



Address Improvement and Postal Code Implementation Projects

Frequently Asked Questions

Defining the S-42 Addressing System

What is the S-42 Addressing System?

TTPost has implemented the S-42 Addressing Standard and Postal Code. This system establishes a standardized address and coding system for Trinidad and Tobago. All residential and commercial properties will have a postal address that is sequenced by community and postal region. This eliminates the use of lamp post numbers, mile markers, lot numbers and less accurate descriptors such as “corner of” that are commonly used today in addresses across the country.

Q. What does the new address system comprise?

The new postal address and code comprises a property number, street name and the postal code. The property number is based on a system of odd numbers on one side of the street and even numbers on the other. This approach already exists in many communities and with the implementation of the S-42 system this will be standardized nationally. The Postal Code is a combination of the Postal District, the Delivery Loop and the geographic location within the delivery loop. This makes it easier for TTPost to sort and deliver mail to the designated locations.

Rationale for the S-42 Addressing system

Q. Why is TTPost implementing this new S-42 Addressing Standard and Postal Code at this time?

The S-42 Addressing Standard and Postal Code is a key element in the national strategy to improve the postal delivery service in Trinidad and Tobago. This globally accepted standard for structuring addresses, aligns with the Government's strategy to modernize services across our public utilities such as the Postal Service.

Once fully implemented, it will allow our primary health and security agencies to locate persons much easier in emergency situations as their addresses will be clearly mapped in a national system.

Q. Why has this project taken so long to be implemented?

From the start of this project TTPost has taken a deliberate and comprehensive approach to engaging all of our stakeholders and implementing the S-42 Addressing and Postal Code system on a phased basis. While TTPost is the custodian of all national addresses, it is the Ministry of Local Government who has the authority to change addresses (such as street names) under the Municipal Corporation Act. As such, we have been working closely with the Regional Corporations and the Tobago House of Assembly in a step-by-step approach to implement the new system.

Q. Is the project fully implemented?

With the implementation in Diego Martin, we have completed the rollout across Trinidad and Tobago. We have been working closely with the Regional Corporations and the Tobago House of Assembly and we thank our colleagues for their support through this process.

We are now at the Transition and Adoption phase (Phase Two of the project) and we expect this phase will take up to two years. During this time:

- Continue to clean up our database and ensure that our addresses are accurately recorded.*
- Engage stakeholders – residents and commercial customers to facilitate their movement to the new address standards.*
- TTPost has begun discussions with public utilities, financial institutions, other private sector organizations and Chambers of Commerce to facilitate ease of transition for our customers.*

Full adoption of S42 will come in once the second phase is completed.

Q. Will customers have to go to each of the public utilities and to their banks to change their address?

Our intention is to minimize the impact on the customer as much as possible. Homeowners should not have to leave their homes, nor business owners their offices to change their address on their documents. That is why we are holding these discussions, which have been very positive thus far. We will be able to provide an update on these in due course.

Q. Can TTPost change addresses?

For the purposes of mail delivery, TTPost, is the national custodian of all addresses in Trinidad and Tobago. The Ministry of Local Government is the sole authority to change addresses such as street names under the Municipal Corporation Act. As such, TTPost has been working with the Ministry, the Regional Corporations and the Tobago House of Assembly to implement the new addressing system.

Q. Why does Trinidad and Tobago need a Postal Code System and Standard Addressing System?

This system gives us a certainty of location. There are many instances where addresses are ambiguous and this creates challenges for people to easily access several services including mail delivery, on a

consistent basis. As communities have grown and expanded, many people rely on “word of mouth” or the use of landmarks to locate an address.

It will also support operational improvements to the delivery of health services, national security, and a host of public services as the country will now promote inter-operability, and reusability of address related software tools and provide a common framework for software development.

Q. Can this new addressing system support business and business development?

An international address standard can have some significant benefits for global business. For example, a standard address will improve address management and quality of online retailers and courier companies that deliver locally. Also, this standard enables access to address information across national and regional boundaries, which becomes vital to disaster management and emergency situations.

This project can be seen as a means of improving the delivery of all government services and building the infrastructure to allow for commercial growth of the postal sector as a whole.

Q. Is the S-42 addressing standard a globally recognized standard?

Yes. This standard is an internationally recognized and accepted addressing standard developed by the Universal Postal Union (UPU), the United Nations Agency that provides a forum for cooperation between Postal Administrations worldwide. Within this standard, buildings are numbered sequentially, even numbers are on one side and odd numbers are on the opposite side of the street .Building numbers are also assigned to vacant lots to cater for future development. This standard also includes the assigning of a Postal Code to all addresses. Trinidad and Tobago, as a member of the UPU, has signed on to the system.

Q. What is the purpose of the Address Card?

The address card signifies the completion of the Address Improvement Project within your municipality. It shows the new format of your mailing address which is now in line with International Standards and is complete with a six (6) digit postal code, and corrected building number where necessary. If there are any issues, TTPost will be happy to resolve same. Please do not hesitate to call the contact number on the card.

Q. Why was my number changed?

There are several reasons that the assigned number differs from the number you previously used.

Some of these include:

1. Numbers are now assigned based on an odd/even system - odd numbers on one side of the street and even numbers the other. If both odd and even numbers were previously on the same side, then the street will be renumbered according to the standard.
2. A property on the street may not have previously been numbered and this in addition to vacant premises will now be assigned a number.
3. The numbering may not have previously been sequential.
4. The previous numbers may not have started at the beginning of the major road. In the new format

numbering begins from the major road and proceeds sequentially to the end of the street.

Q. Why do I need to use the postal code?

The S-42 Addressing System and Postal Code will ensure greater accuracy and simplify the mail sorting system. It also allows for improved direct delivery to homes and offices as all addresses will be mapped on a national grid and can be located much more easily.

Correcting errors and updating the new addresses

Q. My name/street name/community name is mis-spelt. What do I need to do?

A new address card will be re-issued to you via post if an error was made with your name, street name or community name. Please note that street names on the address cards are the names registered by the Regional Corporation, except if an error was made. Please contact TTPost by emailing postcode@ttpost.net or calling 669-5362 Extensions 307 or 227.

Q. Can I use my postal code with my old address?

Postal Code cannot be used with the old address – unless TTPost has determined your address to be unchanged. If your address has changed you will have to use the new address and the postal code. This will ensure your address is accurately recorded on the national address system. It will minimize mail being sent to the wrong address.

Explaining the logistics of the change in address

Q. Are you changing my lot number? If so, how will this affect me?

Your lot or land number has not changed. What may change is your postal address which is used for mailing purposes only and is different from your lot number. Your postal address will change **ONLY** if your building is currently numbered out of sequence, or if your address includes a lamp post number, mile marker, lot number, "corner of", or if your address carries a street name without a building number.

Q. So is it that I now have two addresses?

Technically, customers have always had "two addresses" or specifically, "two property numbers". All properties, even before structures are built, are assigned a lot number, usually from the property developers. This Lot Number remains on property documents such as Deeds etc. and is what many property owners will use when conducting property searches etc.

A civic number is assigned to properties for the purposes of postal service and that is what is used to receive mail, provide contact information on documents etc. In many cases a property owner's Lot

number and Civic Number are the same.

Q. While there are only five houses on my street, I got the number eight. How is this possible?

Each property is assigned a number including vacant lots. Odd numbers are assigned on one side and even numbers on the other side. Therefore, there on the right side there may have been lots previously unaccounted for in the numbering system.

Q. How will I be able to know my new address?

Each property holder/owner will receive an address card which explains the new system and tells you what your new address is. This card is signed by TTPost and your regional corporation. It is important that you review the number of this card and confirm that it is correct.

Q. Do I have to put my building number on my building and mail receptacle?

We encourage the building owners to affix the building number provided on the post card to their building and mail receptacle. This will ensure accurate mail delivery and improve the response time in the delivery of essential services by the Government, National Security and Health Care providers.

Q. Where do I get more information on this project or find my postal code?

When completed, TTPOST will provide a web based Postal Code Finder on our website. Customers can also find out more information on this initiative by visiting www.ttpost.net or send an email to postcode@ttpost.net to find out your postal code

Impact of S-42 on Property ownership, Deeds and Mortgage documents

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A civic number is assigned to properties for the purposes of postal service and that is what is used to receive mail, provide contact information on documents etc.

Q. Will this affect my deed or legal documents? Do I need to change the address on my deed?

The new S42 International Standard of Addressing will not affect citizen's deeds, lot numbers or building

plans. A citizen's lot number and lamppost number will remain the same as stated on their deed. TTPost assigned a civic number in the S42 Address format to be used for postal purposes. It will not affect the address on the citizen's deeds under the RPO System. The corrected address represents a postal address only. Consequentially, the implementation of the new S42 international standard of addressing will not have an impact on the sale of a citizen's property.

Q: Does the new address format affect the issuance of property deed numbering as issued by a land developer or the Wardens Office?

No, it does not. The number on your Deed is your Property Lot Number. The numbering of properties on deeds and on survey plans (during the sub-division of parcels of land) is determined by the land surveyor and the developer and ratified by the Surveys and Mapping Division of the Ministry of Agriculture, Land and Fisheries and Town and Country Planning Division of the Ministry of Planning and Development.

Q. Will this affect property tax payments?

The Ministry of Finance (MoF) - Valuation Division has advised that the issuance of a Civic Address for the purpose of Mail Delivery have no impact on the payment of Property Tax. They added that citizens are expected to complete an Annual Rental Valuation Form and include the property address. The process of valuation of a property to calculate the Property Tax owing is subject to a set criterion, which includes an assessment visit by MoF representatives. The address stated on the form is matched with geospatial data.

Q: Does the new address impact the completion of the Annual Rental Valuation form?

The Valuation Return, or any form issued by the Commissioner of Valuations requires the address of the property to be accurately assessed. This address, whether "old" or "new", will be the address the Division will use to assess the property and the one that will be stated on the Valuation Roll. Therefore, where the new address is available, it will be the one required to be stated on the Return, assuming that this address is the one that TTPOST will be using to deliver mail to the property.

TTPost is currently in discussions with the Ministry of Finance and the Valuation Division to develop an effective of updating addresses and minimizing impact on TTPost customers.

Q: What is required by citizens to ensure an accurate assessment of their property valuation?

Citizens must submit a fully and accurately completed Return, and attach copies of their National Identification, a WASA Bill, Title Document, two (2) Photographs of the property, Building Plans, Survey Plan (Cadastral) of the site, Rental/Lease Agreement where applicable to the Valuation Division and allow for a full site inspection to be performed on their property to ensure their assessment is completed accurately. TTPost is currently in discussions with the Ministry of Finance and the Valuation Division to develop an effective of updating addresses and minimizing impact on TTPost customers.

Q. Why can't special considerations be made to a particular development such that the lot numbers are retained as the house number?

The new S-42 address and Postal Code comprises a property number, street name and the postal code. The property number is based on a system of odd numbers on one side of the street and even numbers on the other. This system establishes a standardized and sequential address and coding system for Trinidad and Tobago.

Public Utilities & Financial Institutions

Q. Do we have to update our address with all utilities?

As part of its implementation strategy, TTPost has been in discussions with representatives from the Public Utilities to agree on an approach to updating customer records that minimizes any impact on the customer. These utilities have mechanisms in place to receive and update to the new addressing system.

Q. Do I need my new address if I request a Clearance Certificate from WASA?

The new address would not be required for a WASA Certificate of Clearance.

Q. What is the impact on T&TEC?

As part of its implementation strategy, TTPost has been in discussions with representatives from the Public Utilities such as TTEC to agree on an approach to updating customer records that minimizes any impact on the customer.

Q. Will I have to change my address on my Driver's License?

The Ministry of Works and Transport has indicated that persons can update their address at the point of renewal, which incurs a fee of TT\$35.

Q. How does this impact my banking information, mortgages, bank cards, credit cards etc?

TTPost has been in discussions with commercial banks and other financial institutions to agree on an approach to updating customer records that minimizes any impact on the customer. We are convinced that by including the financial institutions at a later implementation phase, after a smooth transition by the Utilities, their embrace of the new system will be tighter

Q. Do we have to update the address on our Passports?

Passport address information may be updated upon renewal of these documents.

Q. What is the effect of the new address system with the Elections and Boundaries Commission?

We are in discussions with the EBC who has great interest in the new system. However, because of the sensitive and emotive responses to voting matters, we have jointly agreed that any communication

regarding the new system and the EBC will come from the Commission exclusively.

Q. What is the impact on users of Google Maps and Waze?

We do not foresee any impact on Google Maps and Waze, as these platforms are 'open source' public platforms, requiring individuals to place their information onto the platform. With the onus on the individual to do so, information found on Google Maps and Waze will only change if and when individuals choose to update it. This situation currently prevails with the owners of businesses that have relocated having to inform Google et al that they have moved.

Q. In relation to rental properties, should the tenant names be on the card or will they require a letter of authorization.

If an additional address card is required TTPost will supply the card on request, however in the instance where the owner prefers to issue a letter of authorization that will also be accepted by institutions.

Q. Should we also include West Indies in the address format?

The standard does not require the input of West Indies as the country name is sufficient to identify the location internationally.

Q. The address carries Carenage and I do not live in Carenage, I live in Westmoorings. The address carries Curepe and I live in St. Joseph.

The address will carry Carenage or Curepe as this is the postal district name which is an element of the address standard. It does not mean that you live in this community; it refers to the Postal District or the Post office that delivers your mail.

Q. The institution does not have place on their database to input the postal code.

The transition period allows time for the institutions to update their database to allow for the acceptance of the postal code.

Q. Is the postal code unique to me or is it for the entire community? Will the postal code zone in to my exact property location?

The postal code represents a zone within the boundaries of your delivery service. The postal code is therefore applied to multiple addresses within a specific zone. You may find that one side of a street may carry one code while the other side carries another, for example. The postal code is not therefore unique to one property.

Q. Why does my address carry two numbers in a range? Eg 10-12.

A range of numbers may be assigned in instances where the property occupies more than one lot. This is a common occurrence as some properties such as warehouses may occupy more than one lot.

Q. What happens if I do not update it? Will the address be automatically updated by institutions eventually?

There may be some institutions that will in the future automatically update your address through the large-scale conversion of databases. In the interim, the update will not be done unless you request the update.

Q. What happens if a customer refuses to accept or update their address?

Until the new addressing system is made mandatory through legislation, it is TTPost's responsibility to educate the public on the benefits of the system. Accordingly, one objective of our Communications Plan will be to convince this vocal minority of the benefits to themselves, their community, and the country.

Q. Are these addresses available online or a list available for commercial purposes or database development?

The address database listing is not available to the public at this point in time. Special requests may however be submitted to TTPost for access to this information.

Q. Do I need to have my whole name on the card, or will the last name alone be sufficient?

Some institutions require the full name on the card and as such we suggest that you include all the members of your household names on the card who may wish to use the card to update their address.

Q. How long do I have to change my address?

We anticipate the project will be completed with all addresses updated, corrected etc. within the next 18 to 24 months.

Q. If I should change my address and someone else is carrying this new number as a lot or lamp post number does not change theirs, will my mail be lost? How will this affect my mail delivery?

No, your mail will not be lost. It will be delivered to you in the same way that the Address Card was delivered. The delivery personnel carry a record of the previously used numbers and the new numbers and will therefore be able to match your addresses. The use of the full postal address inclusive of the postal code will identify your address as the new postal address and the delivery personnel will be able to deliver your mail with ease and efficiency.

Q. I am old and cannot go to my correspondences to change my address, what will happen if I don't?

For the time being, you do not need to change your mailing address. Your mails will be delivered in the usual manner, during this period of transition. In addition, we are mindful of the current restrictions due to covid-19 and encourage persons to observe all public health and safety measures.

Q. I have received two cards, which one do I use?

In the instance where two cards are issued to one property, the property is considered "Optional" This may mean that the property can carry an address from more than one street. This is common for properties on the corner of two streets or for properties that have a front entrance on one street and a back or side entrance on another street.