



Dear Customer

Chichester Post Office®
9 North Street, Chichester, PO19 1LB

Changes to your branch

We recently asked for your views on some key areas of our plans to franchise Chichester Post Office. In total, we received eight responses.

Thank you to everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in finalising our plans.

After careful consideration of the feedback received, we are confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Chichester.

A summary of the key issues raised and our response to each key issue is enclosed, along with an information sheet providing further details about the branch.

The branch will remain at its current location, but to enable us to make the necessary changes to the branch, it will be necessary for it to close at 17:30 on Tuesday 22 January 2019 and reopen at 09:00 on Thursday 24 January 2019.

During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of two nearby alternative Post Office branches are provided below for your convenience:

- Parklands Post Office, 6 The Ridgeway, Chichester, PO19 3LA
- Hardham Road Post Office, 4 Hardham Road, Chichester, PO19 8BU

For this short period of closure, for customers requiring DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services the nearest branch is: Bognor Regis Post Office, 10 London Road, Bognor Regis, PO21 1PY, approximately 7.7 miles away. Likewise for customers who require car tax services the nearest branch is: Bosham Station Post Office, Delling Lane, Bosham, PO18 8NN, approximately 3.6 miles away.

I am confident that our customers in Chichester will continue to receive a high standard of customer service in the years ahead.

You can also find a copy of this letter on our website at postofficeviews.co.uk

Yours faithfully

A handwritten signature in black ink, appearing to read "Roger Gale".

Roger Gale
Network & Sales Director
Post Office Limited

Response to key points raised

Key points raised:

- Availability of space within the store
- Will access be DDA compliant
- Will the Post Office be in WHSmith or British Bookshops Sussex Stationers

Response to key points:

WHSmith High Street Ltd will ensure there are sufficiently wide, clear aisles and there is adequate space for Post Office customers, including wheelchairs users, so they can easily access the Post Office area. Our new operator has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work at Chichester Post Office will be trained to the highest Post Office standards. Post Office Ltd will work with WHSmith High Street Ltd to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

WHSmith High Street Ltd will manage the Post Office from the existing site, which is known as British Bookshops Sussex Stationers.

Chichester Post Office information sheet															
Address	WHSmith (known as British Bookshops Sussex Stationers) 9 North Street Chichester PO19 1LB														
Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>10:00 – 14:00</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	10:00 – 14:00
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Sat	09:00 – 17:30														
Sun	10:00 – 14:00														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There are four serving positions in total, made up of one screened and three open plan. The total number of serving positions has been based on current and future predicted business levels.														
Additional facilities	Three self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.														
Access & facilities	Access is level with an automatic door at the entrance. A low level serving counter, low level writing desk and hearing loop will continue to be available.														
Retail	Stationery, books and news														
Date of temporary closure	Closed from 17:30 on Tuesday 22 January 2019, re-opening at 09:00 on Thursday 24 January 2019.														

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