



Dear Customer

Engaging with our customers - Share your views

Coylton Post Office

Previously located at: 58A Main Street, Joppa, Coylton, KA6 6JD

We are delighted to let you know that following the temporary closure of Coylton Post Office we will be re-opening the branch on Thursday 27 October 2022 at 13:00. This will be in a new location - The Claude Hamilton Hall, 25 Hillhead, Coylton, Ayrshire, KA6 6JT. The current temporary Mobile Service, which is operating from Car Park Murray Park, Coylton, Ayr, KA6 6PH will cease on Friday 21 October 2022 at 14:30.

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

- Burns Statue Square Post Office, 41 Burns Statue Square, Ayr, KA7 1SZ
- Ayr Post Office, 198 High Street, Ayr, KA7 1RH

We will display posters in the new location and the local area to tell customers the good news. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of these posters, please let us know.

We would like to hear from you

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. The re-opening of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until Tuesday 11 October 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new branch are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **710843**

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Scott Hamilton

Scott Hamilton
Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

Want to tell us what you think right here and now? Scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Coylton Post Office Summary Sheet

**Claude Hamilton Hall
25 Hillhead
Coylton
Ayrshire
KA6 6JT**

Post Office opening hours

| | |
|----------|---------------|
| Mon- Fri | 09:00 – 17:00 |
| Sat | 09:00 – 13:00 |
| Sun | Closed |

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder**

Access

The new premises will have a wide door and level access at the entrance.
Internally, there will be a hearing loop and space for a wheelchair.

Products and services

The same range of products and services will continue to be available, however excluding National Lottery.

Getting there

The new branch will be located approximately 1450 metres away from the previous closed branch and 1610 metres from the current temporary Mobile Service, along mostly level terrain. Parking is available nearby and there is a customer car park at the rear of the premises.

Retail

Community Hall.

Date of opening

Thursday 27 October 2022 at 13:00

**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.**

Coylton Post Office services available

For information about product availability call 03457 22 33 44. For details of maximum value of transactions, please speak to the operator.

New branch**Mail**

| | |
|--|----------------------------|
| First & Second Class mail | ✓ |
| Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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. Tracked & Signed) | ✓ |
| International parcels up to 2kg & printed papers up to 5kg | ✓ |
| Parcelforce Worldwide International parcels | ✗ |
| Articles for the blind (inland & international) | ✓ |
| Royal Mail redirection service | ✓ |
| Local Collect | ✓ |
| Drop & Go | ✓ |

Withdrawals, deposits and payments

| | |
|---|---|
| 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 | ✓ |
| Automated bill payments (card or barcoded) | ✓ |
| Key recharging | ✓ |

Driving

| | |
|-------------|---|
| Vehicle tax | ✗ |
|-------------|---|

Travel

| | |
|----------------------------|---|
| Pre-order travel money | ✓ |
| On demand travel money | ✗ |
| Travel insurance referral | ✓ |
| On demand travel insurance | ✗ |
| Passport Check & Send | ✗ |

| | |
|-----------------------------|---|
| Mobile Top-ups & E vouchers | ✓ |
| National Lottery Terminal | ✗ |

Payment by cheque**Vehicle tax only**

Products marked ✗ are available at Ayr Post Office,
198 High Street, Ayr, KA7 1RH

Opening times:

Mon – Sat 09:00 – 17:30
Sun 11:00 – 15:00

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

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² Locally elected representatives include 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.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ² and ³ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.