



Dear Customer

**Blackwater Post Office®
East Hill, Blackwater, Truro, TR4 8EG**

We are delighted to let you know that following the temporary closure of Blackwater Post Office in May 2017, we are now in a position to re-open the branch.

As you may be aware this branch is currently being operated as a Hosted Outreach service from The Old Mill Village Shop, East Hill, Blackwater, Cornwall, TR4 8EG. The new local style branch will continue to operate from these premises and will commence on Friday 7 September 2018. To make this change happen, the current Outreach service will close on Monday 27 August 2018 at 14:30.

We will display posters in the new location to tell customers the good news. It would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of these posters please let us know.

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However we would welcome suggestions about specific aspects of the change particularly on the following areas:

- Do you have any comments about access into the premises?
- Do you have any comments about access inside the premises?

We will be accepting comments until Thursday 30 August 2018. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

An information sheet is enclosed that provides more details about your new branch. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code 598471

postofficeviews.co.uk

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. You can find more information about these principles at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Lewis Horn

**Lewis Horn
Area Network Change Manager**

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.

Want to tell us what you think right here and now? Scan here.

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



Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Blackwater Post Office information sheet															
Address	The Old Mill Village Shop East Hill Blackwater Cornwall TR4 8EG														
Post Office opening hours	<table><tr><td>Mon</td><td>07:00 – 20:00</td></tr><tr><td>Tue</td><td>07:00 – 20:00</td></tr><tr><td>Wed</td><td>07:00 – 20:00</td></tr><tr><td>Thu</td><td>07:00 – 20:00</td></tr><tr><td>Fri</td><td>07:00 – 21:00</td></tr><tr><td>Sat</td><td>07:00 – 21:00</td></tr><tr><td>Sun</td><td>10:00 – 20:00</td></tr></table>	Mon	07:00 – 20:00	Tue	07:00 – 20:00	Wed	07:00 – 20:00	Thu	07:00 – 20:00	Fri	07:00 – 21:00	Sat	07:00 – 21:00	Sun	10:00 – 20:00
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Fri	07:00 – 21:00														
Sat	07:00 – 21:00														
Sun	10:00 – 20:00														
Accessibility	<p>Access and facilities</p> <p>The premises has a wide door, steps and a ramp with a handrail. Internally, there is a low level writing desk and space for a wheelchair.</p> <p>Parking</p> <p>Roadside parking is available outside of the premises.</p> <p>Buses</p> <p>Customers can still use the same car parking and buses.</p>														
Retail	Convenience store														
Proposed date of change	Friday 7 September 2018														

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.

Blackwater Post Office® services available

For information about product availability call 03452 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	Car tax only
Products marked x are available at Redruth Post Office, 61 Fore Street, Redruth, Cornwall, TR15 2AA	Opening times: Mon – Fri 08:30 – 17:30 Sat 08:30 – 13:00

Principles of Community Engagement on changes to the Post Office network

What are the Principles of Community Engagement?

The Principles of Community Engagement are guidelines we follow. They explain how and when we will tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland it is the Consumer Council.

What kind of situations does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell?

You and your locally elected representatives (such as MPs, local authorities or councils).

How will we tell you what's happening?

If there's a change – like opening a new branch, a temporary closure or a change in opening times we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office or permanently close one then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue a press release and the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control, but we'll try to keep you as up-to-date about what's happening as we can. We try to make sure you have four weeks' notice before anything happens and if we are going to re-open a temporarily closed branch in a new location or franchise a directly managed branch, in its existing site, we will ask for your feedback. If we're going to permanently relocate or close a Post Office there will be a 'consultation period' which lasts six weeks. This means that you have time to share your views with us.

It's easy to let us know what you think

We want to hear what you and your representatives think about change. To make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us via our Consultation Hub or email, letter or phone.

How will you find out about the final plans?

We'll let you know in as many ways as possible. There will be posters in branch or locally, letting customers know what's going on. We'll also write to local representatives and the information will be on our website. If you let us know what you think we'll make sure you know about our final plans either on our Consultation Hub or by writing to you, or in branch.

What can you do if you think we haven't followed the Principles of Community Engagement?

If you don't think we've followed the Principles, please contact us and let us know why.

To have a look at the full Principles of Community Engagement, please see our website at postofficeviews.co.uk