



## **Aspatiria Post Office® is changing**

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look **local** branches. We received **01** submission about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We've now finalised our plans and your new-look Post Office is scheduled to open at the current location on Friday 08 February 2019 at 13:00. To make this change happen, the branch will need to close for refurbishment on Wednesday 23 January 2019 at 13:00.

### **We asked why you use this Post Office and what you like about it.**

**You said..... that you use this Post Office as it is conveniently located and the staff are friendly.**

You'll be glad to know that most of what you like about your branch won't change. Your new Operator is keen to provide the same high standard of service as is currently received. The new style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly.

### **We asked for your comments about the changes to the branch.**

**You did not comment on the changes to the branch.**

The new style Post Office will operate from two open plan counters, located at the retail till, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

### **We asked for your comments about any changes to the opening hours.**

**You did not comment on the changes to the opening hours.**

The new opening hours at this branch will be:

Monday, Tuesday, Wednesday & Friday	09:00 – 17:00
Thursday	09:00 – 13:00
Saturday	09:00 – 12:00
Sunday	Closed

### **We asked if you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead.**

**You said.....that there will be sufficient products and services available.**

I am pleased to let you know that at the new branch and customers will still be able to transact manual banking and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

During the closure period you can continue to access Post Office services at Maryport Post Office or from Wigton Post Office.

**We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area.**

**You did not comment on the potential closure period during the refurbishment or access to other branches in the area.**

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the postmaster to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

Please look at the poster displayed in branch for more details about the change.

We'd like to thank all those who took the opportunity to let us have their views about the changes.

How to contact us:

[postofficeviews.co.uk](http://postofficeviews.co.uk)

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

FREEPOST Your Comments

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