

Address Creation Guide

Click title to view content

[Why is it important?](#)

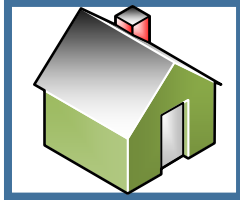
[Business Standard Abbreviations](#)

[Address Structure](#)

[Address creation rules](#)

Click icon to view

Council Tax examples



Non Domestic examples



Land examples of address creation



1. Introduction

The instructions within this guide must be followed by any member of staff when creating or amending an address in the CDB.

This will ensure that addresses are in a consistent format, which clearly identifies the property and complies with the Agency's data protection obligations.

2. Why is it important?

2.1 CRCA

We need to consider whether any data or information is confidential as a result of the provisions of the [Commissioners for Revenue and Customs Act 2005 \(CRCA\)](#).

CRCA sets out the Agency's statutory functions in respect of the valuation of property and governs disclosure of information around them. The Agency's functions are set out in Sections 7 and 10, with sections 17 to 23 governing data sharing and disclosure.

This means we must also consider our general duty of confidentiality to any legal person, such as a company, as well as a living individual, where their data or information is to be collected or held for us to carry out our functions.

2.2 Data Protection

The General Data Protection Regulations (GDPR) set out the standards for data privacy, security and compliance. Personal data means any information relating to a living individual, who can be identified either directly from the information or when it is combined with other information. General Data Protection Regulations, require the VOA to, among other things:

- protect personal data at all times and must ensure that it is protected from unauthorised disclosure, loss, destruction, damage or any other adverse action
- adhere to set principles in processing personal data

The confidentiality of the information we hold is our **own** personal responsibility, and **must never give ('disclose') personal information the VOA holds to anyone unless you are sure you have the legal authority to do so.** [\[See GDPR Knowledge Hub\]](#)

'**Anyone**' includes ratepayers (or their agents), agents generally, members of the public, local authorities, the police, other government departments and their agencies and any other public bodies.

Property data - such as an incorrectly created address - could identify an individual and must be treated as personal data. Addresses on the CDB must only contain adequate, relevant and necessary detail to identify a property. It is the property not the occupier that we are required to identify in compiling and maintaining rating and council tax lists. **NEVER** use individual's names or detail when creating or amending a CDB address as it allows an individual to be identified.

2.3 Administrative benefits

Addresses created correctly are easier to search for via the Central Database and EDRM.

Inaccurate addresses can have numerous knock on effects.

For example, our customers and clients being unable to identify properties when searching on the Internet; Incorrect / wrong order of list entries; problems with auto and manual matching of SDLTs and FORs.

3. Rules for address creation

3.1

Where an address has already been created incorrectly on the CDB you **should not** continue to follow that incorrect format.

For example, addresses which contain an individual's name , such as Mr Bloggs, Unit 7, Any Estate, Anytown or Mr Bloggs, The Caravan , Any Lane, Anytown.

Where identified in the course of amending the rating / council tax list, the opportunity should be taken to correct the address and remove detail which identifies/ allows to be identified an individual as part of processing the list amendment.

3.2

Only use abbreviations appearing on the abbreviation guide - do not create your own.

3.3

The Firm/Occupier field **should only** be used for Non-Domestic properties, where there is **NO** property name or number by which to identify the premises and the name of the firm is the **ONLY** way to differentiate the property from others on the same street.

3.4

The firm name **must not** identify/allow to be identified, an individual and the Firm/Occupier field **must never** be used for Council Tax hereditaments as there is likely to be sufficient other information, such as a property number or street.

3.5

The purpose of the NDR or CT address is to clearly and uniquely identify the NDR or CT hereditament not the occupier, who is in any event subject to change

3.6

Sub-streets should be used to describe a subsidiary street associated with a main street or where many hereditaments share a common address for example an industrial estate – see 5.3 below.

3.7

Do not use punctuation in address creation.

4. Abbreviations in Address Creation

In order to abbreviate common words in address creation a best practice list was created.

Where the word does not appear in the abbreviation guide then do not abbreviate it.

Word	Correct Abbreviation
Floor	FLR
Floors	FLRS
Basement	BST
Ground	GND
Ground Floor Flat	FLATGND FLR
Saint	ST
Rear of Including	R/O INC
Part Public Limited Company	PT PLC
Mezzanine	MEZZ
Lower Ground	LGND
Upper Ground	UGND
First, Second, Third, etc.	1ST, 2ND, 3RD, etc.
Adjacent/Adjoining/Next To	ADJ
Between	BT
Opposite	OPP
Limited Company	LTD CO
And	&
Right Hand Side	RHS
Left Hand Side	LHS
Corner Of	C/O
Front Of	FRONT OF
AT	AT

This abbreviation guide can also be accessed from the address creation screen

The screenshot shows a form with several input fields and a button. On the left, there are three input fields labeled 'Number/Name', 'Firm/Occupier', and 'NLPG UPRN'. On the right, there are two input fields labeled 'Low Number' and 'High Number', and a 'Range Type' label. A red arrow points to a button labeled 'Firm/Name Abbreviations' located at the bottom right of the form.

5. Address Structure

Below is the layout of the Address Details screen. Further details of each section is covered below

The image shows a screenshot of a web form titled "Address Details". The form contains several input fields, each with a green arrow and a number pointing to it:

- 1: Points to the "Firm/Occupier" field.
- 2: Points to the "Number/Name" field.
- 3: Points to the first "Substreet" field.
- 4: Points to the "Street" field.
- 5: Points to the "Post District" field.
- 6: Points to the "Town" field.
- 7: Points to the "Postcode" field.

The form fields are: Firm/Occupier, Number/Name, Substreet, Substreet, Substreet, Street, Post District, Town, County, and Postcode.

5.1. Firm/Occupier:

Not to be used for domestic addresses.

For NDR, this is only to be used when there is no Number/Name. Do not record the name of the occupier, or a trading name which identifies or allows an individual to be identified.

5.2. Number / Name:

Property numbering is the system of giving a unique number to each building in a street with the intention of making it easier to locate a particular building.

5.3. Sub-Street:

A sub-street is a subsidiary street associated with a main street or the name of a building containing a number of different properties. By using sub-streets we can identify properties more easily as they will appear together in the Council Tax or Rating list.

For example:

A block of flats on King Road named Mandela House. King Road should be entered in the street field, Mandela House in sub-street and the flat number in the number/name field

Same principle applies with non-domestic properties, for example offices, shops in arcades, where the name of the office block or arcade will be the sub street.

See section 6 for worked examples illustrating correct formatting.

5.4. Street:

This forms part of the location, and would be used to capture details of the Street, Avenue, Road, or Close that the property is located on.

5.5. Town:

The name of the Town or City.

5.6. Postcode:

For the purpose of directing mail, the United Kingdom is divided by Royal Mail into postcode areas. Each postcode area is further divided into post towns and postcode districts. Enter the postcode in full.

When the postcode supplied by the billing authority / taxpayer differs; or the postcode is new to the CDB, check which is correct using the Royal Mail website. For billing authority reports where we have not used the supplied BA postcode a note will need to be recorded in the remarks section of the CDB.

Only use standard abbreviations, if a word does not appear in the abbreviation guide do not abbreviate it.

Avoid punctuation or unnecessary spacing.

Do not enter any location details i.e. Street name or sub-street.

6. Council Tax examples of address creation

6.1

It is impossible to cover every address scenario, but the examples below cover the most common queries from the network. The explanation will hopefully guide you to apply the same rationale when constructing future addresses.

6.2

Remember, it is not possible to use bulk creation when creating addresses with Flat or Apartment in the address.

6.3 How would you create:
First Floor Flat 23
High Street,
Adamson, Taunton?

Number/Name	FLAT 1 ST FLR 23
Substreet	
Substreet	
Street	HIGH STREET
Post District	ADAMSON
Town	TAUNTON

Where Flat is in the address always start with it.
First and floor are both abbreviated.
23 is where the property is located on the Street.

6.4 How about:
Flat 1 Ground Floor
23 High Street,
Adamson, Taunton
Flat 23 High Street,
Adamson, Taunton?

Number/Name	FLAT GND FLR 1 AT 23
Substreet	
Substreet	
Street	HIGH STREET
Post District	ADAMSON
Town	TAUNTON

Where Flat is in the address again always start with it.
Ground and floor are both abbreviated.
1 is the flat number and 23 is where the property is located on the street.
Therefore 1 is **AT 23**.

6.5 What about this one?
24, Cauvain Court 62,
Moreton Street,
London

Number/Name	24
Substreet	CAUVAIN COURT 62
Substreet	
Street	MORETON STREET
Post District	
Town	LONDON

24 is the property number but it exists in a sub-street named Cauvain Court. Cauvain Court is located at number 62 on the Street. The 62 is included in the sub-street name to aid finding the location on a map and on the ground.

6.6 How would you create?
Flat A at Dunroman House on 27
Woodman Street,
Lupton

Number/Name	FLAT A
Substreet	DUNROMAN HOUSE 27
Substreet	
Street	WOODMAN STREET
Post District	
Town	LUPTON

Again we begin with Flat at the start of the name. On Woodman Street there are numbered properties and many of them have names (Dunroman House) and are substantially sub divided. This sub division is sufficient to require the creation of the sub-street. The 27 is included in the sub -street name to aid finding the location on a map and on the ground. Within the sub-street, the individual properties are 'numbered' i.e. flat A.

6.7 How about an annex?
The annex, 23 Kerry Lane,
St Austell

Number/Name	ANNEX AT 23
Substreet	
Substreet	
Street	KERRY LANE
Post District	
Town	ST AUSTELL

The main property is at 23 Kerry Lane. It has been split and an annex created. The annex is AT 23.

6.8 What about this scenario?
No 1 and 3, New Rd,
Winsor
St Austell

Number/Name	1 & 3
Substreet	
Substreet	
Street	NEW ROAD
Post District	
Town	WINSOR

'AND' is abbreviated. It is also acceptable to create 1/3.

6.9 What about this Annex?
The annex Manor House, Kerry Lane, St Austell

Number/Name	ANNEX AT MANOR HOUSE
Substreet	
Substreet	
Street	KERRY LANE
Post District	
Town	ST AUPELL

The main property, Manor House has been split and an annex created. The annex is AT Manor House.

6.10 How would you create?
Basement Floor Flat
27 Catherine House, McKay Street, Lupton

Number/Name	FLAT BST FLR
Substreet	CATHERINE HOUSE 27
Substreet	
Street	MCKAY STREET
Post District	
Town	LUPTON

Where Flat is in the address always start with it. Basement and Floor are abbreviated. Catherine House is a named building on McKay Street. 27 is included in the sub street name to aid finding the location on a map and on the ground.

6.11 What about punctuations?
Teacher's House, New Street, Cardiff

Number/Name	TEACHERS HOUSE
Substreet	
Substreet	
Street	NEW STREET
Post District	
Town	CARDIFF

Do not use punctuation in the address.

6.12 How about this?
Flat 1 First Floor, Cauvain Court 62, Moreton Street, London

Number/Name	FLAT 1 ST FLR 1
Substreet	CAUVAIN COURT 62
Substreet	
Street	MORETON STREET
Post District	
Town	LONDON

Where Flat is in the address always start with it. First and Floor are abbreviated. Although it is flat 1, this appears after the floor because we abbreviate first floor. Cauvain Court is a sub-street.

7. Examples of correct address creation for Non Domestic Properties

7.1

It is impossible to cover every address scenario, but the examples below cover the most common queries from the network.

The explanation will hopefully guide you to apply the same rationale when constructing future addresses.

7.2 How would you create this address?
First Floor 23 High Street, Adamson, Taunton

Firm/Occupier	1ST FLR 23
Number/Name	
Substreet	
Substreet	
Street	HIGH STREET
Post District	ADAMSON
Town	TAUNTON

Firm/occupier field is not required as the property is uniquely identifiable from the address details.

First and floor are both abbreviated. 23 is where the premises is located on the Street.

7.3 How about?
Tools Direct at Unit 24 Cauvain Industrial Estate, 62 Moreton Street, London

Firm/Occupier	
Number/Name	UNIT 24
Substreet	CAUVAIN INDUSTRIAL ESTATE 62
Substreet	
Street	MORETON STREET
Post District	
Town	LONDON

Firm/occupier is not required when there is a Number/ Name. You should not use the trading name of a business either.

Cauvain Industrial Estate is a subsidiary of the main Street known as "Moreton Street".

7.4 What about using 'the' for a Pub name?
The Rose and Crown, Kerry Lane, St Austell

Firm/Occupier	
Number/Name	Rose & Crown
Substreet	
Substreet	
Street	KERRY LANE
Post District	ADAMSON
Town	ST AUSTELL

7.5 How about multiple properties merging like Units 3, 4 & 5 Howard Way, Stapleford, Salisbury

Firm/Occupier	
Number/Name	UNITS 3-5
Substreet	
Substreet	
Street	HOWARD WAY
Post District	STAPLEFORD
Town	SALISBURY

By excluding 'the' this will make it easier to search for using the Licensed Property application.
Also, you should abbreviate "and" to "&"

This shows that numbers 3 to 5 inclusive are included in the assessment.

7.6 How about these two properties merging?
Unit 1 and 4, Wotman Trading Estate, Horseman Avenue off Clare Road, Bury

Firm/Occupier	
Number/Name	UNIT 1 & 4
Substreet	WOTMAN TRADING ESTATE
Substreet	HORSEMAN AVENUE
Street	CLARE ROAD
Post District	
Town	BURY

In this scenario, the assessment does not include numbers 2 and 3. To create the address Unit 1 - 4 is incorrect. However creating the address Unit 1 & 4, or Unit 1/4 is correct.

7.7 How would you create an address where the unit numbers are not inclusive?
Units 1 to 5 (odds)

Firm/Occupier	
Number/Name	UNITS 1 & 3 & 5
Substreet	
Substreet	
Street	HOWARD WAY
Post District	STAPLEFORD
Town	SALISBURY

In this scenario the assessment is not inclusive of even numbers.

7.8 How about?
Stable block / Horse riding arena, Booths Farm, Clifton Road, Bristol

Firm/Occupier	
Number/Name	STABLE BLOCK & HORSE RIDING ARENA
Substreet	BOOTH'S FARM
Substreet	
Street	CLIFTON ROAD
Post District	
Town	BRISTOL

Use the & symbol instead of forward slash.

7.9 How about?
Unit 1, Clifton arcade, Booth Street, York

Firm/Occupier	
Number/Name	UNIT 1
Substreet	CLIFTON ARCADE
Substreet	
Street	BOOTH STREET
Post District	
Town	YORK

Another example of a sub-street would be a shopping arcade adjacent to a main Street. Booth Street is the main Street whereas Clifton Arcade is a subsidiary.

7.10 What about Advertising rights - how would you create?

Maiden Advertising Right (No. 3456),
1 Arndale House,
126 Alexandra Road, Manchester

Firm/Occupier	
Number/Name	ADVERTISING SITE 3456 AT 1
Substreet	ARNDALE HOUSE 126
Substreet	
Street	ALEXANDRA ROAD
Post District	
Town	MANCHESTER

The site number is not in brackets for ad rights.

The company name is omitted as the site is identifiable without it. The name can be used if it is the only way to identify the site.

7.11 What about Car Parking Spaces?

Firm/Occupier	
Number/Name	CAR PARKING SPACE 7 AT 1
Substreet	SACKVILLE PLACE
Substreet	
Street	BOMBAY STREET
Post District	
Town	MANCHESTER

Car parking space should not be abbreviated. The 7 denotes the parking space, located at 1 Sackville Place.

7.12 How about Telecom Masts?

Vodafone Site 35629
129 Abbotswood Road
Rhyl

Firm/Occupier	
Number/Name	Site (35629) AT 129
Substreet	ABBOTSWOOD ROAD
Substreet	
Street	
Post District	
Town	RHYL

The site number is in brackets for masts. Supplier's name should also be avoided to non-disclosure regulations.

The network supplier is superfluous as the assessment is readily identifiable with the site number.

However, it can be used if it is the only way to identify the hereditament or if it is needed because the valuation is being done as a grouping.

8. Examples of correct address creation for Land

8.1

Land should be entered in the number/name field together with the area shown in hectares wherever possible, followed by reference to a physical geographical point.

8.2

Land in the middle of nowhere, and therefore impossible to refer to a physical geographical point should be identified with the 12 characters Map reference.

8.3

If a post code has not been provided use the central data base and Digital Mapping to establish a 'reasonable' post code.

8.4

Below are some examples of creating land addresses:

<p>The Land address always begins with the word LAND and this goes in the number / name field. Where possible always refer to a physical geographical point i.e. postal address adjacent to numbers 5 & 6.</p> <table border="1" data-bbox="220 1016 742 1283"> <tr> <td>Number/Name</td> <td>LAND ADJ 5&6</td> </tr> <tr> <td>Substreet</td> <td></td> </tr> <tr> <td>Substeet</td> <td></td> </tr> <tr> <td>Street</td> <td>CLIFTON ROAD</td> </tr> <tr> <td>Post District</td> <td>WHITEFIELD</td> </tr> <tr> <td>Town</td> <td>MANCHESTER</td> </tr> </table>	Number/Name	LAND ADJ 5&6	Substreet		Substeet		Street	CLIFTON ROAD	Post District	WHITEFIELD	Town	MANCHESTER	<p>Urban land should be closely related to a postal address by the use of AT, R/O, ADJ etc.</p> <table border="1" data-bbox="820 1016 1342 1283"> <tr> <td>Number/Name</td> <td>LAND R/O JULIE COTTAGE 4</td> </tr> <tr> <td>Substreet</td> <td>JULIE MEWS</td> </tr> <tr> <td>Substeet</td> <td></td> </tr> <tr> <td>Street</td> <td>BOOTH STREET</td> </tr> <tr> <td>Post District</td> <td>BURY</td> </tr> <tr> <td>Town</td> <td>GLOUCESTER</td> </tr> </table>	Number/Name	LAND R/O JULIE COTTAGE 4	Substreet	JULIE MEWS	Substeet		Street	BOOTH STREET	Post District	BURY	Town	GLOUCESTER
Number/Name	LAND ADJ 5&6																								
Substreet																									
Substeet																									
Street	CLIFTON ROAD																								
Post District	WHITEFIELD																								
Town	MANCHESTER																								
Number/Name	LAND R/O JULIE COTTAGE 4																								
Substreet	JULIE MEWS																								
Substeet																									
Street	BOOTH STREET																								
Post District	BURY																								
Town	GLOUCESTER																								
<p>The more precise you can be the better</p> <table border="1" data-bbox="220 1541 742 1807"> <tr> <td>Number/Name</td> <td>LAND AT WEST STREET FARM & BUILDINGS</td> </tr> <tr> <td>Substreet</td> <td></td> </tr> <tr> <td>Substeet</td> <td></td> </tr> <tr> <td>Street</td> <td>WEST STREET</td> </tr> <tr> <td>Post District</td> <td></td> </tr> <tr> <td>Town</td> <td>CLIFTON</td> </tr> </table>	Number/Name	LAND AT WEST STREET FARM & BUILDINGS	Substreet		Substeet		Street	WEST STREET	Post District		Town	CLIFTON	<p>If the land is being designated for a specific purpose add that to the structure. This will make it easier to identify in the future.</p> <table border="1" data-bbox="820 1541 1342 1807"> <tr> <td>Number/Name</td> <td>LAND FOR EDEN PROJECT</td> </tr> <tr> <td>Substreet</td> <td></td> </tr> <tr> <td>Substeet</td> <td></td> </tr> <tr> <td>Street</td> <td></td> </tr> <tr> <td>Post District</td> <td>BODELVA</td> </tr> <tr> <td>Town</td> <td>PAR</td> </tr> </table>	Number/Name	LAND FOR EDEN PROJECT	Substreet		Substeet		Street		Post District	BODELVA	Town	PAR
Number/Name	LAND AT WEST STREET FARM & BUILDINGS																								
Substreet																									
Substeet																									
Street	WEST STREET																								
Post District																									
Town	CLIFTON																								
Number/Name	LAND FOR EDEN PROJECT																								
Substreet																									
Substeet																									
Street																									
Post District	BODELVA																								
Town	PAR																								

'AT' should only be used as a last resort always refer to a physical geographical point.

Number/Name	LAND AT
Substreet	
Substeet	
Street	WEST STREET
Post District	
Town	ADAMSON

Where possible show the area in hectares followed by a physical geographical point. **Land measurements should always be rounded to one decimal place.**

Number/Name	LAND (0.5 HECTARES) SOUTH SIDE OF
Substreet	
Substeet	
Street	BOLD STREET
Post District	
Town	MANCHESTER

North West can be entered onto the CDB as NW.

Number/Name	LAND NW SIDE OF
Substreet	
Substeet	
Street	MCKAY STREET
Post District	
Town	MANCHESTER

In this example the land is located between two streets. Select the street that the land is accessed from. If this is not known use the primary street. So for this example the main street would be the High Street so this is created in the 'Street' field.

Number/Name	LAND ON THE CORNER OF ARGYLE WAY
Substreet	
Substeet	
Street	HIGH STREET
Post District	
Town	PLYMOUTH