



Dear Customer

**Colliery Row Post Office®**  
**45-47 Front Street, Colliery Row, Houghton Le Spring, DH4 6LP**

**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 Northview Service Station, Chilton Moor Filling Station, Colliery Row, Houghton Le Spring, DH4 5NW, where it will operate as one of our new local style Post Office branches.

We received 10 individual responses from customers during the local public consultation period. Some feedback welcomed the move to Northview Service Station, which was said to be closer for some people, would offer more space inside the shop and longer opening times. Other feedback commented about the extra distance some people would have to travel and parking. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed location is approximately 450 metres from the current site and that for some of our customers this will mean a slightly longer journey. In situations like this there will always be some people who are more inconvenienced than others for which I apologise. Equally, as we know from feedback received, there are other customers for whom the new location will be slightly closer and more convenient to access than at present. In terms of access to the new location, there are well maintained pavements and dropped kerbs along the route for customers choosing to walk to the new branch and for those using public transport, there is a bus service operating from Front Street with a bus stop in close vicinity of the Northview Service Station.

We recognise that the Post Office plays an important part in the lives of customers, particularly for our elderly and disabled customers, and we want to make our services as accessible as possible. Before the new Post Office opens, the new operator will mark out pedestrian walkways across the garage forecourt to provide a clear route from the pavement and parking areas to the shop entrance. There will be parking spaces on the garage forecourt and one of these will be marked out as a designated disabled parking bay close to the shop entrance.

With regard to customer comments about parking, I have conducted a further review. This has confirmed that as well as the parking spaces on the garage forecourt, there is ample roadside parking in the surrounding area. I am therefore satisfied that there is adequate parking at and in the vicinity of the proposed branch to meet customer requirements.

I am also pleased to confirm that the new operator plans to carry out a complete refurbishment of the premises and extend the existing shop. The new branch will be built 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 to make sure there is clear access into the shop and customers can move about and access Post Office services without difficulty. There will be level access with a wide door at the entrance.

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 Post Office transactions are designed to be quick and efficient to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small range of services that will no longer be offered, can be accessed at Houghton Le Spring Post Office, which offers the full range of Post Office products and services and can be reached by a direct bus service.

The change also means that customers will benefit from extensive opening hours, including lunch times, Wednesday and Saturday afternoon, Sunday opening and longer opening times throughout the week, so they can use our services seven days a week and at times that suit them better. Further 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, 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 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 closed on Monday 2 July 2018 and the new branch will open, at Northview Service Station, Chilton Moor Filling Station, Colliery Row, at 13:00 on Thursday 12 July 2018. Please accept our apologies for any inconvenience caused.

If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in Northview Service Station to let customers know. During this period of temporary closure customers requiring Post Office services may use any convenient Post Office branch. Details of two alternative Post Office branches are provided below for your convenience:

- Fence Houses Post Office, Fencehouses, Houghton Le Spring, DH4 6AB
- Houghton Le Spring Post Office, 12 Newbottle Street, Houghton Le Spring, DH4 4AA

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 162313.

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](http://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 Change Manager**

**How to contact us:**

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

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

FREEPOST Your Comments

**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.**

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)

### Colliery Row Post Office information sheet

<b>Address</b>	Northview Service Station Chilton Moor Filling Station Colliery Row Houghton Le Spring DH4 5NW														
<b>Opening hours</b>	<table> <tr> <td>Monday</td><td>06:00 – Midnight</td></tr> <tr> <td>Tuesday</td><td>06:00 – Midnight</td></tr> <tr> <td>Wednesday</td><td>06:00 – Midnight</td></tr> <tr> <td>Thursday</td><td>06:00 – Midnight</td></tr> <tr> <td>Friday</td><td>06:00 – Midnight</td></tr> <tr> <td>Saturday</td><td>06:00 – Midnight</td></tr> <tr> <td>Sunday</td><td>06:00 – Midnight</td></tr> </table>	Monday	06:00 – Midnight	Tuesday	06:00 – Midnight	Wednesday	06:00 – Midnight	Thursday	06:00 – Midnight	Friday	06:00 – Midnight	Saturday	06:00 – Midnight	Sunday	06:00 – Midnight
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Saturday	06:00 – Midnight														
Sunday	06:00 – Midnight														
<b>Distance</b>	450 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Parking will be available on the forecourt of the premises. There is also roadside parking in the surrounding area.</p> <p><b>Buses</b> There is a frequent bus service between the current branch and the new premises. The nearest bus stop is approximately 60 metres from the new premises.</p>														
<b>Retail</b>	Forecourt Garage														
<b>Date of Relocation</b>	13:00 on Thursday 12 July 2018														

Colliery Row Post Office® services available	
Your Postmaster or our Customer Helpline on 03457 223344 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>	
	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	x
Products marked x are available at <b>Houghton Le Spring</b> Post Office, 12 Newbottle Street, Houghton Le Spring, DH4 4AA	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30
Other Products are available at <b>Fence Houses Post Office</b> , Fencehouses, Houghton Le Spring, DH4 6AB	Opening times: Mon, Tue, Thu & Fri: 09:00 – 12:30 & 13:30 – 17:30 Wed & Sat 09:00 – 12:00