

Kangaroo Island Council

STREET NUMBERING PROJECT

FREQUENTLY ASKED QUESTIONS

Q1. Why is the Street Numbering Project being completed?

This project is being completed as Council has committed to the objective of having all rural roads and township streets numbered by 30th June 2014, as part of Council's Strategic Plan 2010-2014. It will also provide a clear & consistent standard when allocating street numbers for the ease of being able to locate a specific property

Q2. When will my town have street numbers assigned?

As part of the Street Numbering Project, towns will be completed in order from the townships with the most property assessments to the townships with the least – please see the following order:

Kingscote/Brownlow
American River
Penneshaw
Island Beach/Sapphiretown
Nepean Bay
Baudin Beach
Vivonne Bay
Parndana
Emu Bay

Further information will be provided to property owners within these townships when their town numbers are available.

Q3. Will residents be advised of the difference between their residential and postal addresses?

Property owners will be advised if they currently use their property address as their postal address, they are to continue using the property address. However if their property address changes, they will need to use the new property address for mail.

If property owners/residents use a PO Box for their mail, this will not change and they can keep using their PO Box for mail.

Q4. Why do townships need to have street numbers?

Properties need to have street numbers, so they are easily located by various people and organisations e.g. emergency services, mail delivery, utility companies, friends & family.

Q5. How do I get information regarding the street numbering project?

The Kangaroo Island Council will be managing the street numbering project and information can be obtained as follows:-

Internet: www.kangarooisland.sa.gov.au - Notice Board, Street Numbering
Email: Rates & Debtors Officer at rates@kicouncil.sa.gov.au
Telephone: Rates & Debtors Officer on 08 8553 4502
In Person: Council Office on Dauncey Street, Kingscote

Q6. I currently already have a street number for my property; will this number remain the same?

Kingscote appears to be the only town which currently has street numbers allocated. The current street numbers will be reviewed to ensure street numbers are allocated in accordance with Council's Rural & Urban Address Numbering Policy, with reference to the Australian/New Zealand Standard for Rural &

Urban Addressing AS/NZS 4819:2011.

There will be properties which keep their current street numbers and properties which will be allocated a new street number.

Q7. How are street numbers determined?

Street numbers will be allocated in accordance with Council's Rural & Urban Address Numbering Policy, which references the Australian/New Zealand Standard for Rural & Urban Addressing AS/NZS 4819:2011. The key principals when allocating street numbers are:-

- Datum Point (central location where street numbers increase in an outward direction)
- Standard 16 metres frontage (minimum per allotment & street number allocation)
- Street numbering commencing from the beginning of the street
- Odd numbers on the left and even on the right
- Alignment of street numbers on opposite sides of the street
- Corner allotments having both street number allocations
- Available street numbers for future sub-divisions

Q8. My property is not located within a township, am I able to receive a street number?

Street numbers are only allocated to properties within a township. If your property is outside of a township, it will require a Rural Property Address number by contacting Council and completing an application.

Q9. Will residents/property owners be made aware of the difference between a residential & postal address?

The Street Numbering Project is aimed at reviewing the street numbers. If any changes occur, residents & property owners will be advised to change their property address. Their postal address will not change if using a post office box

Q10. I have looked at the current street numbers on my street and they look fine, why change them?

The proposed street numbers have been based on Council's policy and the Australian Standards, without also reviewing the individual streets/properties to verify if the proposed street numbers are viable.

Q11. The street numbers on most of the streets appear to be okay, why not only review the streets which need to?

It was deemed the Kingscote township would be reviewed as a whole and any discrepancies between the current & proposed numbers be identified.

By reviewing the Kingscote township as a whole, it would provide a consistent approach to all allotments & streets.

Q12. Why has the direction of the street numbers changed on my street?

The direction of the street numbers is based on the Datum Point being at the corners of Brownlow Road, Cygnet Road, and Pennington Avenue.

Feedback provided by residents indicates the common understanding is to have the Datum Point at the Post Office, which would mean the direction of your street wouldn't change.

Q13. How has the Datum Point been determined?

The current street numbering directions were reviewed to locate a central starting point & it was determined this spot was at the corners of Brownlow Road, Cygnet Road & Pennington Avenue.

Q14. Who will pay for the cost of changing address records?

Council will advise Land Services of the property changes, which Council would also liaise with other relevant departments & businesses. It is expected residents & property owners would need to advise their

relevant businesses, family & friends of any changes to their postal &/or property address.

Council may also be in a position where they may provide assistance to residents & property owners with any changes.

Q15. Instead of changing street numbers, why not just get properties to display their current numbers?

Although under the Local Government Act 1999 it is Council's responsibility to assign street numbers, Council can not force residents & property owners to display their street number. However Council can fine someone for displaying an incorrect street number

Q16. Why have corner allotments been given a street number allocation on each street?

Corner allotments have been allocated street number(s) on both streets to ensure the availability of a street when development occurs.

The individual allotments have not been reviewed, therefore they have not verified if different street allocations are appropriate.

Q17. Are the proposed street numbers final or is there opportunity to alter them?

The proposed street numbers provided are only proposed & Council is seeking feedback from residents & property owners.

The proposed street numbers could change if Council deem any variations are required.

Q18. My property has been allocated 2 street numbers; however the house is built across the property and would be unable to sub-divide in current state?

The proposed street numbers have been allocated based on frontage distance, without reviewing the individual allotments.

Although the allotment may not be able to sub-divide in the current state, allocations have been allowed for future developments e.g. demolish & rebuild

Q19. I currently do not have a street number; does this mean I will be given one?

Yes, upon completion of the street numbering project it is envisage all allotments within the township will have a street number allocation available.

Q20. Will there be an opportunity to have a street named after my family name?

Yes, if there are any streets identified during the review as not previously being formally named.

To formally name a street, it is a requirement for Council to complete a public consultation process and provide the opportunity for public comment.

Q21. Council should use letters for future sub-divisions?

The previous process has been to allocate a numeric/alpha street number if a number is not available, however this may cause problems in the future e.g. what happens if an allotment has a numeric/alpha street & is then sub-divided?

The Australian Standard is for a numeric/alpha street number be used when a number allocation isn't available, which Council's policy states each street number has an allocation of at least 16 metres.

Q22. If these changes occur, what date will this occur?

There is no set date for changes to occur.

If the changes do occur, Council will be advising residents and property owners of this date. Ensuring sufficient time is allowed for the changes to occur.

Q23. SA Ambulance Service does not support these changes, current use of satellite navigation no longer impose a problem for crews?

It is envisaged the review of street numbers would be of benefit to the whole community.

If there are any changes, Council will need to liaise closely with Emergency Services to ensure the same information is updated at the same time.

Q24. I am already experiencing stress regarding any possible changes, how will Council provide me with assistance?

It is not Council's intention to place residents under stress and will need to work with residents to ensure any changes occur with the least amount of problems.

A number of options have been identified with how Council can provide assistance, however before offering any assistance Council first need to identify what changes may occur.

Q25. Who will be at fault if these changes do occur & mail goes missing/not received?

It is envisaged by completing a full review; any possible problems are initially identified and rectified before they occur.

If this scenario did occur, Council would not be looking at trying to blame someone but to review the situation and correct as best as possible.

Q26. I don't care what happens; I will not be changing my number?

It would be disappointing if someone did take this stance, as this would cause more problems & confusion.

Q27. How will the property data be updated?

Council will be advising Land Services (land administrators) of any changes to property data. This information will then flow onto any departments & business who obtain their property data from Land Services.

Q28. Some streets currently do not have their numbers starting at the beginning of the street and need to be reviewed?

This has been identified by Council and is included in the review.

Q29. This would create great confusion with the elderly, please do not change?

It is hoped any changes would be kept as low as possible and anyone confused by this process would have someone who already provides them with assistance. However, this may not be the case and Council would need to factor this in with any changes.

Q30. Has Council thought this project through before commencing it?

Council is aware of potential issues with this project and is collecting as much information possible to ensure an informed decision is made.

Q31. My property has 2 access streets, am I able to change which street the number is allocated to?

Yes you are able to change the street which has the number allocation; however it probably will not be the same number.

Your street number address should be allocated on the street which has the properties main access point.

Q32. How much is this project costing Council & ratepayers?

There is not an amount set aside for the street numbering project and any costs are paid for from the Rates budget. To date the only costs have been a mail out letter to residents & property owners of Kingscote (approximately \$400) & estimated a further \$4,000 for further mail outs and letters to all townships.

Q33. Due to the time required completing this project, what other work is Council not completing?

The street numbering project is being completed within the Rates & Debtors Officer's normal duties, therefore no extra time allocated. The Rates & Debtors Officer is to manage this project while also completing the normal duties – rates administration, debt management & debtor administration.

Q34. If the initial corner allotment allocation isn't used, the rest of the street does not change, why use it then?

The proposed street numbers have been based on 16 metres frontage and allocated on both streets if an allotment has multiple streets. This allows for future development and having an allocating available. Following the public consultation period & review, number allocations may not be used if it reduces the number of changes.

Q35. Why property owners with vacant allotments aren't asked if they want multiple street number allocations?

As part of the public consultation, property owners do have the chance to provide Council with feedback. Council will review all feedback received before making a decision on if/how the project may proceed.

Q36. This will happen, residents will not have a say.

Residents do have the opportunity to provide feedback to Council and any decisions will need to factor in this feedback provided.

Q37. Does Council realise how many documents & businesses will need to be informed of any changes?

Council understand there will be a number of businesses, family & friends which would need to be advised. A list is being compiled from the feedback being received from residents and property owners.

Q38. If the changes go ahead, how will the change over occur?

If this project continues, the next steps would be:-

- New street numbers finalised
- Public consultation advising residents & property owners of any changes
- Change over date set (in liaison with Various agencies e.g. Australia Post)
- Council advise Land Services of property data changes

Q39. My number will not change, however I have concerns for the elderly. Will they be provided assistance?

As part of this project, Council will be reviewing what assistance can be provided to not only the elderly but all residents and property owners.

Q40. What assistance will Council provide?

At this stage Council has not indicated what assistance it may provide and will need to investigate further before deciding.

Q41. How much has Council budgeted for this project & compensation for residents?

Any expenses are to be managed through the rates budget; therefore there isn't a direct budget line. At this stage there is no compensation budgeted for residents and Council will need to factor this.

Q42. The current numbering system has been satisfactory for many years, why change?

Although some residents believe the current street numbers are satisfactory, there is a need to provide a consistent numbering system across the whole of Kingscote.

Q43. 2 numbers for one block is ridiculous & confusing?

The reason for a single allotment having multiple street number allocations is to ensure numbers are available in the future.

Q44. At one stage my property did not have a street number allocation & I had to use the allotment number.

This caused confusion & I had to fight hard for Council to provide me with a street number. I fully support this project.

It is envisaged upon the completing on this project, all current & future allotments will have a street number available.

Q45. Why should we have to conform, just for the sake of it?

This project isn't about conforming to a set standard; it is more to develop a consistent standard across the township.

Q46. Current numbers should stay as is & new numbers allocated when new develop occurs

This option would not be a viable option, as there are parts of the township which need adjusting.

Q47. KI is unique and should be kept that way

KI's uniqueness will not be lost as a result of review the street numbers.

Q48. This project prompted me to think 'in an emergency, would the ambulance easily be able to locate me at my property', unfortunately I don't think they would

It is envisaged upon the completion of this project, when telling someone where you live you don't have to give them specific directions, who you live next door to or who used to own your property.

Q49. I did not receive a letter in the mail regarding the street numbering project, why?

The mail out letters was sent on 07/01/2014 to all post office boxes and letterboxes in Kingscote (addressed To The Householder) and property owners without a postal address in Kingscote.

Q50. How many properties currently do not have a street number available?

Excluding the sub-division off of Sebastian Boulevard which hasn't had the streets named, at present there are 17 property assessments which do not have a street number available and another 23 which have been allocated a numeric/alpha number when they should be entitled to their own number.

Q51. My property isn't large enough to be sub-divided, why has multiple numbers been allocated?

When the proposed street numbers were allocated, it was only based on the frontage distance. The allotments with multiple number allocations need to be reviewed individually to ensure future number allocation would be required.

Q52. In previous years, Council has advised me I could not have a street number on my secondary street, will I now be able to?

If your main access is from your secondary street, you will be able to request a street number from that street.

Street numbers should be allocated to the street which is the main access to the property assessment.

Q53. There is no advantage in complying with the rest of Australia

This project isn't about complying with the rest of Australia; it is to ensure a consistent approach is used when allocated street numbers.

Q54. My property is proposed to have 2 street numbers; does this mean I will be charge 2 sets of rates?

No, Council rate property assessments based on the valuations provided Land Services which use the Valuer-General number.

Q55. There appears to be street names missing from the map, will these be named & numbered?

As part of this project, all streets within the township should be formally named. If they are not already

formally named, Council will complete a public consultation process to formally name them.

Q56. I am a member of an emergency services group for over 30 years and have no trouble in locating properties with the current numbering system

It is envisaged this project will enable everyone to easily locate a property when required.

Q57. If a property is allocated multiple street numbers, will it be easier for them to be sub-divided or developed?

No. In line with the current process, all sub-divisions or developments will need to submit an application and assessed on their own merits.

Q58. If there are changes, who will Council advise of the updated addresses

The Council will be advising Land Services of any property data changes and liaise with any other agencies as identified.

Q59. If there are changes, how will the update occur?

The actual process isn't specifically set at the moment; however the full process will need to be communicated once known.

Q60. My business is advertised in magazines around Australia & the world, with orders being received from magazines as old as 3 years. The business currently has a great reputation for filling orders and reputation would decrease if mail orders not received

If any changes do occur, there would be a change over period and Council will be working hard for this to be completed as smooth as possible.

Q61. I am supportive of the street numbering project, however oppose the renumbering of existing street numbers

By completing a review of the whole township, this will ensure a consistent approach is completed now and in the future.

Q62. Why not use the Lot numbers, as this is an existing system

This would not be a possible option, due to Lot numbers not being sequential and the same Lot number can be used for multiple property assessment on the same street.

Q63. Just use A, B, etc. if a property is sub-divided

It is envisage this option to be used when the allotments are smaller than a standard sized allotment. However a standard sized allotment should be entitled their own street number.

Q64. In a previous job I used to make deliveries and some streets were confusing

Hopefully this project removes any potential confusion when you are trying to locate a property assessment.

Q65. Why would Council change a system that has been in place for many years?

Although there is a numbering system in place, it has not been applied consistently over the years.

Q66. By changing the street number on my property, Council will also be changing the history of our family home of more than 50 years.

This is a factor which would need to be taken into consideration when making a decision on if/how this project proceeds.

Q67. I will be glad to finally be given a street number for my property

This is one of the reasons why Council has identified this review to be completed.

Q68. This will benefit all of Kingscote to correct existing anomalies

That is the intention of Council, not only now but to eliminate potential future problems.

Q69. The minimum 16 metres for frontages is too small for an allotment

Upon reviewing Council Development plan, the minimum frontage for a residential allotment is actually 15 metres.

Q70. What is Council's budget on the preparation of the Kingscote street numbering proposal?

There isn't a set budget amount for expenses to be worked within and is being completed as part of the Rates & Debtors Officer duties.

Q71. What is the estimated additional expenditure required in conducting the public consultation?

Currently Council has spent about \$400 on the Kingscote mail out letters sent in January 2014 and estimates another \$4,000 for all mail outs for all 11 townships.

Q72. Has Council undertaken any work to ascertain the cost per householder which would be incurred if required to change their property address?

No, there hasn't been any investigation into expected costs due to any changes.

Some residents have provided lists of who they expect they would need to contact, which is being collated.

Q73. Why is the street numbering project a high priority over the maintenance of footpaths & streets?

The street numbering project has been identified in Council's Strategic Plan 2010-2014 and able to be completed within the daily duties of the Rates & Debtors Officer.

Q74. Is it a legislative requirement to bring all current street numbers to meet the Australian standards?

Although the Local Government Act 1999 assigns responsibility to Council to allocate street numbers, it is not a legislative requirement it is completed.

Q75. When has Council sent correspondence to residents & property owners within Kingscote?

Council sent a letter mail out to all residents & property owners of Kingscote properties, which should have been received on or after 07/01/2014.

Q76. How will property owners make the necessary changes to their land titles?

Land Titles would not be required to be updated, as they are referred to by the Certificate of Title and allotment numbers.

Council will be liaising with Land Services to provide them with any property data changes.

Q77. I run a business and if this project goes ahead, there will not only be an expense to update my database & stationary but also the time involved.

Council understands there will be costs & time involved with any changes and will need to investigate what assistance could be provided.

Q78. My property is an investment and is recognised nationally & internationally.

Council understands there will be a change over period and will need to liaise with all parties involved, to complete a smooth transition.

Q79. Just change the streets that need to be reviewed.

By reviewing the whole township, this has ensured all streets have been reviewed consistently.

Q80. Understand some changes may be needed, but not the whole of Kingscote.

The current proposed street numbers would change about 2/3's of Kingscote, however upon completing the review the amount of change may be able to be reduced.

Q81. I have a Post Office box for mail delivery, however still concerned with changing the street number.

Even though you do not have mail delivered at the property, Council understands you will still need to have some changes updated.

Q82. Believe post office has been the central location (Datum Point) for street numbering.

It appears this is the common understanding by the public and as part of the public consultation Council may look at changing the Datum Point.

Q83. Don't want change just for the sake of changing.

This project isn't aimed at changing just for the sake of it, but to provide a consistent approach to assigning street numbers.

Q84. Council should be directing the funds used for the Street Numbering Project towards roads & footpaths.

The street numbering project is being completed within the daily duties of the Rates & Debtors Officer, to minimise any possible costs.

Q85. Review individual streets, not the whole of Kingscote.

By reviewing the township as a whole, Council has a better understanding of the current street numbers in use and would need to review each street individually before any changes could be decided upon.

Q86. High burden for little gain

Hopefully by Council having residents involved during the project, any problems are identified and rectified to ensure a smooth changeover if the project proceeds.

Q87. I'm a member of an emergency service and it would provide good assistance to align street numbers.

This has been identified by Council as a positive by completing this project, although the general feel from residents is number do not necessary need to be aligned.

Q88. This is an unnecessary and costly exercise, which will cause confusion.

If the project proceeds, there will be a period to change over and by informing everyone involved it is envisaged the problems could be kept to a minimum.

Q89. Changing property/postal address details, is not as simple as a phone call.

There are various ways residents can update their details and Council understands there will be costs & time involved, which they will need to investigate what assistance may be available.

Q90. Waste of ratepayer's money.

Council has planned to keep the cost to a minimum, ensuring funds are used adequately.

Q91. Good idea, this will be easier for locating properties.

It is Council's intentions to ensure locating properties will be an easy process.

