of existing properties.
- Naming, renaming or renumbering existing properties.
- Renaming or renumbering existing streets.
- Amending addresses due to internal or external development work resulting in a change of access.

1.2.2. The SNN Policy provides developers and members of the public with a guide to the Councils approach to the SNN Function and its procedures. It also outlines the legal framework for operating the SNN Function and the process undertaken for determining official street names and property names or numbers.

1.2.3. Surrey Heath Borough Council, local residents, businesses, visitors and external organisations are all affected by the contents of this policy; this includes all domestic and non-domestic addresses.

1.3. Legal Background

1.3.1. Surrey Heath Borough Council has adopted Sections 17 to 19 of the 1925 Public Health Act (Appendix A - Part 1). The petition to adopt the 1925 Act was resolved on 18th October 2011 (minute 67/E) and took effect from 31st March 2012.

1.3.2. Surrey Heath Borough Council must be notified of any proposed street names. The Council has one month after receipt of the proposed street names to object. It is unlawful to display any street name until the expiration of one month and where the Council has objected to the proposed name.

Any person acting in contravention of this provision shall be liable to a penalty not exceeding £200 and a daily penalty not exceeding £1. The person proposing the street name has twenty-one days after notice has been given to appeal against the objection to a magistrate’s court.

1.3.3. The urban authority by order may alter the name of any street, or part of a street, or may assign a name to any street, or part of a street, to which a name has not been given. Any person aggrieved by the intended order of the local authority may, within twenty-one days after the posting of the notice, appeal to a petty magistrate’s court.

1.3.4. If any person pulls down any inscription of the name of a street which has lawfully been set up, or sets up in any street any name different from the name lawfully given to the street, or places or affixes any notice or advertisement within twelve inches of any name of a street marked on a house, building, or erection in pursuance of this section, he shall be liable to a penalty not exceeding £200 and to a daily penalty not exceeding £1.

1.3.5. Like all other local authorities, the addresses for Surrey Heath are held in the Council’s Local Land and Property Gazetteer. This feeds into the National Land and Property Gazetteer.
(NLPG) which aims to provide a single, definitive address database for the UK. There are guidelines which govern the way data is entered into this database so that it conforms to a British Standard (BS7666). This ensures that properties and streets are named and numbered logically so that properties can be efficiently located by the emergency services, postal deliveries and other visitors.

1.4. Third Party Databases

1.4.1. Surrey Heath Borough Council has no responsibility for, or control over, the way that third parties manage their own address lists and it can take months or even years for changes to filter through, even after the Council and Royal Mail have updated their databases.

1.5. Delegation of SNN Function

1.5.1. Street Naming and Numbering is delegated to the Head of Transformation.

1.6. Postcodes

1.6.1. Surrey Heath Borough Council is not responsible for allocating or maintaining postcodes, this is dealt with by Royal Mail. Royal Mail will not assign a postcode to a new building without a statutory order from the Local Authority. For queries relating to postcodes, postal sectors, and postal districts, please contact Royal Mail Address development on 0845 604 5060.

1.7. Definition of terms

1.7.1. The term Development is defined as the construction, modification, or sub-division of any building which requires planning permission, and results in the creation of a new addressable object. This does not include replacement properties.

1.7.2. A property (or plot) is defined as an area of land, property or structure of fixed location having uniform occupation, ownership or function.

1.7.3. A postal address is the official designation of the property. It indicates that the property has its own post box or letter box. The postal address is allocated a postcode and post town to assist with the delivery of mail and services such as utilities.

1.7.4. A site plan (also known as a block plan) is required for developments which will result in a new building or buildings and/or a new street. It should be drawn at an identified standard metric scale (typically 1:100, 1:200 or 1:500). It should show the proposed development in relation to the site boundaries and other existing building on site, with the dimensions specified including those to the boundaries. It should show the direction north. A site plan should also include the following:

- All buildings, streets, and footpaths on land adjoining the site including access arrangements.
- Building outlines should be clearly labelled with plot numbers.
- The main entrance to the building(s) should be clearly marked so they can be addressed off the correct street.

1.7.5. The following terms will be used hereafter:

- Applicant – The person or persons who submitted the application and accept responsibility for the naming and/or numbering of properties and/or streets.
- Agent – A person or persons acting on behalf of the applicant.
- Borough – the administrative area designated as Surrey Heath.
- SNN – Street Naming and Numbering.
• **LLPG** – Local Land and property gazetteer. An address database maintained by the local authority. See 1.3.5 for further information.
• **PAF** – Postal Address File. The address database owned and maintained by Royal Mail.

2. **Street Naming and Numbering applications**

2.1.1. All applicants are required to submit a completed application e-form to formally commence the SNN process. Where applicable, a site plan showing the extent of the new street and/or the position of all new properties must be submitted. Please refer to paragraph 1.7.4 for advice on site plans.

2.1.2. Application e-forms can be on the Council's website at:
http://www.surreyheath.gov.uk/residents/planning/street-naming-and-numbering

There are two application e-forms, one for address amendments and one for new developments. An address amendment application covers the following scenarios:

- Naming a numbering property
- Renaming a numbered property
- Renaming a named property
- Changing primary access to a property
- Registering an address for an existing property

While a new development application covers the following scenarios:

- Numbering properties resulting from a type of use and/or building sub-division.
- Numbering single properties/small developments including business units on an existing street.
- Numbering properties/small developments including business units with a new street.

2.1.3. SNN case numbers are assigned on receipt of a completed application e-form. SNN cases will be deemed inactive if there is no activity *three months* after receipt of the e-form. Applicants will be notified if their case becomes inactive at which point they will be invited to reactivate their case. If there is no activity for a *further month* after the case has been made inactive, it will be closed and the applicant will be required to resubmit their application.

3. **Naming and numbering streets**

3.1. **Street Naming introduction**

3.1.1. The consultation period for new street names will begin once the application e-form is received. Once the street names are agreed, the applicant or agent will be informed in writing. New streets will not be recorded until construction begins. This is to avoid any errors resulting from changes to the originally submitted plans. It is the responsibility of the applicant or agent to inform the Council when construction begins and of any changes.

3.1.2. When naming and numbering new streets, the applicant or agent must complete a new development e-form (see 2.1.2).

The form requires you to submit a minimum of three street names in order of preference per new street. This will increase the chances of one of your preferred street name being approved. While the Council prefers applicants to suggest names for their new streets, if less than three names are submitted, the Council will provide additional suitable names and inform the applicant or agent accordingly.
3.2. Street name consultation

3.2.1. Street names are checked against the LLPG to ensure that they are unique and distinctive within the Borough. Royal Mail’s Address Development Team is consulted to ensure they are original within the relevant postal areas. This can take up to 5 working days.

3.2.2. Street names are referred to the local Ward councillors who have 10 working days to object to any proposed street names. Once the SNN officer, Royal Mail, and the relevant local Ward councillors agree on the most suitable street name, the applicant will be informed.

3.2.3. If for any reason a street name is rejected, the applicant or agent will be informed. If all three original proposed names are rejected, the applicant or agent will be asked to resubmit additional names. To avoid a protracted consultation period it is recommended that the process is initiated before the need for a name becomes urgent.

3.3. Street name guidelines

3.3.1. The Council generally prefer names with some connection to the site, either historical or geographical.

3.3.2. Royal Mail and the emergency services prefer original names and not ones where only the suffix has been changed. For example, if it is found that there is a Gresham Close within the borough then Gresham Way would not be acceptable.

3.3.3. There is an abundance of street names which contain common tree species, i.e. Oak, Pine, Ash etc. While we try not to discourage street names which comply with paragraph 3.3.1, please be aware that, in this case, it is likely that the name will not be accepted.

3.3.4. Street names which are offensive or aesthetically unsuitable must be avoided. Examples include Gasworks Street, Packemin Close, or Tip Lane.

3.3.5. Street names should be easy and straightforward to spell. This would help ensure that services are delivered quickly and efficiently.

3.3.6. It is important to avoid having two phonetically similar names within a postal area, and if possible, within a borough. For example, Churchill Street and Birch Hill Street could cause confusion when telling others the street name, especially in an emergency.

3.3.7. The Authority will have no informal adoption of unofficial ‘marketing’ titles used by the applicant in the sale of new properties. These often fall foul of our policy on a number of counts and occupiers of such premises unfortunately feel aggrieved by the ‘loss’ of a supposedly prestigious address and its replacement with something less desirable.

If you wish to make us aware of a marketing name, it will be recorded as an alternative and used for reference only. Once the street name is adopted, the marketing name will be made redundant. It is strongly advised that the prospective buyers are given the numbering schedule which will list their official address.

3.3.8. The use of North, East, South or West (as in Alfred Street North) and Upper or Lower (as in Upper Charles Street) is only acceptable where the street is continuous and passes over a major junction, and is accurate in its description of the streets location. It is not acceptable when the street is in two separate parts with no vehicular access between the two. In such a case, the street will be renamed.

3.3.9. Under no circumstance must a person’s full name, whether they are living or deceased, be used to name a street.

3.3.10. For recommended street name suffixes, please see appendix B
3.3.11. It is the responsibility of developers to cover the initial costs of the nameplates for the site from the Council's supplier. Please see Appendix E for the nameplate specification and supplier details.

3.4. Numbering a new street

3.4.1. The Council is responsible for assigning postal numbers to all new properties within the borough. We will not consider having name-only properties on new streets. This is to ensure that services are delivered efficiently to the new properties.

3.4.2. If the development forms an entirely new street then numbering will be allocated with odd numbers on one side of the street (normally the left when entering from the principal street) and even numbers on the other.

3.4.3. Plot numbers will be used in the first instance until SNN is complete. It is strongly advised that the prospective buyers are told that plot numbers will not necessarily correspond to the final postal numbers.

3.4.4. Where a cul-de-sac is developed, the numbering shall be consecutive and in a clockwise direction.

3.4.5. Numbers which have superstitious connotations such as 4, 7 and 13, will not be omitted when numbering a new street or block of flats.

3.4.6. In circumstances where an existing street or similar is extended, it would be appropriate to continue to use the same street name. This would be subject to the limitations of the existing numbering scheme.

3.5. Renaming/renumbering existing streets

3.5.1. Renaming an existing street or renumbering properties within an existing street is to be avoided unless the benefits clearly outweigh the obvious disadvantages.

3.5.2. Renaming or renumbering an existing street will only be considered when:

- There is confusion over a street's name and/or property numbering
- The residents are unhappy with their street name
- The number of named-only properties in a street is deemed to be causing confusion for emergency services, visitors or deliveries.

3.5.3. In such instances, it is the responsibility of those requesting a change to canvass existing residents and conduct a ballot on the issue. This will ensure that resident’s views taken into account and the results must be submitted to the Council. In addition, those requesting the change must consult the Royal Mail for their position on the issue. To change a street name we will require 100% support from the local residents as any subsequent change can be very disruptive and cause individuals to have to change all their personal address details. The consultation process outlined on Section 3.2 will be implemented before any agreement is given. This a very time consuming process and can be very emotive for those involved. It should therefore only be contemplated as a last resort.

4. Naming and numbering properties

4.1. Numbering properties

4.1.1. When numbering new build properties, including sub-divisions, the applicant is required to complete a new development application e-form (see 2.1.2). This should include a site plan
indicating the position of all new properties including flats. Please refer to paragraph 1.7.4 for advice on site plans.

4.1.2. To register a new postal address for an existing building or property, the applicant must complete an address amendment application e-form (see 2.1.2). Existing properties are defined as those which have not had a planning application for a change of use or subdivision. For example, an ancillary building may require a separate address to receive a particular utility.

4.1.3. It is important to register a building or property with a postal address so that it can receive its own mail and services such as utilities. New postal addresses will be assigned postal numbers where appropriate and in line with paragraph 4.1.8.

4.1.4. Postal Numbers will not be adopted until construction has begun. This is to avoid erroneous numbering if the plots were to change prior to construction. It is the responsibility of the agent or applicant to inform the SNN officer when construction begins.

4.1.5. Provisional postal numbers will be assigned based on the supplied site plan and in line with paragraph 4.1.8. The agent or applicant will be sent a numbering schedule outlining the plot number, the corresponding postal number, and the total payment required. It is important to notify the SNN Officer of any changes or objections to the proposed numbering prior to construction.

4.1.6. The provisional addresses will be supplied without a valid postcode until payment is received. On receipt of payment a postcode request will be made to Royal Mail. Postcodes can only be requested by the Local Authority, not the developer.

4.1.7. Once construction has begun, the addresses will be added to the LLPG and PAF as Not Yet Built (NYB). This indicates that the Council and Royal Mail are aware of the new addresses but that they are not ready to receive mail or services. It is important to fill in the completion date field in the e-form so that there is no delay in the addresses going live.

4.1.8. Buildings (including those on corner sites) are assigned postal numbers 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.

4.1.9. Private garages and similar outbuildings will not be numbered.

4.1.10. If a building has entrances in more than one street, then the building will be addressed in line with paragraph 4.1.8 with each secondary entrance being numbered off of the appropriate street. These will be held as alternatives to aid with the emergency services. Exceptions may be made, depending on the circumstances, for a house divided into flats or offices.

4.2. Numbering of infill properties

4.2.1. Infill properties are defined as a development site which occurs either between two existing properties, at the end of a row of existing properties, or in the grounds of an existing property.

4.2.2. These properties are assigned postal numbers according to the street in which the main entrance is to be found and their position within the current numbering sequence. Where available, unused numbers within the sequence will be used. If no numbers are available the properties will be numbered into the road using suffixes of ‘A’, ‘B’ etc. e.g. 24A, 24B etc.

4.3. Numbering conversions or flats

4.3.1. A conversion is defined as a development which involves the internal and/or external modification of an existing building to create new properties (see paragraph 1.7.1). If the
conversion does not result in the creation of new properties, such as a change in use from one office to one flat, then it shall be treated as a replacement and will not require SNN.

4.3.2. If the new properties have communal access to the street such as flats or offices, they will be numbered, not lettered e.g. Flat 1, 55 or office 1, 55, not Flat A, 55 nor 55A. This indicates that the property is a flat or office and that it is accessed from within the building.

4.3.3. If each new property within the conversion has its own access to the street then it will be numbered in line with paragraph 4.2.2.

4.3.4. If the applicant or agent wishes to name a block of flats or add a name to a property converted into flats or offices then they must supply suitable names. The name will go through the same process outlined in Section 4.4.

4.3.5. For recommended block names, please see appendix B.

4.4. Naming or Renaming a property.

4.4.1. To name or rename an existing property, the applicant must complete an address amendment application e-form. Naming and renaming applications take a minimum of 14 working days to complete. This is dependent on the length of the consultation period and other factors including promptness of payment. New properties will only be given names in preference to numbers when they are built on streets with existing name-only properties.

4.4.2. The applicant is required to supply a minimum of three property names in order of preference. The names will first be checked against the LLPG. If it is found that an existing property already uses a proposed name in the same postal area (e.g. GU16) plus 1 mile, it will be rejected.

4.4.3. The council will consult with Royal Mail’s Address Development Team on all property names. This process takes a minimum of 5 working days. The applicant will be informed of the viable names before being asked to commit. If all names are rejected, the applicant will be asked to submit additional names.

4.4.4. House names must not repeat the name of the street unless there is a local or historical reason to do so.

4.4.5. There are some streets within the borough that consist solely of name-only properties. If you are building new properties or wish to change the name of your property on one of these streets it is important that it is officially registered by the council.

4.4.6. Property names will not be adopted until after payment is received and will therefore not be distributed to the organisations listed in Appendix C. Once payment is received, the new address will be added to the weekly list of address changes and distributed. After Royal Mail has confirmed the address change has taken effect, a completion letter will sent to the applicant or agent.

4.4.7. Surrey Heath Borough Council will not remove the number from an existing numbered property. If a name is added to a property it will be held in addition to the number.

4.4.8. The name may be displayed in addition to the number but not instead. Both name and number must be clearly displayed and visible from the street.

5. Charging

5.1.1. The power to charge falls under Section 93 of the Local Government Act 2003. This allows local authorities to charge for discretionary services. Discretionary services are those services that an authority has the power but not the duty to provide. An authority may charge where the person who receives the service has agreed to its provision and the charge must not exceed the cost of providing the services.
5.1.2. The Council does not charge for street naming as it is a statutory duty under the 1925 Public Health Act. However, it can charge for elements of the naming and numbering function which are discretionary services by virtue of Section 64 and 65 of the 1847 Act coupled with Section 93 of the 2003 Act.

5.1.3. These charges cover the cost of the service which includes:

- Consultation and liaising with other external organisations such as Royal Mail, and emergency services (as a non-statutory element of naming of streets).
- Naming and numbering of new properties (including conversions).
- Alterations in either name or numbers to new developments after initial naming and numbering has taken place.
- Notifications to the organisations listed in Appendix C
- Confirmation of address previously issued.
- Changes to existing official names, numbers or addresses held within the street naming and numbering records.
- Maintenance of computer systems required to run the service.

5.1.4. Payment must be received before the new address or addresses are released to the organisations listed in Appendix C. Changes made without contacting Surrey Heath Borough Council will not be officially recognised and will therefore not be registered.

5.2. Charges

5.2.1. An up-to-date list of charges can be found on the Street Naming and Numbering page of the Surrey Heath website. The charges can also be found on SNN Application Form A and B.

5.3. Examples

- The Applicant wishes to add a name to their numbered property or rename an exciting name-only property then they would be charged £25. If they had two properties and wished to name or rename them both, they would be charged £25 per property totalling £50.
- If the applicant requires the Council to provide written confirmation of their address then they would be charged £25. This may be required when buying or selling a property or to resolve a dispute over the correct address.
- If an existing building requires its own postal address. For example, if Annexe at 2 New Street was converted into a separate self-contained property, a new address would need to be created. In this instance it would be 2A New Street, depending on criteria outlined in Section 4. The applicant would be charged £25.
- The residents of a name–only street wish for their street of 30 properties to be numbered to aid with deliveries. So long as there is 100% agreement, the residents would be charged £215 plus £17 per property. Total cost would be £725.
- There is a new development consisting of 10 houses and 8 flats along a new street. There would be no charge for naming the street but there would be for numbering the 18 properties. They would be charged £150 for the development plus £21 per property. Total cost would be £528.
- A bungalow is knocked down and two houses are built on the land. They would be charged £150 for the new development plus £25 per property. The total cost would be £2
Appendix A - Sections 17 to 19 Public Health Act 1925

Public Health Act 1925
1925 CHAPTER 71 15 and 16 Geo 5

PART II
STREETS AND BUILDINGS

17 Notice to urban authority before street is named.

(1) Before any street is given a name, notice of the proposed name shall be sent to the urban authority by the person proposing to name the street.

(2) The urban authority, within one month after the receipt of such notice, may, by notice in writing served on the person by whom notice of the proposed name of the street was sent, object to the proposed name.

(3) It shall not be lawful to set up in any street an inscription of the name thereof—
(a) until the expiration of one month after notice of the proposed name has been sent to the urban authority under this section; and
(b) where the urban authority have objected to the proposed name, unless and until such objection has been withdrawn by the urban authority or overruled on appeal;
and any person acting in contravention of this provision shall be liable to a penalty not exceeding £5 [level 1 on the standard scale] and to a daily penalty not exceeding £5 [£5].

(4) Where the urban authority serve a notice of objection under this section, the person proposing to name the street may, within twenty-one days after the service of the notice, appeal against the objection to a petty sessional court.

Annotations:
Amendments (Textual)
F1 Words substituted by virtue of Criminal Justice Act 1982 (c. 48, SIF 39 l), s. 46
F2 Words substituted by virtue of Meters Act 1988 (c. 39, SI 1989/1744), s. 10 (1)

18 Alteration of name of street.

(1) The urban authority by order may alter the name of any street, or part of a street, or may assign a name to any street, or part of a street, to which a name has not been given.

(2) Not less than one month before making an order under this section, the urban authority shall cause notice of the intended order to be posted at each end of the street, or part of the street, or in some conspicuous position in the street or part affected.

(3) Every such notice shall contain a statement that the intended order may be made by the urban authority on or at any time after the day named in the notice, and that an appeal will lie under this Act to a petty sessional court against the intended order at the instance of any person aggrieved.

(4) Any person aggrieved by the intended order of the local authority may, within twenty-one days after the posting of the notice, appeal to a petty sessional court.

(5) ................................................... 1

Annotations:
Amendments (Textual)
F3 S. 16(2), 18(3), 19(2) repealed by Local Government Act 1972 (c. 70), Sch. 30

19 Indication of name of street.

(1) The urban authority shall cause the name of every street to be painted, or otherwise marked, in a conspicuous position on any house, building or erection in or near the street, and shall from time to time alter or renew such inscription of the name of any street, and when the name of the street is altered or the inscription becomes illegible.

(2) If any person . . . pulls down . . . any inscription of the name of a street which has lawfully been set up, or sets up in any street any name different from the name lawfully given to the street, or places or affixes any notice or advertisement within twelve inches of any name of a street marked on a house, building or erection in pursuance of this section, he shall be liable to a penalty not exceeding £5 [£5].

(3) ................................................... 1
Appendix B – Recommended street name suffixes

The following street suffixes have been compiled to be in line with other Street Naming and Numbering policies both within Surrey and nationwide. They should only be used where indicated.

- **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)
- **Mead** (for residential roads)
- **Place** (for residential roads)
- **Rise** (for residential roads)
- **Row** (for residential roads)
- **Crescent** (for a crescent shaped street only)
- **Close** (for a cul-de-sac only)
- **Court** (for a cul-de-sac only)
- **Square** (for a square only)
- **Hill** (for a hillside roads only)
- **Terrace** (for a terrace of houses but not a subsidiary name within another street)
- **Mews** (officially a term for converted stables in a courtyard or lane but would be considered for most small developments)
- **Gardens** (for residential roads – subject to there been no confusion with local open space)
- **Circus** (for a large roundabout only)

All new pedestrian ways should be named as follows. Either:

- **Walk**
- **Path**
- **Way**

The following suffixes should be avoided:

- **End**
- **Cross**
- **Side**
- **View**
- **Park**
- **Meadow**
- **Wharf**

5.3.1. Named blocks should end with one of the following:

- **Mansions** - other residential buildings
- **House** - residential blocks or offices
- **Point** - high residential blocks only
- **Tower** - high residential or office block
Appendix C - Distribution list for Street Naming and Numbering Information

Internal
- Development Control (Planning)
- Building Control
- Electoral Roll
- Land Charges
- Council Tax and Non Domestic Rates
- Waste Collection
- Environmental Health

External
- Royal Mail
- Land Registry
- Surrey Fire & Rescue Service
- South East Coast Ambulance Service
- Surrey Police
- Affinity Water
- Thames Water
- South East Water
- BT Openreach
- British Gas
- Ordnance Survey
- AZ Maps
- Harper Collins
Appendix D – Workflows
Part 1 - New Street

Address Change Intelligence (ACI) from...

...Planning, Building Control, or Rates

Letter sent to developer along with application form to be completed.

...developer

Developer returns completed application form and a case number is assigned

Does it include supporting documents?
(Site plan etc.)

Yes

No

Return application form and request supporting documents

Proposed street name(s) checked against gazetteer. Are they suitable?

Yes

No

Proposed street name(s) checked with Royal Mail. Are they suitable?

Yes

No

Local Ward and/or Parish Councillors are informed of the proposed name(s). Do they object?

Yes

No

Letter sent to developer confirming new street name(s) along with case number

Refer to New Properties Workflow

Asked developer to submit additional street name(s)
**Appendix D – Workflows**

**Part 2 – New Properties**

**Address Change Intelligence (ACI) from…**

…Planning, Building Control, or Rates

Letter sent to developer along with application form to be completed.

Developer informs LLPG Custodian/SNN Officer that construction has begun.

Property numbers are assigned.

Refer to Naming/Renaming Workflow

**New street application**

…developer

Developer returns the completed application form.

Plot numbers are added to gazetteer. Property numbers will not be assigned until construction begins.

Does the developer wish to name/rename the new property?

Yes

Postcode requested from Royal Mail.

On receipt of payment, addresses added to the weekly SNN list which are released to organisations listed in Appendix C of the SNN Policy on a Friday.

Once a postcode is assigned, a letter sent to applicant with new addresses and payment due.

Once Royal Mail has confirmed they have updated their records, a confirmation letter is sent to the applicant.

No
Appendix D – Workflows
Part 3 – Naming and renaming properties

Address Change Intelligence (ACI) from…

…new street application

…new property application

…Applicant

Applicant returns completed application form and a case number is assigned.

Proposed property names checked against gazetteer. Are they suitable?

Yes
No

Proposed property name(s) checked with Royal Mail. Are they suitable?

Yes
No

The preferred property name is accepted, a letter is sent with the new address and requesting payment.

Is the applicant happy with your decision?

Yes
No

Once payment is received, the new address added to weekly list and sent to distribution list (SNN Policy Appendix C)

Royal Mail confirms they have updated PAF. Completion letter sent to applicant.

Return to new property workflow
### STREET NAME PLATE SPECIFICATION FOR
### SURREY HEATH BOROUGH COUNCIL

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plate material:</td>
<td>11 gauge aluminium</td>
</tr>
<tr>
<td>Plate Depth:</td>
<td>150mm deep. Increased where required</td>
</tr>
<tr>
<td>Lettering height:</td>
<td>89mm Kindersley capital, secondary lettering as per schedule</td>
</tr>
<tr>
<td>Lettering colour:</td>
<td>Black</td>
</tr>
<tr>
<td>Border size:</td>
<td>12.5mm Black</td>
</tr>
<tr>
<td>Background colour:</td>
<td>White</td>
</tr>
<tr>
<td>Symbols:</td>
<td>“No Through Road” symbol to diag.816.1</td>
</tr>
<tr>
<td></td>
<td>Pedestrian symbol or arrows added if required</td>
</tr>
<tr>
<td>Borough crest:</td>
<td>None</td>
</tr>
<tr>
<td>Finish:</td>
<td>Semi-sheared stove enamelled</td>
</tr>
<tr>
<td>Drilling:</td>
<td>Drilled every 150mm for supports</td>
</tr>
<tr>
<td>Strengthening:</td>
<td>Plates secured to 150mm x 30mm recycled plastic backboard with screws every 150mm, screw heads capped with coloured PVC caps</td>
</tr>
<tr>
<td>Clips:</td>
<td>2no. M8 s/s bolts per post to attach backboard to support. Bolt head and nut recessed into plastic, nut head to be capped</td>
</tr>
<tr>
<td>Supports:</td>
<td>2no. per assembly, 1.35 x 80mm x 80mm recycled plastic. Square ends, slanted tops. Back mounted</td>
</tr>
<tr>
<td>Support finish:</td>
<td>Black</td>
</tr>
<tr>
<td>Positioning</td>
<td>The name plate will be located within the adopted highway but outside any visibility sight line. The preferred mounting height is 900mm. It is recommended not to place the name plate in front of any flora as this may come to obscure the sign. A sign should be located at both ends of the street and on both sides of the road (where appropriate).</td>
</tr>
<tr>
<td>Council supplier details (Other suppliers are available)</td>
<td>Signway Supplies (Datchet) Ltd, Stroudley Rd, Basingstoke, RG24 8UG Phone:01256 811234 <a href="http://www.signway.co.uk">www.signway.co.uk</a></td>
</tr>
</tbody>
</table>