



Dear Customer

## **Engaging with our customers - Share your views**

**Canary Wharf Post Office  
5 Chancellor Passage, Cabot Place East, Canary Wharf, London, E14 4PA**

We are moving the above Post Office branch to a new location: 6 South Colonnade, Canary Wharf, London, E14 4PZ, where it will continue to operate as one of our main style branches. The new premises which are currently empty will be undergoing a refurbishment to incorporate Canary Wharf Post Office and a Stationery store.

The postmaster's lease at the current premises is due to expire and will no longer be available for Post Office use. We have therefore had to identify an alternative location to continue to offer Post Office services in the local area.

To maintain Post Office services in the local community, the current Post Office branch is scheduled to close on Monday 2 February 2026 at 17:30 and the new Post Office is scheduled to open at the new premises on Monday 23 February 2026 at 09:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed to let customers know.

During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience and further details of these branch and provided further in this letter:

- Churchill Place Post Office, Unit 4, Churchill Place Shopping Mall, London, E14 5RB
- Cubitt Town Post Office, 15 Castalia Square, London, E14 3PQ

Our priority is to safeguard our services in the locality in the longer term and the relocation of Canary Wharf branch will enable us to maintain a Post Office service to our customers in the local community, as well as supporting the viability of the branch.

### **We would like to hear from you**

We are keen to keep services in this community as soon as possible, so we have decided to go ahead with our plans. The relocation of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

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

Details about your new branch are provided at the end of this letter and our Consultation Hub. We will be accepting comments until Friday 16 January 2026. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

<b>Date of Closing</b>	<b>Monday 2 February 2026 at 17:30</b>
<b>Date of re-opening</b>	<b>Monday 23 February 2026 at 09:00</b>

You can share your views on this branch reopening through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code **116002**

**How to share your views:**

**Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**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.



We will display posters at the current branch as well as the new location to tell customers the good news. If you are a local representative, it would be helpful if you could share this information through your social media channels and 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.

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. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

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

We do hope that you will support this new service.

Yours faithfully

*Mohammed Islam*

**Mohammed Islam**  
**Area Change Manager**

## Canary Wharf Post Office Information Summary

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

New Location																	
6 South Colonnade, Canary Wharf, London, E14 4PZ																	
<table><tr><th colspan="2">Post Office opening times</th></tr><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>10:00 – 15:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		Post Office opening times		Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	10:00 – 15:00	Sunday	Closed
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Products and Services																	
<p>The same products and services over the same opening hours will be available, however the current branch has an external Post Office branded cash machine, but this will not transfer to the new branch location. The nearest Post Office cash machine is located at Cubitt Town Post Office approximately 0.9 miles away however there are several free to use cash machines located in the nearby area to Canary Wharf Post Office.</p>																	
Serving positions																	
<p>There will be six serving positions in total; three screened, two open plan and a Post Office serving point at the retail counter.</p> <p>The total number of serving positions has been based on current and future predicted business levels.</p>																	
Access																	
<p>The new branch will have a wide door and level access at the entrance.</p>																	
Getting there																	
<p>The new branch will be located approximately 120 metres away from the previous branch, along mostly level terrain.</p> <p>No change to the existing parking available; there are several fee paying car parks in the surrounding area.</p>																	
Store retail available	Stationery.																
Date of opening	Monday 23 February 2026 at 09:00																

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 branches to use During Closure Period

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Information on public transport routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches.

Churchill Place Post Office		Services available
Unit 4 2 Churchill Place London E14 5RB		Offers a similar range of products and services.
Opening times		Access
Mon - Fri	08:30 – 17:30	Access is level at the entrance to the premises.
Sat - Sun	Closed	
Getting there		
Approximately 500 metres from Canary Wharf Post Office branch, along varied terrain. Canary Wharf - Canada Square fee paying car park is available nearby with designated disabled parking There is a frequent bus service between Canary Wharf and Churchill Place Post Office branches. The nearest bus stop is approximately 130m away.		

Cubitt Town Post Office		Services available
15 Castalia Square London E14 3PQ		Offers similar services, however excluding Passport Check & Send.
Opening times		Access
Mon - Sat	09:00 – 17:00	Access is level at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 0.9 miles from Canary Wharf Post Office branch, along varied terrain. Pay by Phone parking is available nearby. Public transport is available between Canary Wharf and Cubitt Town Post Office branches.		

## **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](https://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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified<sup>2</sup> and where there is no degradation of access to Post Office services (into and inside the premises).

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>3</sup>, the Consumer Advocacy Bodies and selected charities<sup>4</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>2</sup> Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

<sup>3</sup> Locally elected representatives include 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.

<sup>4</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.