



Dear Customer

Branch Temporary Closure & Commencement of Temporary Service

**Cottam Post Office
93 Hoyles Lane, Cottam, Preston, PR4 0LB**

We are writing to inform you that, regrettably, following severe flooding at the premises, the above branch closed temporarily on Monday 1 November 2021. Please accept my apologies for the late notification on this occasion.

I would like to assure you that the situation at the branch is being dealt with as a matter of urgency. As soon as necessary repairs have been completed, the branch will be re-opened.

Whilst the repair works are carried out at the branch, we have provided a temporary Post Office service to the local community. The new temporary service is operated by the same postmaster from Cottam Post Office at The Cottam Community Centre, Haydocks Lane, Cottam, Preston, PR4 0NY and offers a range of Post Office products and services. This service commenced on Thursday 11 November 2021. Further details of the service are provided below.

I know that the local community will join me in welcoming the temporary service and hope that you and our customers will use this service until the branch is able to re-open. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the above branch closure or new temporary service, please write to me via the Communication and Consultation Team at the address shown 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 support in providing this temporary Post Office service.

Yours faithfully

Samuel Williams

**Samuel Williams
Network Provision Lead**

How to contact us:

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

Details of temporary Post Office service:

Cottam Temporary Post Office Service

The Cottam Community Centre
Haydocks Lane
Cottam
Preston
PR4 0NY

Opening times

Mon, Tues, Thurs, Fri	08:30 – 17:00
Wednesday	12:00 – 17:00
Saturday	08:30 – 12:30
Sunday	Closed

Services

A range of services are available.

Parking

A free car park is available directly outside The Cottam Community Centre.

Access

The Cottam Community Centre has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 750 metres away from Cottam branch, along varied terrain.

**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.**

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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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 Parliament, 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.