



Dear Customer

Coldstream Post Office®
69 High Street, Coldstream, TD12 4DL

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 Keystore, 64 High Street, Coldstream, TD12 4DH, where it will operate as one of our new local style Post Office branches.

We have received 12 individual responses from customers during the local public consultation period. The main feedback centred on availability of space and parking facilities. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

The design of the new branch will be in line with our agreed specifications, ensuring there is sufficient space to incorporate the new style local Post Office alongside the retail offer. We will be working closely with our new operator in the internal layout of the branch to make sure there is adequate room for customers and that an appropriate level of privacy is provided at the Post Office till point, which will be open plan and located on the shop counter. Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is time restricted roadside parking nearby. I am therefore satisfied that parking at the new premises will continue to meet the needs of customers using the Post Office.

We are very aware of the importance a Post Office branch has in the lives of customers, particularly to older and disabled customers and our goal is to do everything we can to make Post Office services as accessible as possible for customers. Our operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and I am pleased to confirm that they will be making adjustments to improve access for customers. Before the new Post Office branch opens a handrail, bell and signage are to be installed at the entrance to the new premises and a portable ramp will be available for customer on request.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Please be assured the new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

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

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Post Office customers will benefit from the extended opening hours provided by our operator including Saturday and Sunday opening and longer opening times throughout the week.

The current branch will close at 12:30 on Saturday 21 April 2018, with the new branch opening, at Keystore, 64 High Street, at 13:00 on Monday 23 April 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 an alternative Post Office branch is provided below for your convenience:

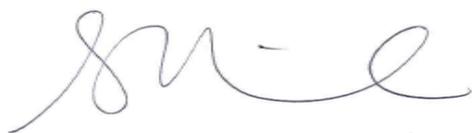
- Kelso Post Office, 13 Woodmarket, Kelso, TD5 7AT

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 112830

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



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

| Coldstream Post Office information sheet | | | | | | | | | | | | | | | |
|---|--|--------|---------------|---------|---------------|-----------|---------------|----------|---------------|--------|---------------|----------|---------------|--------|---------------|
| Address | Keystore 64 High Street Coldstream TD12 4DH | | | | | | | | | | | | | | |
| Opening hours | <table border="1"> <tbody> <tr> <td>Monday</td> <td>08:30 – 22:00</td> </tr> <tr> <td>Tuesday</td> <td>08:30 – 22:00</td> </tr> <tr> <td>Wednesday</td> <td>08:30 – 22:00</td> </tr> <tr> <td>Thursday</td> <td>08:30 – 22:00</td> </tr> <tr> <td>Friday</td> <td>08:30 – 22:00</td> </tr> <tr> <td>Saturday</td> <td>08:30 – 22:00</td> </tr> <tr> <td>Sunday</td> <td>09:30 – 22:00</td> </tr> </tbody> </table> | Monday | 08:30 – 22:00 | Tuesday | 08:30 – 22:00 | Wednesday | 08:30 – 22:00 | Thursday | 08:30 – 22:00 | Friday | 08:30 – 22:00 | Saturday | 08:30 – 22:00 | Sunday | 09:30 – 22:00 |
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| Sunday | 09:30 – 22:00 | | | | | | | | | | | | | | |
| Distance | 60 metres away from the current branch, along level 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 currently has a step however, a handrail, bell and signage will be installed at the entrance and a portable ramp will be available for customers on request. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Time restricted roadside parking is available nearby.</p> | | | | | | | | | | | | | | |
| Retail | Convenience store | | | | | | | | | | | | | | |
| Date of Relocation | 13:00 on Monday 23 April 2018 | | | | | | | | | | | | | | |

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.

Coldstream 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 | ✓ | | | | | | |
| Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips. | ✓ | | | | | | |
| Postal orders | ✓ | | | | | | |
| Moneygram | ✓ | | | | | | |
| Change giving | | | | | | | |
| Bill payments | | | | | | | |
| Automated bill payments (card or barcoded) | ✓ | | | | | | |
| Key recharging | ✓ | | | | | | |
| Driving | | | | | | | |
| Car tax | ✓ | | | | | | |
| Licences | | | | | | | |
| Rod fishing licences | ✓ | | | | | | |
| Travel | | | | | | | |
| Pre-order travel money | ✓ | | | | | | |
| On demand travel money | Euros/Dollars | | | | | | |
| Travel insurance referral | ✓ | | | | | | |
| On demand travel insurance | x | | | | | | |
| Passport Check & Send | x | | | | | | |
| Mobile Top-ups & E vouchers | | | | | | | |
| | ✓ | | | | | | |
| Payment by cheque | | | | | | | |
| Products marked x are available at Kelso Post Office, 13 Woodmarket, Kelso, TD5 7AT | <table> <tr> <td>Opening times:</td> <td></td> </tr> <tr> <td>Mon – Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 12:30</td> </tr> </table> | Opening times: | | Mon – Fri | 09:00 – 17:30 | Sat | 09:00 – 12:30 |
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