



Dear Customer

Ballynahinch Post Office®
2 – 6 Lisburn Street, Ballynahinch, BT24 8BD

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with the relocation of the above branch to the new premises at D & W Carlisles Foods, 16 Lisburn Street, Ballynahinch, BT24 8BD.

We received three individual responses from customers during the local public consultation period. The main feedback centred on the proposed convenient location having less distance to walk and keeping the Post Office services in the vicinity. Some of the comments welcomed the new store with bright and warm premises and better parking nearby that would be available following the move.

I'd like to thank those who took the time to let us have their comments and provide information. I have carefully considered my original proposal, and all the feedback received during the public consultation period. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service.

As you may recall from our proposal letter, this branch has been operated on our behalf by a temporary agent. Whilst these arrangements have ensured that our customers have continued access to Post Office services, it's always been our intention to offer a long-term permanent solution in Ballynahinch. The new operator will be installing a convenience store while building an extension to create a bright modern premises to provide a one stop shop experience for the Ballynahinch community.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access into the store will be level and via a wide automatic door. Internally, a modern, new main style Post Office branch will be built to our high specifications, with one screened and two open plan counter positions and incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to transact the same wide range of products and services as currently, whilst benefitting from longer opening times on Saturdays.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Ballynahinch and provide future sustainability for the branch.

The current branch will close at 17:30 on Tuesday 15 August 2017, with the new branch opening, at D & W Carlisles Foods, 16 Lisburn Street, at 13:00 on Thursday 17 August 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Drumaness Post Office, Drumaness, Ballynahinch, BT24 8RL
- Lisburn City Post Office, 26 Lisburn Square, Lisburn, BT28 1TS

Further details of the new service are provided at the end of this letter. You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 339704

Thank you for considering our proposal.

Yours faithfully



Michael Brennan
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
 -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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 in branch, or by contacting us or on our website at: 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.

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.

Details of the new service:

Ballynahinch Post Office

16 Lisburn Street
Ballynahinch
BT24 8BD



Opening times

Monday	08:00 – 20:00
Tuesday	08:00 – 20:00
Wednesday	08:00 – 20:00
Thursday	08:00 – 20:00
Friday	08:00 – 20:00
Saturday	08:00 – 20:00
Sunday	08:00 – 20:00



Services

The same range of services will continue to be available, with the addition of National Lottery. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

The premises will have a wide automatic door and level access. Internally, there will be a hearing loop, a low-level serving counter, a low-level writing desk and space for a wheelchair.



Transport/parking

There will be a car park with designated disabled bays and parent & toddler parking facilities at the rear of the premises.



Route

These premises are located approximately 30 metres away from the current service, along level terrain.