

One Scotland Gazetteer

Change Request Mechanism – Overview

Purpose

The OSG Change Request Mechanism (CRM) is available through the OSG Portal, and allows a customer to feedback on a number of different factors relating to the address data held within the One Scotland Gazetteer. This document provides details on when a call should be raised and what details should be provided.

Missing Address

If an address is known to exist, but it cannot be found within the One Scotland Gazetteer, we would advise raising a call within the Change Request Mechanism as a 'Missing Address'. The following fields should be updated within the call:

Authority	A mandatory field which allows your call to be directed to the correct local authority custodian.
Customer Ref.	A unique reference for yourself so that you can track individual address queries.
Proposed Address Line 1.	The address as it is believed to be known.
Proposed Address Line 2.	
Proposed Address Line 3.	
Proposed Town	
Proposed Postcode	
Proposed Easting	If known, these will assist the local authority custodian in identifying where the property is if the address cannot be found.
Proposed Northing	
Further information	Any additional information which you feel may assist in identifying the property. This may be a description of the location, building/planning warrant details or neighbouring addresses information. The more information you provide here, the easier it will be for the local custodian to resolve your query.

Address Change

If you have found an address within the One Scotland Gazetteer, but it differs from what you would expect, we would advise raising a call within the Change Request Mechanism as an 'Address Change'. Scenarios where such a call may be raised include:

- An address has been found but the postcode differs from what you would expect.

- An address has been found but it is missing a piece of information. For example, a house name.
- An address has been found but a section of the address differs from what you would expect it to say. For example, the locality or town is different to what you would have expected.
- An address has been found, but its location differs to where you feel it should be.

For an 'Address Change' call, the following fields should then be used within the call:

Authority	A mandatory field which allows your call to be directed to the correct local authority custodian.
Customer Ref.	A unique reference for yourself so that you may track individual address queries.
OSG UPRN	If known, this will assist the local authority custodian in identifying the address being queried.
Existing Address Line 1.	The address as you see it currently within the One Scotland Gazetteer.
Existing Address Line 2.	
Existing Address Line 3.	
Existing Town	
Existing Postcode	
Proposed Address Line 1.	
Proposed Address Line 2.	
Proposed Address Line 3.	
Proposed Town	
Proposed Postcode	
Proposed Easting	If known, these will assist the local authority custodian if the addresses location is different to where it is currently stored.
Proposed Northing	
Further information	Any further details to explain why a change to the address or its location may be necessary. The more information you provide here, the easier it will be for the local custodian to resolve your query.

If you require any further information, please contact the One Scotland Gazetteer Custodian, Forth Valley GIS, at GazCustomers@forthvalleygis.co.uk.