



Dear Customer

Brown Avenue Post Office®
12 Brown Avenue, Mansfield Woodhouse, Mansfield, NG19 8HG

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 92 Park Hall Road, Mansfield Woodhouse, Mansfield, NG19 8PY, where it will operate as one of our new local style Post Office branches.

We received 05 individual responses from customers during the consultation period. The feedback welcomed our plans to move the branch. I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located and will meet the needs of our customers in the local community. This move will secure Post Office services to the local community in the longer term.

I have carried out a final review of my original proposal and the feedback received during the public consultation period. I was pleased to learn of customers support for the move and we are delighted that Brown Avenue branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 3500 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The operator will also be making adjustments to improve access for customers and new entrance doors will be installed before the new Post Office branch opens. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better.

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

The local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

The current branch will close at 17:30 on Thursday 03 May 2018, with the new branch opening, at 92 Park Hall Road, Mansfield Woodhouse, Mansfield, NG19 8PY, at 13:00 on Friday 04 May 2018. 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 an alternative Post Office branch are provided below for your convenience:

- Mansfield Woodhouse Post Office, 52 Station Street, Mansfield Woodhouse, Mansfield, NG19 8AB

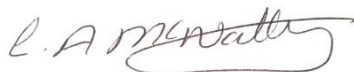
Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 384227

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.




Thank you for considering our proposal.

Yours faithfully



Lesley McNally
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

Brown Avenue Post Office information sheet

Address	92 Park Hall Road Mansfield Woodhouse Mansfield NG19 8PY														
Opening hours	<table border="1"><tr><td>Mon</td><td>06:00 – 22:00</td></tr><tr><td>Tue</td><td>06:00 – 22:00</td></tr><tr><td>Wed</td><td>06:00 – 22:00</td></tr><tr><td>Thu</td><td>06:00 – 22:00</td></tr><tr><td>Fri</td><td>06:00 – 22:00</td></tr><tr><td>Sat</td><td>06:00 – 22:00</td></tr><tr><td>Sun</td><td>06:00 – 22:00</td></tr></table>	Mon	06:00 – 22:00	Tue	06:00 – 22:00	Wed	06:00 – 22:00	Thu	06:00 – 22:00	Fri	06:00 – 22:00	Sat	06:00 – 22:00	Sun	06:00 – 22:00
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Sat	06:00 – 22:00														
Sun	06:00 – 22:00														
Distance	600 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Currently there is a step at the entrance to the new premises, however a permanent ramp will be installed. A low level serving counter would be available at the counter.</p> <p>Parking There is roadside parking available nearby.</p> <p>Buses There is a frequent bus service available between Brown Avenue branch and the new premises. The nearest bus stop is within 120 metres.</p>														
Retail	Convenience store														
Date of Relocation	Friday 04 May 2018 at 13:00														

Brown Avenue Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 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 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	✓
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Car tax only	
Products marked x are available at Mansfield Woodhouse Post Office, 52 Station Street, Mansfield Woodhouse, Mansfield, NG19 8AB	Opening times: Mon – Sat 08:30 – 17:30 Sun 09:00 – 14:00