



Dear Customer

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

**Proposed move to new premises & branch modernisation**

We are writing to let you know that we are proposing to re-open the above Post Office branch in a new location – Londis, 132 Haxby Road, York, YO31 8JN where it will be known as Haxby Road Post Office. We are also able to tell you that, if the proposal goes ahead, it will change to one of our new local style branches.

As you may be aware, the branch has been closed since December 2016. We are now pleased to inform you that a new operator has been appointed, providing us with the opportunity to incorporate Post Office services into their convenience store in Haxby Road. The establishment of a Post Office local in this part of York presents the best possible solution to enable us to restore Post Office services to the area.

**What will this mean for customers?**

- Post Office services will be offered from a till on the retail counter in a modern open plan branch
- Longer opening hours
- The majority of Post Office products and services will still be available

**Consulting on the proposed new location**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If the move were to proceed is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are 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". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 279349

[postofficeviews.co.uk](http://postofficeviews.co.uk)

## Dates for local public consultation:

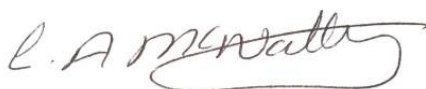
Local Public Consultation starts	01 December 2017
Local Public Consultation ends	22 January 2018
Proposed month of change	March/April 2018

In this instance we have extended public consultation by 10 calendar days to allow for the holiday period over Christmas.

I've included information about the Code of Practice over the page and copies of the Code will also be available in the proposed premises.

Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster at the proposed premises.

Yours faithfully



**Lesley McNally**  
**Network Operations Area Manager**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

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

**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.**

<b>Haxby Road Post Office information sheet</b>			
	<b>Proposed new Post Office branch location (subject to local public consultation)</b>		
<b>Address</b>	Londis 132 Haxby Road York YO31 8JN		
<b>Post Office opening hours</b>		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
<b>Distance</b>	800 metres away from the previous branch, along varied terrain.		
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The proposed premises would have a wide door and a ramp at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available nearby. There are local buses serving the surrounding area.</p>		
<b>Retail</b>	Convenience store		
<b>Local Public Consultation starts</b>	01 December 2017		
<b>Local Public Consultation ends</b>	22 January 2018		
<b>Proposed month of change</b>	March/April 2018		

### 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](http://www.postoffice.co.uk)**

**New branch**

#### **Mail**

First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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 <b>York</b> 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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## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

