



Dear Customer,

**Branch Closure for Refurbishment**

**Carden Avenue Post Office  
13-15 Carden Avenue, Marsden, NE34 7QP**

We are writing to inform you that due to extensive building work and refurbishing the counters at the above location, the branch will need to close. The safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, it will be necessary for the service to close on Tuesday 23 September 2025 at 16:30.

It is envisaged that the work will take approximately 3 weeks to complete, following which the service will re-open on Monday 13 October 2025 at 09:00. The opening hours will stay the same: Monday to Saturday 09:00 – 19:30; Sunday Closed.

When the branch re-opens on Monday 13 October, it will change to one of our Main style branches. Services will be offered at one screened counter, one open plan counter and a Post Office serving point at the retail counter. There will also be some additional services available to customers - a comprehensive range of Travel Money and Vehicle Tax.

If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

The branches listed overleaf will be happy to provide customers with Post Office services during this period and this information will be made available locally. Should the dates change, posters will be displayed in branch to let customers know.

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 posters, please let us know.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Notification is available at the end of this letter.

Yours faithfully,

*Lynne Archbold*

**Lynne Archbold  
Area Change Manager**

**How to contact us**

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

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

FREEPOST Your Comments

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.

Services available	<a href="#">Current Branch</a>	New Branch
<b><u>Everyday Personal &amp; Business Banking</u></b>		
<a href="#">Cash Withdrawals</a>	✓	✓
<a href="#">Cash Deposits</a>	✓	✓
<a href="#">Cheque Deposits</a>	✓	✓
<b><u>Mails</u></b>		
<a href="#">Drop &amp; Go</a>	✓	✓
<a href="#">Parcel Force Express 48 Large</a>	✓	✓
<a href="#">Parcelforce Express Services</a>	✓	✓
<a href="#">DPD - Buy in branch</a>	✓	✓
<a href="#">DPD - Drop off and collections</a>	✓	✓
<a href="#">Evri - Buy in branch</a>	✓	✓
<a href="#">Evri - Drop off and collections</a>	✓	✓
<b><u>Pay Bills &amp; Top Up</u></b>		
<a href="#">Pay Bills and Top up</a>	✓	✓
<b><u>Driving</u></b>		
<a href="#">Vehicle Tax</a>	x	✓
<b><u>Travel</u></b>		
<a href="#">Foreign Currency</a>	x	✓
<a href="#">Travel Insurance</a>	✓	✓
<a href="#">Travel Money Card</a>	✓	✓
<b><u>Your Finance</u></b>		
<a href="#">Savings application forms</a>	✓	✓

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

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)

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.

Horsley Hill Post Office		Services available
Premier 22 Horsley Hill Square South Shields NE34 7HQ		Offers the same services, with the addition of Vehicle Tax and a comprehensive range of Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:00	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	

### Getting there

Approximately 0.7 miles from Carden Avenue Post Office branch, along varied terrain. There is parking nearby, with dedicated disabled bays. There are local buses serving the surrounding area.

West Park Post Office		Services available
Shop Local 407-409 Stanhope Road South Shields NE33 4TD		Offers the same services, with the addition of Vehicle Tax and Euro & Dollar Travel Money.
Opening times		Access
Mon - Fri	06:30 – 20:30	Access is level at the entrance to the premises.
Sat	09:00 – 20:30	
Sun	09:00 – 19:30	

### Getting there

Approximately 1.9 miles from Carden Avenue Post Office branch, along varied terrain. There is time restricted parking available, with disabled bays, outside the branch. There are local buses serving the surrounding area.

Whiteleas Post Office		Services available
Tesco 216 Whiteleas Way South Shields NE34 8HW		Offers the same services, however excluding On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is an incline ramp at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	

### Getting there

Approximately 2.2 miles from Carden Avenue Post Office branch, along varied terrain. There is a customer car park available at the rear of the premises. There is a frequent bus service available between Carden Avenue Post Office and this service, with a bus stop approximately 130 meters of the branch.

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

- Opening hours
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

**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**

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

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.