Street Naming and Numbering FAQs

Q. How do I register a new address?
A. Read the council’s policy and guidelines, and then fill in the appropriate form and submit it with the fee.

Q. Where do I get the forms and policy?
A. You can obtain them as follows:
   Online – at www.bathnes.gov.uk/propertynameornumber
   By phone to Council Connect 01225 394041
   By post: Street Naming & Numbering Officer, GIS Team, Riverside, Temple Street, Keynsham BS31 1LA

Q. What are your charges?
A. See the current schedule for details.

Q. Is VAT included in the charges?
A. No. The charges are outside the scope of VAT.

Q. Can I change the name of my house?
A. Yes. Complete the appropriate form and submit it with the fee. If you are not the property owner, you will need to gain their consent first.

Q. Can I change the name of a property before I move in?
A. A name change cannot take place until you are the owner of the property. However, you may register the change in advance to take place on an agreed date.

Q. Can I add a name to my house number?
A. Yes. Complete the appropriate form and submit it with the fee. If you are not the property owner, you will need to gain their consent first. The Council will record the name as well as the number, but note that Royal Mail will not normally record a name on their Postal Address File when a property has a number.

Q. Can I change the number of my house?
A. No, not normally. The Council only considers renumbering properties when new developments render the existing numbering scheme untenable. The right to allocate property numbers lies entirely with the council (Town Improvement Clauses Act 1847) and property owners have no rights of consultation, objection or appeal to the number allocated.

Q. Can I change the name of my street?
A. No, not normally. Street names are only changed when there is clear evidence of a problem with properties being found. If a street is renamed the procedure set out in the 1925 Public Health Act will be followed. See the Street Naming and Numbering Policy for more details.
Q. **Can I change my postcode?**
A. This is a matter for Royal Mail. They will normally change postcodes only if they have an operational reason to do so.

Q. **Who is responsible for my address?**
A. The property owner is responsible for the building name. Bath & North East Somerset Council are responsible for the property number, street name, and the town and locality recorded in the BS7666 address. Royal Mail are responsible for the postcode, post town and post locality.

Q. **Why are there two versions of my address?**
A. The Postal Address is the form of the address held by Royal Mail for the delivery of post. Royal Mail accept no responsibility for use of the postal address for any other purpose than delivery of mail by them.

The BS7666 Address is the form of the address which conforms to the national standard for addressing BS7666. This form of address is prescribed by the government for various statutory purposes such as planning applications and the electoral register. It is used in the council’s primary address register, the Local Land & Property Gazetteer (LLPG).

While the two forms of the address are often the same, they may not be. Other forms of an address may exist (such as those on title deeds or held by third party databases) but have no legal standing.

Q. **Which Council departments use the LLPG?**
A. Currently it is used by Planning, Building Control, Licensing, Land Charges, Environmental Health, Waste Services, Trading Standards, Electoral Registration and Schools Admissions. It is also used by Council Connect and on the Council’s website. The government is expected to make it mandatory for other council functions and public services to adopted BS7666 addresses in coming years, through the new National Addressing Gazetteer.

Q. **How do I check my postal address?**
A. The Royal Mail website gives all active postal addresses in their correct form.

Q. **I have a new property which has been registered with the Council but Royal Mail don’t show my address on their website. How can this be added?**
A. They may need to make the address live, and require notice from the council that the property is now occupied. Contact the Street Naming and Numbering Officer to arrange this. There is no additional charge for this service.

Q. **My address is not being shown correctly. Can you correct this?**
A. If there has been an error in recording the name, number, street or post code of your property, we will correct it and pass the corrections to Royal Mail. There is no charge for this service. Note that if Royal Mail correct a street in an address, they may alter the postcode of the property.

However, if either the postal address or the BS7666 address differ from the one you customarily use, the Council or Royal Mail will not change it. Other forms of an address may exist (such as those on title deeds or held by third party databases) but have no legal standing.

Q. **Where can I find out more?**
A. The Council’s formal Street Naming and Numbering Policy and Guidelines provide more details. Specific points can also be raised with the Street Naming and Numbering Officer.

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