



Dear Sir/Madam

**Ashcott Post Office®**  
**Bath Road, Ashcott, Bridgwater, TA7 9PB**

**Branch Temporary Closure**

I am writing to inform you that, sadly, the postmaster at the above branch recently passed away. Subsequently this branch closed on 4 June 2018. Please accept my apologies for the late notification on this occasion.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be a new style branch known as a Post Office local. Post Office locals run alongside an established local shop and create a more modern and convenient retail experience for customers in newly refurbished premises.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. If others in your organisation are interested in the proposal, please feel free to let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

I will write to you again once I have any news about our plans for future service provision.

Yours faithfully

*Matthew Walls*

**Matthew Walls**  
**Area Network Change Manager**

How to contact us:

comments@postoffice.co.uk  
FREEPOST Your Comments  
www.postofficeviews.co.uk

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

## Alternative branches:

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### West End Post Office

15 West End  
Street  
BA16 0LQ

#### Opening times

Monday	07:00 – 23:00
Tuesday	07:00 – 23:00
Wednesday	07:00 – 23:00
Thursday	07:00 – 23:00
Friday	07:00 – 23:00
Saturday	07:00 – 23:00
Sunday	07:00 – 23:00

#### Services

The same range of services will continue to be available excluding Car tax and On Demand Travel Insurance.

#### Access and facilities

This branch has a wide door and level access at the entrance.

#### Transport/parking

There is a car park outside this Post Office service. There is a regular bus service available between Ashcott branch and this Post Office service. The nearest bus stop is 200 metres away.

#### Route

This Post Office service is located approximately 3 miles away from Ashcott branch, along varied terrain.

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### Street Post Office

WHSmith  
85 High Street  
Street  
BA16 0EZ

#### Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	10:00 – 14:00

#### Services

The same range of services will continue to be available with the addition of comprehensive range of Travel Money and Passport Check & Send.

#### Access and facilities

This branch has a wide door and level access at the entrance.

#### Transport/parking

There is a fee paying car park within 150 metres of the branch. There is a regular bus service available between Ashcott branch and this Post Office service. The nearest bus stop is 100 metres away.

#### Route

This Post Office service is located approximately 3.4 miles away from Ashcott branch, along varied terrain.

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**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**