

Street naming and numbering FAQs

These are some frequently asked questions about street naming and numbering.

- Who is responsible for naming and numbering streets?
- Who supplies street name plates?
- Who maintains street name plates?
- What are the plates made of?
- My street name plate is missing or incorrect, can this be replaced or corrected?
- Can I change or add a name to my property?
- I have a property name and number, can I use the name instead of the number?
- I have a property number, can I remove this and use a name instead?
- How do I register a new build or development?
- My new build(s) have been allocated an address but they do not appear on the Royal Mail database, why is this?
- Is there a charge for the street naming and property numbering service?
- Why do you charge for street naming and property numbering services?
- Who do you notify of my new or amended address?
- If I decide not to use the street naming and property numbering service, who will you notify of my new or amended address?
- Can I change my address and tell Royal Mail myself?
- Do I have to pay each time I want to update the name or is it a standard one off fee?
- Is there a fee to remove a property name?
- How do I pay the fee ?
- If I give my house a name and decide I don't like it am I entitled to a refund or be charged again if I changed it?
- Where can I find more information about street naming and numbering services?

Who is responsible for naming and numbering streets?

Gloucester City Council is responsible for naming and numbering new streets, properties and developments.

Who supplies street name plates?

The developer will supply at least one street name plate for each street.

Who maintains street name plates?

Once the road(s) have been adopted Gloucester City Council are responsible for maintaining the street name plate.

My street name plate is missing or incorrect, can this be replaced or corrected?

To report a missing or damaged street name plate contact our Customer Services Team on 01452 396396 or email heretohelp@gloucester.gov.uk

Can I change or add a name to my property?

If your property already has a name you can change it. If your property only has a number, you can add a property name as an alias but the number will remain the primary address. If you wish to add or change a property name you should complete the application form.

I have a property name and number, can I use the name instead of the number?

The number is the primary address for your property, so you can't use the name instead of it, however the name can be used alongside it.

I have a property number, can I remove this and use a name instead?

No, a name can be added as an alias but the property number will remain as the primary address.

How do I register a new build or development?

Complete a street naming and property numbering form giving details of the development, including a site plan, location plan and a copy of the planning permission. Details of floor levels will also be required for developments with flats or apartments.

My new build(s) have been allocated an address but they do not appear on the Royal Mail database, why is this?

When an address is allocated to a new property, the Royal Mail must be informed that the dwelling is built or occupied before they can release the address onto their database. Contact the Royal Mail at the Address Management Unit on 01.....

Is there a charge for the street naming and property numbering service?

Yes, view our fees and charges.

Why do you charge for street naming and property numbering services?

We charge for the discretionary services that we provide on a 'not for profit' basis in line with other local authorities. The fees charged are on a cost recovery basis only.

Who do you notify of my new or amended address?

We notify interested parties including the Royal Mail, emergency services, national land and property gazetteer, as well as other council services that may need to know. Addresses will not be allocated until the appropriate fee has been received.

If I decide not to use the street naming and property numbering service, who will you notify of my new or amended address?

For reasons of public safety we will inform the emergency services of the new or amended property/properties only. The address will not be recognised by Royal Mail and other parties and you may experience difficulties receiving mail and ordering goods or service over the internet.

Can I change my address and tell Royal Mail myself?

Royal Mail will not accept new or amended property details from any organisation other than us, as the local authority. It is also important that your address is correctly

registered with us so the information can be passed on to the emergency services as well as Royal Mail and other interested parties.

Do I have to pay each time I want to update the name or is it a standard one-off fee?

You will need to pay a fee each time a property is renamed.

Is there a fee to remove a property name?

Yes, there is a fee for all street naming and property numbering services. See the fee table.

How do I pay the fee?

You will be invoiced for the full amount once we have received your application. You can pay by telephoning 01452 396396 – please quote the invoice number and have your debit / credit card details to hand or you can send a cheque made payable to Gloucester City Council to the address on the invoice.

If I give my house a name and decide I don't like it am I entitled to a refund?

No, the fee is non refundable.

Where can I find more information about street naming and numbering services?

For more information download our street naming and property numbering policy or contact our street naming and property numbering team on 01452 396396 or email systems@gloucester.gov.uk