



Dear Customer

Chagford Post Office®
Chagford Library, Jubilee Hall, Chagford, Newton Abbot, TQ13 8DP

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 Gilletts Spar, 46-48 The Square, Chagford, Newton Abbot, TQ13 8AQ, where it will operate as one of our new local style Post Office branches.

We received 351 individual responses from customers during the consultation period. The feedback welcomed the easier access into the proposed shop and longer opening times the new branch would provide. Many people were pleased that Post Office services were being retained in the centre of the village and welcomed the ease of access and better parking the new premises would provide.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the positive feedback and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3800 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. Access at the new premises is level with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoons and Sunday opening. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better. 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.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close on Wednesday 01 August 2018, with the new branch opening, at Gilletts Spar, 46-48 The Square, TQ13 8AQ, at 13:00 on Tuesday 07 August 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During 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:

- Okehampton Post Office, 8 George Street, Okehampton, EX20 1HW
- Moreton Hampstead Post Office, 18 Court Street, Moreton Hampstead, TQ13 8LG

This information is also available on the Post Office Consultation Hub at www.postofficeviews.co.uk.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

Dean Morris

Dean Morris
Multiple Account Executive

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Chagford Post Office information sheet															
Address	<p>Gilletts Spar 46-48 The Square Chagford Newton Abbott TQ13 8AQ</p>														
Opening hours	<table> <tr><td>Monday</td><td>07:30 – 21:00</td></tr> <tr><td>Tuesday</td><td>07:30 – 21:00</td></tr> <tr><td>Wednesday</td><td>07:30 – 21:00</td></tr> <tr><td>Thursday</td><td>07:30 – 21:00</td></tr> <tr><td>Friday</td><td>07:30 – 21:00</td></tr> <tr><td>Saturday</td><td>07:30 – 21:00</td></tr> <tr><td>Sunday</td><td>08:00 – 21:00</td></tr> </table>	Monday	07:30 – 21:00	Tuesday	07:30 – 21:00	Wednesday	07:30 – 21:00	Thursday	07:30 – 21:00	Friday	07:30 – 21:00	Saturday	07:30 – 21:00	Sunday	08:00 – 21:00
Monday	07:30 – 21:00														
Tuesday	07:30 – 21:00														
Wednesday	07:30 – 21:00														
Thursday	07:30 – 21:00														
Friday	07:30 – 21:00														
Saturday	07:30 – 21:00														
Sunday	08:00 – 21:00														
Distance	220 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 The new premises would have level access and a wide door at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby with disabled bays.</p>														
Retail	Convenience store														
Date of Relocation	Tuesday 07 August 2018 at 13:00														

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Chagford Post Office® services available	
Your postmaster or our Customer Helpline on 03452 66 01 15 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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
<p>Other Products are available at Okehampton Post Office, 8 George Street, Okehampton, EX20 1HW</p> <p>Other Products are available at Moreton Hampstead Post Office, 18 Court Street, Moreton Hampstead, Newton Abbot, TQ13 8LG</p>	
<p>Opening times:</p> <p>Mon – Sat 08:30 – 17:30</p> <p>Sun Closed</p> <p>Mon, Wed & Fri 08:30 – 17:30</p> <p>Tue & Thur 09:00 – 17:30</p> <p>Sat 09:00 – 12:30</p> <p>Sun Closed</p>	