



Dear Customer

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we will be commencing a new Mobile Post Office service in your area which will be located at: Car Park, Edwyn Ralph Village Hall, Rowan Oaks, Edwyn Ralph, Bromyard HR7 4LY. The new service, operated by the postmaster from Bromyard Post Office, will start on Tuesday 26 October 2021 at 13:45.

A Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of maintaining service to smaller communities.

To accommodate the new Mobile service there will be some changes to opening hours at the current Mobile services, also operated by Bromyard Post Office, at Mordiford, Woolhope, Joys Green, Bodenham and Upper Sapey from the week commencing 25 October 2021.

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.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

*Katimay John*

**Katimay John**  
**Network Provision Lead**

**How to contact us:**

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

[postofficeviews.co.uk](https://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**

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### Details of the new Bromyard Mobile service locations

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#### Edwyn Ralph Mobile service

Car Park  
Edwyn Ralph Village Hall  
Rowan Oaks  
Edwyn Ralph  
Bromyard HR7 4LY

#### Services

A range of Post Office products and services will be available.

#### Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

#### Opening times

Tuesday	13:45 – 14:45
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#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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### Details of the changes to the opening times at other Bromyard Mobile service locations

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#### Mordiford Mobile service – Moon Inn Car Park, Mordiford, Hereford, HR1 4LW

##### Current opening times

Tuesday	11:45 – 12:45
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##### New opening times

Wednesday	09:00 – 09:45
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#### Woolhope Mobile service, Martins Close, Woolhope, Hereford, HR1 4QS

##### Current opening times

Tuesday	13:00 – 14:00
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##### New opening times

Wednesday	10:00 – 10:45
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#### Joys Green Mobile service, On road opposite 1 Rocks Close, Joys Green, Lydbrook, GL17 9RG

##### Current opening times

Wednesday	11:00 – 12:00
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##### New opening times

Wednesday	11:15 – 12:00
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#### Bodenham Mobile service, Bodenham Enterprise Park, The Moor, Bodenham, HR1 3HT

##### Current opening times

Monday	12:00 – 13:00
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##### New opening times

Monday	12:00 – 13:00
Tuesday	12:00 – 13:00

#### Upper Sapey Mobile service, Opposite 1 Lockhill, Upper Sapey, Worcester, WR6 6XR

##### Current opening times

Tuesday	14:45 – 15:45
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##### New opening times

Tuesday	15:00 – 16:00
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## **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](http://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 closure<sup>1</sup> / 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**

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<sup>1</sup> 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.