



Dear Customer

Service Temporary Closure

**Windmill Drive Outreach Service TN39 4DG
Affecting Broad Oak, Meads, Horam and Chelwood Gate**

We are writing to inform you that, due to operational reasons, the above Outreach service at Broad Oak, Meads, Horam and Chelwood Gate has temporarily ceased. Please accept my apologies for the late notification on this occasion.

We are working to restore this Outreach Post Office service as soon as possible and I apologise for any inconvenience this temporary closure may cause locally. In the interim, we hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

If you are a local representative, we will ensure that you are kept advised of developments in due course.

We would like to thank you for your patience at this time.

Yours faithfully

Emily Clive

**Emily Clive
Network Provision Lead**

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

**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.**

Alternative Post Office services for Broad Oak, Meads, Horam and Chelwood Gate

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Alternatives for Broad Oak Outreach Service, Udimore Road, Broad Oak, Rye, TN31 6DG

Sedlescombe Post Office

The Green
Sedlescombe
Battle
TN33 0QA

Opening times

Monday – Saturday	08:00 – 17:00
Sunday	08:00 – 15:00

Services

The same range of services will continue to be available, with the addition of Euros Travel Money and National Lottery

Access

This branch has a wide door and access via steps or ramp at the entrance.

Getting there

This Post Office service is located approximately 3.6 miles away from Broad Oak Outreach service, along varied terrain. Roadside parking is available outside the branch. There are local buses serving the surrounding area.

Staplecross Post Office

Cripps Corner Road
Staplecross
Robertsbridge
TN32 5QA

Opening times

Monday – Saturday	07:00 – 18:00
Sunday	08:00 - 16:00

Services

The same range of services will continue to be available, with the addition of Euros Travel Money and National Lottery, however excluding Vehicle Tax.

Access

This branch has a wide door and a step at the entrance.

Getting there

This Post Office service is located approximately 3.8 miles away from Broad Oak Outreach service, along varied terrain. Roadside parking is available outside the branch. There are local buses serving the surrounding area.

Alternatives for Meads Outreach Service, 32 Meads Street, Eastbourne, BN20 7QY

Eastbourne Post Office

110 Terminus Road
Eastbourne
BN21 3AL

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

Services

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

Access

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

Getting there

This Post Office service is located approximately 1.3 miles away from Meads Outreach Service, along varied terrain. Several Pay & Display car parks are available nearby. There is a frequent bus service available between Meads Outreach Service and this Post Office service. The nearest bus stop is approximately 350 metres away.

Old Town Post Office

50 Ocklynge Road
Eastbourne
BN21 1PP

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Services

The same range of services will continue to be available, with the addition of Euros Travel Money.

Access

This branch has a wide door and a ramp at the entrance.

Getting there

This Post Office service is located approximately 1.7 miles away from Meads Outreach Service, along varied terrain. Roadside parking is available outside the branch. There are local buses serving the surrounding area.

**Alternatives for Horam Outreach Service, Horam Centre, High Street,
Horam, Heathfield, TN21 0EH**

Heathfield Post Office

26 High Street
Heathfield
TN21 8LS

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Services

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

Access

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

Getting there

This Post Office service is located approximately 2.9 miles away from Horam Outreach Service, along varied terrain. Roadside parking is available outside the branch. There is a regular bus service available between Horam Outreach Service and this Post Office service. The nearest bus stop is approximately 230 metres away.

Broad Oak Post Office

Broad Oak
Heathfield
TN21 8SU

Opening times

Monday – Friday	09:00 – 17:00
Saturday	09:00 – 12:00
Sunday	Closed

Services

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, National Lottery and On Demand Travel Insurance.

Access

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

Getting there

This Post Office service is located approximately 4 miles away from Horam Outreach Service, along varied terrain. Off-road parking available outside the branch. There are local buses serving the surrounding area.

**Alternatives for Chelwood Gate Outreach service, Chelwood Gate Village Hall,
Beaconsfield Road, Chelwood Gate, Haywards Heath, RH17 7LF**

Forest Row Post Office

19 Hartfield Road
Forest Row

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:45
Sunday	Closed

RH18 5DN

Services

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, National Lottery and On Demand Travel Insurance.

Access

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

Getting there

This Post Office service is located approximately 3.9 miles away from Chelwood Gate Outreach service, along varied terrain. The free of charge Lower Road car park is available outside the branch. There are local buses serving the surrounding area.

West Hoathly Post Office

Top Road
Sharpthorne
East Grinstead
RH19 4NU

Opening times

Monday – Friday	08:00 – 17:00
Saturday	08:30 – 17:00
Sunday	08:30 - 14:30

Services

The same range of services will continue to be available, with the addition of Euros Travel Money and National Lottery.

Access

This branch has a wide door and a ramp at the entrance.

Getting there

This Post Office service is located approximately 4.2 miles away from Chelwood Gate Outreach service, along varied terrain. Off-road parking available outside the branch. There are local buses serving the surrounding area.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

[Comments@postoffice.co.uk](https://postofficeviews.co.uk)

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.