

# Planning Committee

10am Thursday 6 December 2012

## STATUTORY ADDRESSING CHARTER: PROPOSED REVISIONS

Item number	
Report number	
Wards	All

### Links

Coalition pledges	N/A
Council outcomes	<a href="#">CO19</a> <a href="#">CO23</a> <a href="#">CO24</a>
Single Outcome Agreement	<a href="#">SO4</a>

### Mark Turley

Director of Services For Communities

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# Executive summary

## Statutory Addressing Charter: Proposed Revisions

### Summary

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The purpose of this report is to seek the Committee's approval to update the Council's Statutory Addressing Charter and to review the scale of charges for the next financial year 2013/14.

The current Statutory Addressing Charter was approved in 2010. Changes are needed to incorporate the street naming/statutory addressing charging structure introduced in March 2011, reflect current procedures and practices, and to make changes in response to service user comments.

A new section has been added for new signage. The service standards have been refreshed and other changes are proposed. The revisions also improve the charter's clarity and accessibility.

The charges have been reviewed and it is proposed that no change is made for 2013/14.

### Recommendations

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It is recommended that the Committee

- (a) approves the revised Planning Charter for Statutory Addressing, as set out in Appendix 1 to this report; and
- (b) agrees that the charges for the service in 2013/14 should remain unchanged.

### Measures of success

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- 1 Number of service compliments and complaints.
- 2 Compliance with the service standards set out in the charter.

## **Financial impact**

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This report proposes that the charges for the service in 2013/14 remain unchanged. Therefore there is no financial impact from this report.

## **Equalities impact**

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A pre-assessment exercise showed that the changes proposed to the charter had no equalities impact.

## **Sustainability impact**

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The charter revisions have no impact on sustainability issues.

## **Consultation and engagement**

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The revisions proposed in this report are a result of feedback received from both developers and key customers.

## **Background reading / external references**

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Report to Planning Committee, 30 September 2010, Proposed Statutory Addressing Service – Charges and Revised Charter.

## Statutory Addressing Charter – Proposed Revisions

### 1. Background

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- 1.1 Street naming and property addressing is one of the Council's statutory functions. Section 97 of the Civic Government (Scotland) Act 1982 empowers a local authority, in relation to any street or road to which the public have access in their area, to create or alter street names.
- 1.2 The Council's service for allocating statutory addresses currently attracts a charge based on the number of properties being numbered. This charge helps recover some of the service's administration costs and the costs of additional notifications.
- 1.3 There is a charge associated with the erection and ongoing maintenance of street nameplates. It covers initial purchase and erection, together with ongoing maintenance for the lifetime of the plate or development. Where a customer calls to report a dangerous, damaged or illegible sign, the Council will investigate and take appropriate action.
- 1.4 In financial year 2011/12, the service dealt with 135 development applications and generated revenue of almost £25,000.

### 2. Main report

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- 2.1 The current charter for statutory addressing was approved in 2010; it needs to be revised to reflect the new service charging regime and current practices. The proposed revisions to the charter, by section, are set out below. The fully revised document is attached at Appendix 1, with the proposed changes highlighted.
- 2.2 Introduction: includes an updated introduction from the Convenor of the Planning Committee.

Definitions: revised to reflect the current Scottish Standards.

Allocating Statutory Addresses: the text in this section has been revised to improve clarity; an additional statement has been added regarding any delays due to non-agreement with ward councillors, and the extended committee process.

How We Name a Street: the naming procedure has been further amended to improve clarity on the street name bank process, and its use in the wider context. The Street Naming Criteria section has been moved to the beginning of the section to improve the flow of the document, with minor amendments to the text. A new section has been added for Street Name Banks, and existing text moved and revised to provide clarity on the purpose of the banks, and how names can be added to the banks. A new section has been added for the Process, to provide clarity on the inclusion of developer suggestions, how the Council determines the number of new street names for a development, and the use of the partnership bank names.

How We Number Properties: amendments have been made to the Flats section to provide clarity on the retention where appropriate of existing tenement numbering systems. Minor text changes have been applied to the Displaying Numbers section.

Renaming and Renumbering: the renaming section has been revised to clarify the process for renaming streets. The Renumbering of Properties section has been amended to Renaming/Renumbering as a Result of Development, with clarification of the process and consultation involved. A new section heading has been added for Renumbering of properties as a result of an ownership request. Existing text has been added to this, and revised to provide clarity on the circumstances where this type of renumbering will be considered. It also sets out the process involved.

Street Name-plates: new headings provide clarity on locations of nameplates and the notification process. A new section and text has been added regarding existing signage, including an explanation of the Council processes and maintenance procedures.

A new section has been added for New Signage, which now explains the request and notification process used for new signage.

Complaints Procedure: no change

Key Customer List: this section has been revised in relation to changes within the Council structure.

List of Contacts: this section's contact details have been updated.

- 2.3 The Council is currently developing an integrated "one-door" approach to development consents that will in due course incorporate a single, consolidated development consents charter. This will incorporate the revised Statutory Addressing charter. For this reason the revised charter will in the meantime be published in web form only.

2.4 The Council currently charges for its statutory addressing services. These charges have been reviewed and it is proposed that they remain unchanged for 2013/14.

### 3. Recommendations

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3.1 It is recommended that the Committee:

(a) approves the revised Planning Charter for Statutory Addressing, as set out in Appendix 1 to this report; and

(b) agrees that the charges for the service in 2013/14 should remain unchanged.

#### Mark Turley

Director of Services for Communities

#### Links

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<b>Coalition pledges</b>	N/A
<b>Council outcomes</b>	CO19 Attractive Places and Well Maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards and maintenance of infrastructure and public realm. CO23 Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community. CO24 The Council communicates effectively internally and externally and has an excellent reputation for customer care.
<b>Single Outcome Agreement</b>	SO4 Edinburgh's communities are safer and have improved physical and social fabric

#### Appendices

1: Statutory Addressing Charter- Proposed Revised Charter

2: Table of Charges

**APPENDIX 1**

**STATUTORY ADDRESSING CHARTER – PROPOSED REVISED CHARTER**

## **INTRODUCTION**

*Travel through any city, glance at a street sign and you get an instant impression of the history of an area. This link to our past is even more profound in Edinburgh where our historic settlements, industries, pioneers, inventors, philanthropists, and other significant citizens are commemorated.*

*Naming our streets connects us with our past while building for the future; something I believe we should all embrace.*

*The Council is responsible for the naming of streets and the numbering of property in new developments. It is also responsible for the renaming or renumbering of existing developments when required. The Council is also responsible for the maintenance of all street nameplates within the city.*

*This Charter explains how the street naming service works and what you can expect of this service.*

*Customer care is important to the Council and I would encourage and welcome any suggestions you have to further improve our service to you.*

*Councillor Ian Perry  
Convenor of the Planning Committee*

## **CONTENTS**

Definitions

- 1 The statutory address service
- 2 Allocating Statutory Addresses
- 3 How we name a street
- 4 How we number properties
- 5 Renaming and renumbering
- 6 Street name-plates
- 7 Complaints procedure

Key Customers' List

List of contacts

## **DEFINITIONS**

**Key Customers:** includes customers of the Council's address data who are notified on a weekly basis of changes to the Corporate Address Gazetteer. A list of current key customers can be found at the end of the document.

**Corporate Address Gazetteer (CAG):** the Council database of properties which follows the British Standard (BS7666) for Addressing, **and the One Scotland Gazetteer standards and conventions.**

**Statutory Address:** the official address by which properties are identified.

**Local Newspaper:** Edinburgh Evening News.

**Parent Address:** the shell address, **or main door number of buildings** which contain flats.

**Child Address:** the address for a specific flat or unit.

**Neighbourhood Partnerships:** 12 area-based bodies established by the Council to engage with communities and local groups.

**Development Management Sub-Committee :** Council Committee which takes place every two weeks.

**Signage :** any street nameplate which belongs to the Council.

## 1. THE STATUTORY ADDRESS SERVICE

The Council is responsible for the naming of streets and numbering of property in new developments. It is also responsible for the renaming or renumbering of existing developments when required. This process is known as the allocation of statutory addresses and is governed by legislation.

Section 97 of the Civic Government (Scotland) Act 1982 empowers the Council to allocate statutory addresses. The Council may, in relation to any street or road to which the public have access:

- (a) give such name to it as they think fit;*
- (b) after advertising in a newspaper circulating in their area any proposal to alter its name and taking into account any representations thereupon made to them within 28 days after the date of the first publication of the advertisement, alter any such name;*
- (c) affix, paint or mark its name on any premises, fence, lamp post, pole or other structure in it so as to be readily legible to members of the public there, and erect poles or other structures there for that purpose;*
- (d) give each of the premises in it such distinguishing number as they think fit; alter that number when necessary; and require the owner of each of the premises, by notice served on him, to affix or paint that number on his premises so that it is readily legible from the nearest part of the public place giving access to the premises.*

The allocation of statutory addresses affects many different people from developers to existing and future residents. In undertaking this function the primary consideration is public safety, ensuring that street names are not duplicated and that new streets and properties are named and numbered in a logical manner to facilitate easy identification in the event of an emergency. Decisions taken can influence the future character of the city and emphasis is placed on preserving local historical associations to strengthen the sense of place.

The allocation of statutory addresses also has an important role in relation to the Government's commitment to improved service delivery through the linking of various organisations' datasets with a common infrastructure based on a definitive list of national addresses. Many service providers require statutory address details before customers can access products.

This Charter outlines the procedures and standards of service that can be expected from the Council in undertaking its statutory duties. Some of the procedures are complex; others **require time to undertake properly**. The aim of this Charter is to ensure that the adopted procedures are easily understood, are fair and reasonable, and that interested parties are kept informed.

Where possible, we will communicate electronically to speed up procedures.

**In order to partially cover the costs of the service, a series of charges are applied, and are contained in Section 7. These are reviewed periodically.**

#### SERVICE STANDARD 1

By publishing our standards and targets, we aim to improve our street naming service and make it responsive to the needs of our customers. We will monitor the contents of this Charter to ensure that standards and targets are being met.

#### SERVICE STANDARD 2

We will ensure our charges for statutory addressing and street signs are fair and reasonable and that details are made easily available on the Council's web site.

## 2 ALLOCATING STATUTORY ADDRESSES

We are increasingly expected to allocate addresses earlier in the development process for the following reasons:

- To ensure properties are captured on the Council's Corporate Address Gazetteer (CAG) which feeds into the One Scotland National Gazetteer;
- The Customer Contact Centre, Council Tax, Planning, Building Standards, Property Conservation and Licensing rely on accurate up to date address information being available on the CAG, with other services to follow; and
- Lothian Valuation Joint Board requires this information timeously to generate income through Council Tax and domestic rates, together with the correct information for the Electoral Services function.

During the development process, the developer will be contacted by the Dept and sent an application form for statutory addresses. The timescale for issuing statutory addresses depends on the complexity of the development proposal and whether there is a need for a new street name, renaming, renumbering or a mixture of all such processes.

In all cases, new statutory addresses and changes to statutory addresses will be notified to our key customers on a **regular basis**.

It is recognised that the street naming process is time sensitive. The timescale must take account of local consultation and whether the proposal requires to be considered by the Development Management Sub Committee. Developers require statutory addresses before utilities will provide services. Royal Mail cannot allocate postcodes until statutory addresses are allocated.

Developers will often choose a marketing name for a development and publicise it before statutory addresses are allocated. The longer it takes to decide statutory addresses, the greater the local confusion.

As a guide, the following table sets out the timescales involved for each type of application. These depend on receipt of a valid application from the developer, together with agreement on the naming from the ward councillors. **Should there be a delay in the naming agreement, this timescale can be extended until agreement is reached through the committee process.**

Case Type	Timescale for Issue of Statutory Address
Numbering properties only	8 weeks
Naming new street and numbering new properties	16 weeks
Renumbering properties	16 weeks
Renaming existing street and numbering/renumbering	24 weeks

properties	
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**SERVICE STANDARD**

When we receive a valid application, we will aim to issue a statutory notice allocating addresses for developments in line with the timescales indicated.

### 3. HOW WE NAME A STREET

#### Street naming Criteria:

In general, new streets should be named after people, places or events associated with The City of Edinburgh. Proposed names should meet at best one of these criteria. They should :

- commemorate local history, places, events or culture, and in particular any that pertain to the site
- honour and commemorate noteworthy persons associated with the local area, or The City of Edinburgh as a whole
- celebrate cultural diversity in The City of Edinburgh
- commemorate national and international noteworthy persons, who are deceased.
- commemorate national and international events
- strengthen neighbourhood identity
- recognise native wildlife, flora, fauna or natural features related to the community or The City of Edinburgh as a whole

The main principles in determining the suitability of new street names are:

- Public safety is the primary consideration; this is of particular importance in relation to the emergency services.
- Unique names will be allocated to separately accessed streets (except in circumstances where the introduction of a new name would create difficulties).
- Each new section of street between major junctions will be given a separate street name (in order to avoid extremely lengthy sections of street with a single name)
- New street names will preserve history for future generations, reinforcing the sense of place.
- The use of abbreviations, punctuation and similar sounding names is avoided where possible to avoid confusion.
- Streets are not named after individual living persons, as there is potential for this to become undesirable at a future date. Where such a name is proposed, it can be added to the appropriate street name bank until a suitable time for its use i.e. after a minimum period of 10 years has passed following an individual's death, and with permission from the family concerned.

### **Street Name Banks:**

Each Neighbourhood Partnership area covering the City of Edinburgh maintains its own street name “bank”. The bank consists of names suitable for use in each respective area. The names in the bank have all been checked to ensure that they meet the naming criteria, and are available for use in new developments. Names can also exist in the banks that are “on hold” for future use, e.g. names of living persons.

Names can be added to a bank by either the Neighbourhood Partnerships or Street Naming Officers. Names suggested by partnerships should be discussed by the respective neighbourhood partnership and submitted to the street naming team on the relevant suggestion form.

[www.edinburgh.gov.uk/downloads/file/5918/street\\_naming\\_application\\_form](http://www.edinburgh.gov.uk/downloads/file/5918/street_naming_application_form)

All suggested names should be accompanied by supporting documentation which explains why they are thought suitable, and their connection to the area or site.

Names contained within name banks are published on the Council website and updated as required.

[www.edinburgh.gov.uk/info/161/planning\\_and\\_building\\_standards/448/street\\_naming\\_and\\_numbering/5](http://www.edinburgh.gov.uk/info/161/planning_and_building_standards/448/street_naming_and_numbering/5)

### **Naming Process:**

Where a new street is to be created by development, a process is undertaken to determine the new street name. The layout, size and access points to the properties will determine the number of new names required for each development. Developers are invited to make suggestions for possible street names with their application. These suggestions will be considered together with any suitable names from the local Neighbourhood Partnership Street Name Bank.

Names are presented to the ward councillors for consideration who may wish to propose alternative street names. All ward councillors must agree to the proposals before the name can be agreed. If agreement cannot be reached, the matter is referred to the Development Management Sub Committee for a decision.

### **SERVICE STANDARD**

We will consider names suggested by developers, councillors and those approved names in the Street Name Banks provided that they meet the guidelines outlined in this Charter.

## SERVICE STANDARD

We will report cases to the Development Management Sub-Committee for its decision where agreement on proposed names cannot be reached with the ward councillors.

#### **4. HOW WE NUMBER PROPERTIES**

When a new development is to take place, a numbering scheme has to be drawn up. The numbering of properties does not require consultation and can be carried out quicker if no new street name or renumbering of existing properties is required.

The main principles in determining the numbering of properties are:

- Streets will be numbered in a logical manner to facilitate the identification of properties.
- The phasing of the development, access points and local circumstances will be considered in deciding where numbering should start.
- Culs-de-sac will be numbered consecutively in the same direction as the main access road, low to high.
- All properties and premises, including lockups and car spaces where appropriate, shall be numbered from the street onto which the principal access is gained.
- In all instances the number 13 is never omitted.
- Lockups will be denoted by the suffix 'G' where available.

These guidelines apply to all types of development including units within commercial developments.

#### **Existing Streets**

Where a new development creates additional properties, extra numbers may be required. In many cases it is possible to allocate a whole number to every new property. If there are not enough whole numbers available then numbers may have to be shared, by the addition of an alphabetical character (for example 12a, 12b, etc). Where possible, existing properties will retain the whole number and any new properties will begin a, b, etc as appropriate. We will consider creating a new street name and/or renumbering of existing properties if this is appropriate and expedient due to scale of the development.

#### **Flats**

Common stairs must be allocated a main street number (parent address) since this has to be shared by the individual flats (child addresses). Numbers are then allocated internally to each flat (for example, Flat 1, 12 Edinburgh Road; Flat 2, 12 Edinburgh Road etc). The rotation of the internal numbers follows the rotation of the staircase, with the highest number being located at the door furthest from the last riser on the stair. **Where the existing numbering system is in the form of the historical Edinburgh numbering e.g. 1F1, 2F1, the existing numbering scheme will be retained where possible.**

### **Property Merges**

Where a new development involves the amalgamation of two properties with separate addresses, the new street number will incorporate both former numbers (for example, the amalgamation of 11 and 13 will become 11-13). Where this is not possible, e.g. where two ground floor properties either side of a common stair have been merged, the primary access will retain the number and the former number will be reserved for future use. This will prevent confusion with the logical numbering system.

### **Subdivisions**

Where development involves the subdivision of properties, we will examine each case on its merits and apply the numbering principles as appropriate.

### **Displaying numbers**

It is the responsibility of the property owner to display the correct statutory address for a property. The number should be clearly visible from the road on to which the property is addressed.

### **SERVICE STANDARD**

We will allocate property numbers according to the guidance outlined in this Charter.

## **4 RENAMING AND RENUMBERING**

Renaming and renumbering is a highly disruptive process for those parties affected and will only be considered as a result of new development or where there are public safety issues caused by properties being hard to find by for example the emergency services. We will resist the loss of historical names or changing names for commercial or aesthetic purposes.

### **Renaming of Streets**

The renaming of an existing street is determined by the Development Management Sub-Committee. The owners of properties, where directly affected, the relevant Neighbourhood Partnership and the local ward councillors will be notified of any proposal to rename a street. They will be given reasons for the proposed change and notified that proposals will be publicly advertised for 28 days in the Edinburgh Evening news. Any material representations received will be considered as part of the report to the Development Management Sub-Committee. **Once the proposal is agreed**, statutory notices will be issued to all those affected, giving them a minimum of 3 months' notice of change.

### **Renumbering of Properties**

The main principles for the renumbering of properties are the same as those for numbering properties. The authority to renumber existing properties is delegated to the Council's Head of Planning and Building Standards.

Where renumbering is **required** as a result of new development, the owners of affected properties will be notified of any proposal to renumber their properties. As a courtesy the local ward councillors will be notified of the proposed changes and the reasons why, **and all affected parties will be given 28 days to raise any comments or objections to the proposal**. Where there are material representations, the matter will be reported to the Development Management Sub-Committee for consideration. **Once the proposal is agreed**, statutory notices will be issued to property owners/tenants, giving them a minimum of 3 months' notice of change, unless a shorter period is agreed in writing.

### **Owner Requested Renumbering**

When an individual owner directly approaches the Council to renumber their property, we will consider the impact of the request in line with the numbering guidelines. **Renumbering of properties for illogical and irrational purposes will be resisted.**

**If the proposed change either creates a more logical numbering system, or alleviates delivery issues we will carry out a renumbering process.**

Where the proposal only affects a single property, and is, agreed with the Council, the change will be implemented giving 3 months notice, **unless otherwise agreed**. There is no requirement to consult the local ward councillors or refer the matter to the Development Management Sub-Committee.

When a request for change affects more than one owner (e.g. Flatted Properties) a consultation exercise will be undertaken with those owners who would be affected by any change. Should there not be 100% agreement to the proposal by all affected parties, the matter will be referred to the Development Management Sub-Committee for a decision. The notice period for change would be 3 months unless otherwise agreed with the owners.

#### SERVICE STANDARD

We will notify affected owners, the local ward councillors and the relevant neighbourhood partnership and consider any material representations in relation to the renaming of streets when reporting the matter to the Development Management Sub-Committee for consideration.

#### SERVICE STANDARD

We will advertise any proposal to re-name a street in the Edinburgh Evening News.

#### SERVICE STANDARD

Following the final decision on renaming a street, we will issue statutory notices to all those affected, giving them a minimum of 3 months' notice of change.

#### SERVICE STANDARD

We will notify affected owners in relation to the renumbering of properties. Where material representations are received, we will report the matter to the Development Management Sub-Committee for consideration.

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## 6 STREET NAME-PLATES

The Council is responsible for the erection of street name-plates in compliance with the Civic Government (Scotland) Act 1982 (See Section 1).

### Sign Location

Street name-plates should be erected at the point nearest to where road junctions intersect.

Ideally, street name-plates will be located on buildings/structures between ground and first floor level to maximise visibility and minimise vandalism. Where this is not possible, street name-plates will be placed on existing walls and fences. Freestanding signs will be erected where neither of the above options is possible.

### New Signage

The Council has a charging system for the erection and maintenance of signage.

Following the issue of statutory notices under the street naming process, an application for street name-plates will be sent to developers where new streets have been created. The number of street name-plates required is determined from the developer's plans. Where possible, RCC requirements will be incorporated into the signage (No Through Road Signs).

Signs are ordered when a suitable site is made ready by the developer e.g. scaffolding cleared.

The purchase, production, delivery and fitting of street name-plates can take an average of 8 weeks from the initial date of order with the manufacturer. Orders are placed at regular intervals according to demand.

Fitting of street name-plates for new developments will be programmed to accord with the phasing of the development at a suitable stage of completion. Specialist name plates, used in some locations throughout Edinburgh, will take longer to manufacture and erect e.g. the cast iron signs used for the closes in the "Old Town".

There is no statutory requirement to inform the owner of a property prior to the fixing of new street nameplates. As a courtesy and good customer service, where a new sign is to be erected, and there has not been a sign previously, the owners/occupiers will be given a minimum of 14 days' notice in writing of the proposal, along with details of the location of the sign.

The Council will undertake all ongoing maintenance and replacement signage thereafter.

### Replacement Signage

Replacement street name-plates are supplied by the Council where they are damaged, or removed without authorisation. Broken or missing signs can be reported to the Council by contacting the Council through the CLARENCE

freephone number (see List of Contacts), or street naming and numbering directly. A damaged sign reported as dangerous will be dealt with as a priority by either refitting or removing the existing sign.

Where replacement signs are required, the Council will endeavour to replace signage on a like for like basis, unless policy and best practice determines that standard plates should now be used.

#### SERVICE STANDARD

We will aim to produce, deliver and fit street name plates within 8 weeks of order date. Fitting of street name plates for new developments will be programmed to accord with the phasing of the development and at a suitable stage of completion.

#### SERVICE STANDARD

Dangerous/damaged signs will be removed and/or refitted within 3 working days of the Council being notified.

#### SERVICE STANDARD

We will aim to give owners/occupiers a minimum of 14 days' notice prior to the erection of a sign on their property, where there has previously not been a sign.

## **7 COMPLAINTS PROCEDURE**

### **CUSTOMER CARE**

The Council has prepared a Customer Care Charter "Putting the Customer First" - which sets out the standards that customers should expect in their dealings with the Council. The Charter is available on the Council's website.

The Statutory Addressing Service is committed to providing a high quality customer service and any suggestions to improve our service are welcomed

### **COMPLAINTS PROCEDURE**

The Council hopes that you will be satisfied with the Statutory Addressing service we provide. If you have any suggestions, concerns or difficulties we want to hear from you. We are committed to improving our service and to dealing fairly, honestly and promptly with any failures.

We will consider all complaints made about the way in which your application, enquiry or comment was dealt with. Disagreement with a decision of the Council will not, in itself, be a ground for complaint and in many situations there is a separate procedure for an applicant to appeal against such decisions.

The quickest way to sort things out is to talk to the officer concerned. If you are still dissatisfied, talk to the Principal in the relevant team (see list of contacts). If he/she is unable to help you, you will be given the name of a more senior manager to whom you should make a formal complaint and they will investigate the matter.

You can use the Council's Complaints Form which is available on our web site and in our offices.

If, after you have gone through our complaints process, you still feel aggrieved, you have the right to take the complaint to the Scottish Public Services Ombudsman. The power of the SPSO does not extend to the amendment of planning decisions - the function of the SPSO in planning cases is to judge whether Councils have fulfilled their administrative duties and functions reasonably.

### **SERVICE STANDARD**

We will respond to you within 10 working days of receiving a complaint or suggestion to let you know what is happening. We will monitor all complaints and suggestions made and use them to review and improve the service we provide.

KEY CUSTOMERS LIST:

Lothian & Borders Fire and Rescue Service;  
Lothian & Borders Police;  
Scottish Ambulance Service;  
Royal Mail Address Management Centre;  
Lothian Valuation Joint Board;  
Scottish Power;  
Transco;  
Scottish Water;  
British Telecom;  
and Geographers A-Z Maps.

Also included are the following Council Teams:

Education;  
Environmental & Consumer Services;  
Contact Centre;  
Health and Social Care;  
Revenues and Benefits;

**LIST OF CONTACTS**  
**STREET NAMING TEAM**

Team Enquiry Point: 0131 529 4328/4081  
Team Fax: 0131 529 6206  
Team E-mail: [streetnaming@edinburgh.gov.uk](mailto:streetnaming@edinburgh.gov.uk)

Susan Cooke  
Telephone: 0131 529 3975

TO REPORT BROKEN OR MISSING STREET NAME-PLATES  
Call CLARENCE on freephone 0800 23 23 23 or Team Enquiry Point on 0131 529 4328/4081  
or e-mail [streetnaming@edinburgh.gov.uk](mailto:streetnaming@edinburgh.gov.uk)

**ENQUIRY OFFICE**

**Services For Communities**

**Waverley Court (G2)**

4 East Market Street  
Edinburgh.

Enquiry Office Opening Hours:  
Monday to Thursday 8.30am to 5.00pm  
Friday 8.30am to 3.40pm.

**COUNCIL INFORMATION CENTRE**

*City Chambers (Room 5/44)*

*High Street, Edinburgh.*

*Telephone : 0131 529 3078*

*Fax: 0131 529 3079.*

*E-mail: [council.info@edinburgh.gov.uk](mailto:council.info@edinburgh.gov.uk)*

*Information Centre Opening Hours:*

*Monday to Thursday 8.30am to 5.00pm*

*Friday 8.30am to 4.30pm*

*Council Website/CapInfo : [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)*

*Quality and Customer Care Unit*

*Department of Corporate Services*

*City Chambers*

*High Street*

*Edinburgh*

*EH1 1YJ.*

*Telephone: 0131 529 4295.*

**ACTING HEAD OF PLANNING AND BUILDING STANDARDS**

*David Leslie*

*Waverley Court G2*

*Edinburgh*

*EH8 8BG*

## **APPENDIX 2: CHARGES**

The Council introduced charges for some Street Naming and Numbering functions in 2011. Charges are currently applied for the naming and numbering of properties, replacement statutory notices and the erection of signage.

The fees applicable to the naming and numbering of streets and properties are as follows:

<b>Item</b>	<b>Charge (£)</b>	
Naming a New Street	175.00	
Numbering of New Properties		
1	Property	40.00
2 – 5	Properties	80.00
6 – 10	Properties	110.00
11 – 25	Properties	150.00
26 – 50	Properties	250.00
51 – 100	Properties	400.00
101 +	Properties	750.00
Renumbering of an application subsequent to issue of statutory notices		100.00
Confirmation of Single Address to solicitors / occupiers or owners (Including copy statutory notice if available)		25.00
Confirmation of development addresses (map and schedule of development addresses where available)		50.00

Where officers determine that a number can be reused, the fees may vary for an application.

The costs associated with the erection and maintenance of street nameplates can be found in the following table. These costs are for initial purchase and erection, together with a charge to cover ongoing maintenance thereafter.

<b>Sign Type</b>	<b>Charge (£)</b>	
Wall Fixing	150.00	
Free Standing / Railing	200.00	
Wall Fixing with No Through Road		200.00
Free Standing / Railing with No Through Road		250.00