

Royal Mail Address Files

This information sheet explains Royal Mail's four address files. These are:

1. The Postcode Address File
2. The Not Yet Built File
3. The Alias File
4. The Multi-Residency File

1. The Postcode Address File

The **Postcode Address File (PAF)** is Royal Mail's main address file where all postal addresses are stored. The data contained on PAF can be viewed by anyone using the Postcode Finder (see section 5 below).

Royal Mail sells this data to over 37,000 external organisations which include utility companies, financial services providers and commercial organisations who sell goods and services online.

Royal Mail will add a new address (or make a change to an address) to PAF very promptly; however, problems can arise because some of the organisations which subscribe to PAF receive only occasional updates. Depending on the type of subscription they've chosen, these updates can be anything from daily to a year. This can cause a delay between an address becoming official (or changing) and an organisation's database reflecting this change. All live addresses, however, can be viewed online via the Postcode Finder.

2. The Not Yet Built File

The **Not Yet Built (NYB)** file is used to create addresses for properties under construction; this allows Royal Mail to allocate an address whilst ensuring that properties which don't yet have a secure mailbox don't receive any mail. This helps to prevent fraud and ensures that Royal Mail's delivery women and men are not put at risk by delivering mail to building sites.

Data on the NYB file is not available to view on the Postcode Finder. The addresses held on this database are, nevertheless, official addresses and can be confirmed by contacting the Royal Mail Address Management enquiry line on 03456 011 110; option 3; option 1.

Once a property is ready to be occupied, the developer should activate the new address(es) (i.e. move the address(es) from NYB to PAF) by using Royal Mail's [online contact form](#). The form requests all the relevant information in the correct format to allow them to deal with your request quickly and efficiently.

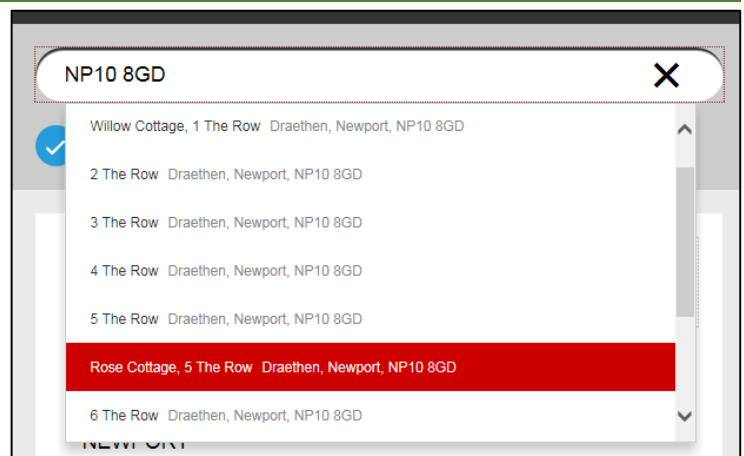
3. The Alias File

Royal Mail also has an **Alias** file. The main identifier for a building is its number (if it has one) and this number will *always* take precedence over a name. If your property has a number *and* a name, the name will be added to the Alias file while the number will be on PAF. Royal Mail's Postcode Finder (see below) contains addresses held on PAF **and** names held on the Alias file. Therefore, if you (or a predecessor) have added a name to your numbered property, it will appear twice here.

Please see this example (right) of *No 5 The Row*. The residents have chosen to add Rose Cottage to their address; you can, therefore, see that it appears twice on the Postcode Finder – once as *5 The Row*, and again as *Rose Cottage, 5 The Row*.

This is because the address, 5 The Row, is on the Postcode Address File while the name, Rose Cottage, is on the Alias File. Both appear on the Postcode Finder.

Please note that data added to the Alias File is only updated to the Postcode Finder website once a month.



4. The Multi-Residency File

This file is used to store address data for flats which don't have individual letterboxes. For example, a house called Totleigh Towers in Monmouth has been converted into six separate flats. However, the building has only one mail delivery point (or letterbox). While the main address for the building, *Totleigh Towers, High Street, Monmouth*, will be on PAF, the individual flat addresses, *Flats 1 to 6, Totleigh Towers, High Street, Monmouth*, will be held on the Multi-Residency File.

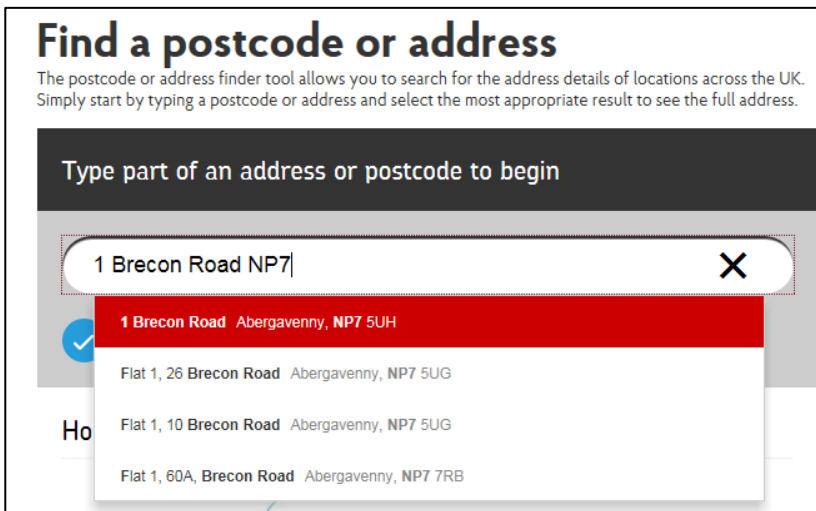
On the other hand, if Totleigh Towers has six separate mail delivery points, one for each flat, all addresses will go onto PAF.

The addresses stored on the Multi-Residency File are available to view on the Postcode Finder Website. Problems can arise, however, where an organisation has bought *only* the PAF licence and *not* the Multi-Residency licence, leading them to believe that your address does not exist. If this happens, you can explain to them that your address is official and can be confirmed by visiting <https://www.royalmail.com/find-a-postcode>

Please note that data added to the Multi-Residency File is only updated to the Postcode Finder website once a month.

If further confirmation of an address is needed, the Royal Mail Address Management Enquiry Line can be contacted on 03456 011 110; option 3; option 1.

5. Using the Postcode Finder



The Postcode Finder can be accessed from: <https://www.royalmail.com/find-a-postcode>

If your address is official, you will be able to find it here.

Type in the first line of the address and the postcode; if the address is official, it will appear on the list.

If your numbered property also has a name, your address will appear twice (see section 2, *The Alias File*, above).

Remember that addresses on NYB are not available on the Postcode Finder.

6. Royal Mail address management enquiry line

If you or a business you're dealing with needs to confirm an address, please contact the Royal Mail Address Management enquiry line on 03456 011 110; option 3; option 1.