



## Postal addresses and street names

The address of a property is a very important issue. More organisations, postal and emergency services and the general public need an efficient means of locating and referencing properties.

Under the Public Health Act 1925, it is the council's responsibility to allocate house numbers and road names to new developments and property conversions. Individuals and developers should not allocate their own house numbers, building or street names. The council also need to contact Royal Mail to obtain postcodes for new properties.

If a property is not "registered" it will not appear on the main address database and the owner or occupier will have difficulty receiving mail, goods and services from a variety of sources – for example when applying for a credit card or shopping online. The main address database is used by the council, Royal Mail all statutory undertakers, emergency services, credit agencies and many private companies.

### Who should apply?

- individuals or developers building new houses, commercial or industrial premises;
- individuals or developers undertaking conversions of residential, commercial or industrial premises which will result in the creation of new properties or premises.

### When?

You should apply for postal addresses in the early stages of any new build or conversion, because utility companies are reluctant to install services where an official postal address has not been allocated.

## How?

Requests can be made by:

- Completing the online application form at [Wigan Council Street Naming \(external link\)](#)
- Phone: 01942 489115
- Email: [da.heyas@wigan.gov.uk](mailto:da.heyas@wigan.gov.uk)

## Requests for new street names

Where new roads are to be constructed, developers will need to suggest suitable names for adoption by the Highway Authority.

The following rules apply:

1. Names cannot be duplicated within the Wigan Borough.
2. Suggested names need to be sufficiently unique to avoid confusion or misunderstanding.
3. Names of living people are not normally allowed.
4. Where possible names should reflect the history of the site or acknowledge the geography of the area. Names that could be seen as advertising are not acceptable.
5. Names that could be considered offensive will not be accepted.

Local ward councillors are consulted on a new street name prior to any approval. You can apply for a new street name in the same way as postal addresses.

## Houses with names (no postal number allocated)

If your property has a name and not a postal number and you wish to change the name of the property, you will need our approval. It could cause confusion if more than one property in the same road or vicinity has the same name. Emergency services could also be delayed in locating your property.

## Houses with postal numbers and a name

If you have a postal number for your property and wish to give it a name as well, it may only be used on an informal basis and will not be registered by the council. Replacing a postal number with a name causes problems for deliveries and emergency services. You can display the name on your property next to your postal number, but your property will always be known by the number.

## Allocation of new postal address and street name

Once a new postal address or street name is allocated we will inform all relevant and statutory authorities and emergency organisations. We will also contact Royal Mail who are responsible for allocating postcodes. Royal mail will not allocate a postcode unless they have received formal notification from us on a new address or street name.

All new addresses are allocated in line with British Standard 7666.

### How to contact us:

David Heyes – Address Manager  
Wigan Council Places Directorate  
Wigan Life Centre  
PO Box 100  
Wigan WN1 3DS

Phone: 01942 489115  
Fax: 01942 404222  
E-mail: [da.heyas@wigan.gov.uk](mailto:da.heyas@wigan.gov.uk)

We can make the information in this factsheet available in other formats and languages on request.

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