



Dear Customer

**Crichton Avenue Post Office® branch
Previously located at: 1 Intake Avenue, York, YO30 6HB**

Decision - move to new premises & branch modernisation

We will be proceeding with our proposal to re-open the above Post Office branch to Londis, 132 Haxby Road, York, YO31 8JN where it will be known as Haxby Road Post Office and will operate as one of our new local style Post Office branches.

We received 12 individual responses from customers during the local public consultation period. The feedback commented about the location of the new premises, parking facilities and availability of space in the proposed store to accommodate a Post Office. Some feedback commented that the proposed new branch would be closer and easier to access. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand traffic issues and the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm roadside parking is available nearby. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail counter. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

I appreciate that the proposed premises are 800 metres away from the previous branch and for some local residents this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we apologise for this equally, there may be some customers for whom the new location is slightly closer than at present.

The change also means that local residents will benefit from significantly longer opening hours, throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

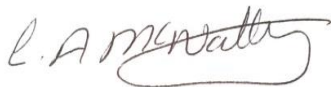
The new branch will open at Londis, 132 Haxby Road, at 13:00 on Monday 26 February 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed locally to let customers know.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 279349

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

Thank you for considering our proposal.

Yours faithfully



Lesley McNally
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 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.

We've published our final plan on-line, to see it, scan here.

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



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. 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.

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.

Haxby Road Post Office information sheet

Address	Londis 132 Haxby Road York YO31 8JN														
Opening hours	<table border="1"><tr><td>Mon</td><td>07:00 – 21:00</td></tr><tr><td>Tue</td><td>07:00 – 21:00</td></tr><tr><td>Wed</td><td>07:00 – 21:00</td></tr><tr><td>Thu</td><td>07:00 – 22:00</td></tr><tr><td>Fri</td><td>07:00 – 22:00</td></tr><tr><td>Sat</td><td>07:00 – 22:00</td></tr><tr><td>Sun</td><td>07:30 – 21:00</td></tr></table>	Mon	07:00 – 21:00	Tue	07:00 – 21:00	Wed	07:00 – 21:00	Thu	07:00 – 22:00	Fri	07:00 – 22:00	Sat	07:00 – 22:00	Sun	07:30 – 21:00
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Sat	07:00 – 22:00														
Sun	07:30 – 21:00														
Distance	800 metres away from the previous branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide door and a ramp at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby. There are local buses serving the surrounding area.</p>														
Retail	Convenience store														
Date of Relocation	Monday 26 February 2018 at 13:00														

Haxby Road Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓

Bill payments

Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓

Licences

Rod fishing licences	✓
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Travel

Pre-order travel money	✓
Travel insurance referral	✓

Mobile Top-ups & E vouchers	✓
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Payment by cheque

Other Products are available at York Post Office, 22 Lendal, York, YO1 8DA	Opening times: Mon, Wed, Thu & Fri 09:00 – 17:00 Tue 09:30 – 17:30 Sat 09:00 – 16:00
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