



Dear Customer

**Beacon Hill Post Office®**  
**Beacon Hill Road, Hindhead, GU26 6QL**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to 1 Hampton Terrace, Beacon Hill Road, Hindhead, GU26 6NR, where it will operate as one of our new local style Post Office branches.

We received 26 individual responses from customers and local representatives during the local public consultation period. The feedback welcomed the ease of access, more modern spacious premises and the longer opening hours that the change would provide. This feedback helped me to understand customers' views and was taken into account before finalising our plans.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the positive feedback and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3800 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

Access at the new premises will be level with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services without difficulty. The new operator will also be approaching the local authority to seek the provision of a disabled parking bay in close vicinity of the new branch.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. I am also pleased to let you know that we are enhancing the range of products which will be available and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. The full range of Post office services will be available at Liphook Post Office.

The change also means that the Post Office hours are aligned to the store, so customers will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening throughout the week. Details of the new branch are provided at the end of this letter together with a list of products and services which will continue to be available at the new branch.

The current branch will close at 17:30 on Tuesday 13 February 2017, with the new branch opening, at 1 Hampton Terrace, Beacon Hill Road, at 13:00 on Wednesday 14 February 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

Liphook Post Office, 64 Headley Road, Liphook, GU30 7NP

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 112923

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



**Suzanne Richardson**  
**Regional Network Manager**

#### **How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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 required.**

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.



**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.**

<b>Beacon Hill Post Office information sheet</b>															
<b>Address</b>	1 Hampton Terrace Beacon Hill Road Hindhead GU26 6NR														
<b>Opening hours</b>	<table> <tr> <td>Monday</td><td>07:00 – 20:00</td></tr> <tr> <td>Tuesday</td><td>07:00 – 20:00</td></tr> <tr> <td>Wednesday</td><td>07:00 – 20:00</td></tr> <tr> <td>Thursday</td><td>07:00 – 20:00</td></tr> <tr> <td>Friday</td><td>07:00 – 20:00</td></tr> <tr> <td>Saturday</td><td>07:00 – 20:00</td></tr> <tr> <td>Sunday</td><td>07:00 – 16:00</td></tr> </table>	Monday	07:00 – 20:00	Tuesday	07:00 – 20:00	Wednesday	07:00 – 20:00	Thursday	07:00 – 20:00	Friday	07:00 – 20:00	Saturday	07:00 – 20:00	Sunday	07:00 – 16:00
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Sunday	07:00 – 16:00														
<b>Distance</b>	140 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There is time restricted roadside parking outside the premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Wednesday 14 February 2018														

<b>Beacon Hill Post Office® services available</b>	
<b>Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a></b>	
	<b>New branch</b>
<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. signed for & Airsure)	✓
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	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euro/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✓
Other products are available at <b>Liphook Post Office</b> 64 Headley Road, Liphook, GU30 7NP	
Opening times: Mon – Sat      09:00 – 17:30	