



Dear Customer

**Branch Temporary Closure - Refurbishment**

**Allesley Post Office  
129 Birmingham Road, Allesley, Coventry, CV5 9BB**

We're writing to let you know that we're changing the above Post Office to one of our local style branches.

We are pleased to inform you, that your local style Post Office branch will commence operating at this location from Friday 27 August 2021.

Customers will access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter.

The branch will offer a wide range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches is high, and many customers visit outside traditional opening hours.

I am pleased to let you know that when the Post Office branch converts, customers will still be able to transact manual banking, Royal Mail and Parcelforce Worldwide International parcels. Additionally, cheques will continue to be accepted as a method of payment.

Customers will still be able to get most of the Post Office products and services they are used to, however for a small number of services they may need to go on-line, telephone our customer helpline or visit an alternative Post Office.

Comprehensive range of Travel Money, Car Tax, Passport Check & Send and On Demand Travel Insurance will be available at the Westhill Road Post Office, including an external Post Office cash machine.

For information about product availability call 03457 22 33 44 or for details of maximum value of transactions please speak to the branch operator. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)

The branch will also undergo a refurbishment and the safety of our customers is of paramount importance to us. Therefore, to allow for the refurbishments to take place, it will be necessary for the service to close, temporarily, on Tuesday 10 August 2021 at 15:30. It is envisaged that the work will take approximately 3 weeks to complete, following which the service will re-open on Friday 27 August 2021 at 13:00.

If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

Customers will access Post Office services at a low-screened, open-plan, modern serving points that's part of the retail counter. Working with the Postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed.

During the temporary branch closure, customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches are provided below:

- Westhill Road Post Office, 8 Westhill Road, Coventry, CV6 2AA
- Whoberley Post Office, 47 Winsford Avenue, Coventry, CV5 9JG
- Maudslay Road Post Office, 175 Allesley Road, Coventry, CV5 8FJ

Full details of the new service are provided at the end of this letter.

Customers will benefit from the following facilities:

- A modern open plan branch
- A wide range of Post Office products and services
- Longer opening hours

Posters will now be displayed in branch, so customers are aware of the change.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the branch. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for your support and we do hope that you and our customers will continue to use the service and support your new style Post Office branch.

Yours faithfully

*Anne Murphy*

Anne Murphy  
Network Provision Lead

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

postofficeviews.co.uk

FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.**

### New Service Details:

During the Coronavirus pandemic some branches may need to make changes to their opening hours.  
The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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**Allesley Post Office**  
129 Birmingham Road  
Allesley  
Coventry  
CV5 9BB

#### Services

The same range of Post Office products and services will continue to be available.  
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

#### Opening times

Monday - Saturday	07:00 – 22:00
Sunday	07:00 – 21:00

#### Access

This branch has a wide door and level access the entrance.  
Internally there will be a hearing loop and space for a wheelchair.

#### Getting there

There is limited parking available on the forecourt outside the branch.  
Roadside parking is available nearby on Birmingham Road.

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Allesley Post Office services available		
For information about product availability call 03457 223344.		
For details of maximum value of transactions, please speak to the operator.		
	Current branch	New branch
<b>Mail</b>		
First & Second Class mail	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓
Signed For	✓	✓
Special Delivery	✓	✓
Home shopping returns	✓	✓
Inland small, medium & large parcels	✓	✓
Express & contract parcels	✓	✓
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. Tracked & Signed)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	✓
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
<b>Withdrawals, deposits and payments</b>		
Post Office Card Account	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
<b>Licences</b>		
Rod fishing licences	✓	✓
<b>Travel</b>		
Pre-order travel money	✓	✓
On demand travel money	Euros	Euros
Travel insurance referral	✓	✓
Mobile Top-ups & E vouchers	✓	✓
<b>Payment by cheque</b>	x	✓
<p>Other Products are available at <b>Westhill Road Post Office</b>, 8 Westhill Road, Coventry, CV6 2AA</p> <p>and</p> <p><b>Jardine Post Office</b>, 76 Jardine Crescent, Coventry, CV4 9PQ</p>		
		<p>Opening times:</p> <p>Mon – Fri      09:30 – 17:00</p> <p>Sat              09:30 – 13:00</p>
		<p>Opening times:</p> <p>Mon – Sat      09:00 – 19:30</p> <p>Sun              10:00 – 16:00</p>

## Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

**These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.**

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**Postofficeviews.co.uk**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.