



Address Management Frequently asked questions

Frequently Asked Questions for Street Naming and Numbering (SNN)

Can I name my property without contacting the Council?

Yes, you can, but only if the property is already numbered. A property owner can add a name to their property without contacting the Borough Council. However, the new name should not conflict with any existing property names in the local area. For this reason, we request that you contact us so we can check our records and confirm the name is available.

How can I change my property name if I do not have a property number?

To change a property name when the name is the only property identifier, must be done via the Address Management Team, as the current name is part of the official address. So, this change needs to be recorded with various agencies to ensure address continuity and the geographical location is accurate. To request a property name change, please complete an address change application form.

How can I officially add a property name to my address?

To officially add or change a property name this must be done via the Address Management Team. To request a property name change, please complete an address change application form.

Can I change or stop using my property number?

As a rule, we would not consider changing a property number, but if you are experiencing a problem caused by your property number, we are happy to discuss and assist if we can. Please note we do not consider changing a property number to avoid the number 13, or any other number that is not wanted.

The removal of a property number is also not considered unless there is good reason to do so.

How do I address a new property or a small development?

If you are addressing a new property, either single plot or small development that doesn't require a new street name. Please complete a new address application form, if you wish to discuss beforehand then please contact us via the options listed below.

A single or small development will usually be named or numbered into the existing street.

If the development is within a numbered road and there are no spare numbers, then suffixes will be used within the existing numbering scheme e.g., 12A, 12B, 12C. If the street has no numbering scheme, then the applicant will be requested to propose a name for each property.

We will provide a document detailing the new addresses, including a location map and site detail.

How do I address a larger development that requires the creation of new street(s)?

If you are a developer of a larger development, you should contact the Address Management Team at the address below as soon as possible, so that we can establish if and how many new streets will be required, we can then explain the process, and start the new street process without delay.

If a new street name is required, we will advise you to liaise with the Parish, Ward and/or Town councils before you propose any names. Once we are in receipt of the proposed name(s) we will start the consultation process which will include the emergency services representative, Parish, Ward and/or Town councils and Royal Mail. A consultation period of 30 days is a statutory requirement before the name becomes legal.

Once the streets have been confirmed then an application form needs to be filled in for the required numbering of the properties.

We will provide full documentation detailing the new addresses, including a location map and site details.

Who gets notified of my address change or new property addresses and street names?

We notify:

- Emergency Services:
 - Norfolk Constabulary
 - East of England Ambulance NHS Trust
 - Norfolk Fire Service
- Royal Mail
- Ordnance Survey
- Valuation Office Agency
- Norfolk County Council
- The Parish Clerk and or Ward Town Councillor
- The appropriate sections within the BCKLWN

The notification will include a site diagram and, where appropriate, a detailed numbering scheme. We will provide the applicant with an addressing certificate that we advise you place with each set of the property deeds.

There is an administration charge for SNN service?

Yes, there is a charge for the SNN process. The charge was introduced on 2 July 2012, the charges have subsequently been increased on the 1 January 2024. The charges apply to residential and commercial properties for all addressing requests, including re-naming and re-numbering.

Current Charging Schedule:

New Addresses

Service	Fee
Numbering / naming of new properties (including industrial units).	
1 Plot	£70.00
2 to 19 Plots	£35.00 per plot
20 to 39 Plots	£30.00 per plot
40 to 59 Plots	£25.00 per plot
60+ Plots	£20.00 per plot

Existing Addresses

Service	Fee
Individual re number / individual house name or re-name including notification.	£70.00

Development re-number due to change in plot numbers or plot positions including notification. 1 Plot 2 – 19 Plots 20 – 39 Plots 40 – 59 Plots 60+ Plots	£70.00 £35.00 per plot £30.00 per plot £25.00 per plot £20.00 per plot
Rename of Street when requested by residents including notification. Street nameplates would be extra, see below:	£500.00

Other

Service	Fee
Installation of new street nameplates.	£200.00 per nameplate
Confirmation of address to solicitors / conveyance's / owner or occupier.	£70.00 per notification

How do I make a payment?

If using the online form, then there is a payment option at the end of the form. Should you prefer to pay by a BACS payment: Account Number 00148342 Sort Code: 20 17 68. Please quote the application reference number on your payment.

Alternatively, if you are using a paper form you can send a cheque made payable to Borough Council of Kings Lynn and West Norfolk to the address below with your application or again you can pay via bank transfer using details above. Please quote that the payment is for SNN.

How can I contact the Address Management Team?

In writing:

Address Management Team,
Environment and Planning,
King's Court,
Chapel Street,
King's Lynn.
PE30 1EX.

Email: SNN@west-norfolk.gov.uk

Telephone: 01553 616312

Visit our website: www.west-norfolk.gov.uk/addressmanagement