



Dear Sir/Madam

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 are planning to open a new Post Office in your area in Best-One, 215 Charlton Road, Shepperton, TW17 0SG on Tuesday 14 August 2018 at 13:00.

The service will be one of our local style branches with a low-screened, open-plan Post Office service point carefully integrated into the retail counter. Customers will be able to carry out a wide range of Post Office transactions alongside retail purchases. The new service will offer long opening hours, with the Post Office opening hours in line with the retail business.

Details of the opening hours and the key products and services that will be available are provided overleaf. Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, posters will be displayed in store to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

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

Yours sincerely

***Deepak Valani***

**Deepak Valani**  
**Area Network Change Manager**

How to contact us:  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

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

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

**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.**

Post Office opening times & services available	
Mon – Fri	07:00 – 21:00
Sat	07:00 – 21:00
Sun	07:00 – 21:00
Mail	
First & Second Class mail	
Stamps, stamp books (1st class 6 & 12 only, 2nd 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	
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	
Bill payments	
Automated bill payments (card or barcoded)	
Key recharging	
Travel	
Pre-order travel money	
Travel insurance referral	
Mobile Top-ups & E vouchers	
Cheques are NOT accepted as a method of payment	
The operator 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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	

## **Principles of Community Engagement on changes to the Post Office network**

### **What are the Principles of Community Engagement?**

The Principles of Community Engagement are guidelines we follow. They explain how and when we will tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland it is the Consumer Council.

### **What kind of situations does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell?**

You and your locally elected representatives (such as MPs, local authorities or councils).

### **How will we tell you what's happening?**

If there's a change – like opening a new branch, a temporary closure or a change in opening times – we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office or permanently close one then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue a press release and the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control, but we'll try to keep you as up-to-date about what's happening as we can. We try to make sure you have four weeks' notice before anything happens and if we are going to re-open a temporarily closed branch in a new location or franchise a directly managed branch, in its existing site, we will ask for your feedback. If we're going to permanently relocate or close a Post Office there will be a 'consultation period' which lasts six weeks. This means that you have time to share your views with us.

### **It's easy to let us know what you think**

We want to hear what you and your representatives think about change. To make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us via our Consultation Hub or email, letter or phone.

### **How will you find out about the final plans?**

We'll let you know in as many ways as possible. There will be posters in branch or locally, letting customers know what's going on. We'll also write to local representatives and the information will be on our website. If you let us know what you think we'll make sure you know about our final plans either on our Consultation Hub or by writing to you, or in branch.

### **What can you do if you think we haven't followed the Principles of Community Engagement?**

If you don't think we've followed the Principles, please contact us and let us know why.

To have a look at the full Principles of Community Engagement, please see our website at [postofficeviews.co.uk](http://postofficeviews.co.uk)