



Dear Customer

**South Woodford Post Office
139 George Lane, South Woodford, London, E18 1AL**

Service Re-opening

I am writing to update you on our recent communication where we advised that as the landlord had given us notice to vacate the premises, South Woodford directly managed branch will close on 28 April 2021.

At Post Office we recognise the importance of maintaining its services to the local community and we are committed to restoring a Mains service near the current location of the closing branch. However, we are pleased to advise there will be an interim temporary service while we seek a permanent solution.

The new temporary service will operate from The Galleria, 180 - 182 George Lane, South Woodford, E18 1AY, offering a wide range of Post Office products and services. The service is due to start on Thursday 15 April 2021 at 13:00 ahead of the current branch closure, allowing customers to use both branches for two weeks. Customers may still choose to use any other suitable alternative branch; further details of the temporary service are provided below.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for your continued support.

Yours sincerely

**Steve Blampied
Head of Directly Managed Branch Network
Post Office Limited**

How to contact us:

comments@postoffice.co.uk
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 postoffice.co.uk/privacy

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.

New Service Details:

South Woodford Galleria Post Office

The Galleria
180 - 182 George Lane
South Woodford
E18 1AY

Opening times

Mon - Fri	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Getting there

This Post Office service is located approximately 210 metres away from South Woodford branch, along hilly terrain. Time restricted pay & display roadside parking is available nearby.

Services

A wide range of Post Office products and services will be available.

Access and facilities

This service has a wide door and level access at the entrance.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub -(postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

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¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office