



Your new branch will open soon

Wells Post Office

Previously located at: Market Place, Wells, BA5 2RA

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received 11 responses and we will open the branch at Natural Pets of Wells, 18 Queen Street, Wells, BA5 2DP on Monday 6 September 2021 at 13:00. The current temporary Post Office service at Wells Bus Station Ticket Office, Princes Road, Wells, BA5 1TE will cease on Wednesday 1 September 2021 at 14:00.

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

- St Thomas Street Post Office, Bath Road, Wells, BA5 3LF
- Westbury-Sub-Mendip Post Office, Stoke Road, Westbury-Sub-Mendip, Wells, BA5 1HD

Key points raised:

- Distance
- Parking
- Queuing
- Internal Layout
- Services
- Relocation of Post Box

Response to key points:

Distance

The new premises are located approximately 400 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces, including disabled parking, is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that roadside parking is available outside the branch and further along Queen Street, Broad Street and Priory Road. This roadside parking is being shared with other retailers in the local area, therefore no designed spaces for only Post Office customers can be provided. There are also several fee-paying car parks available nearby.

Disabled parking spaces are available in Princes Road Car Park, located approximately 260 metres away from the new branch. However, to further help support our customers, we have discussed parking with the new postmaster and they are happy to approach the local authority to see if designated disabled parking bay can be provided close by. I am therefore satisfied that parking is meeting the requirements of customers using the Post Office.

Queuing

The two Post Office counters will be positioned next to the retail counters and a signposted queuing system introduced to serve Post Office and retail customers efficiently. Staffing levels will be carefully aligned to customer demand. We know our customers value excellent customer service at the Post Office and the new postmaster is looking forward to welcoming Post Office customers.

Internal layout

We are working closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings will be made to accommodate this.

Services

The new Post Office will continue offer Car Tax, Travel Insurance, On Demand Euros/Dollars Travel Money. Customers will be also use National Lottery service added to the available Post Office products and services at the new location.

However, the new branch will be not be offering wide range of On Demand Travel Currencies, Passport Check & Send and Change Giving. Customers will be able to get those services in Glastonbury Post Office located at 35 High Street, Glastonbury, BA6 9HG or in other branches of their choice. The information about products and services

provided by branches in your local area can be found on our website, www.postoffice.co.uk/branch-finder

Relocation of Post Box

The installation, maintenance and relocation of post boxes are all matters for Royal Mail as they are a separate business to Post Office Limited. They can be contacted online at www.royalmail.com/customer-services or by telephone on 03457 740 740.

We do hope that you will enjoy using your new Post Office.