



Dear Customer,

**Lower Ashton Post Office®  
Lower Ashton, Exeter, EX6 7QW**

I am writing to confirm that we will be proceeding with our proposal to re-open a Hosted Outreach Post Office service at Teign Valley Golf Course, Lower Ashton, Exeter, EX6 7PA. The new service commenced on Tuesday 22 May 2018 and operates on Tuesday from 13:00 – 15:00.

Whilst we make every effort to expedite the re-opening of a branch, there are occasions when unanticipated delays occur and in this instance due to technical reasons the branch did not open on 24 April 2018 as previously advertised for which I apologise.

We received no comments from customers or local representatives during the consultation period. I have carefully considered my original proposal and I am confident that the Hosted Outreach service meets the needs of our customers in the local community.

The core Postmaster from Chudleigh Post Office has identified an opportunity to provide the Hosted Outreach Post Office service at Lower Ashton. We do understand that for some customers the new service times may be less convenient, however, we do consider that the hours for the hosted service will meet the needs of our customers in the local communities and allow us to maintain sustainable services to them in the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Posters will now be displayed in branch to let customers know about this decision.

Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Thank you for considering our proposal.

Yours sincerely

*Matt Walls*

**Matt Walls  
Area 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

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

<b>Lower Ashton Hosted Post Office information sheet</b>	
<b>Proposed new Post Office location (subject to local public consultation)</b>	
<b>Address</b>	Teign Valley Golf Course, Lower Ashton, Exeter, EX6 7PA
<b>Post Office Opening hours</b>	Tue 13:00 – 15:00
<b>Distance</b>	0.6 miles away from the current branch, along varied terrain.
<b>Products &amp; Services</b>	A wide range of services will be available.
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> This branch has a wide door and level access at the entrance.</p> <p><b>Transport/parking</b> There is a dedicated car park outside the premises.</p>

**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.**