



Dear Customer

Service Re-opening – Cruden Bay Post Office

Changes to Turriff Mobile Service affecting Potterton Mobile Service, Newburgh Mobile Service and Pitmedden Mobile Service

Further to our recent communication where we advised that Cruden Bay Post Office will be closing for three months due to extensive building work, the branch will now be closing for four months. However, we are delighted to let you know that during the closure period we will be providing an interim mobile service to continue to offer a Post Office services to the community. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

The new Interim mobile service will be operated from Main Street, Cruden Bay, Peterhead, AB42 0NA further along from the current Cruden Bay Post Office. The service will be operated by the Operator of the Turriff Mobile Post Office, commencing Thursday 2nd October 2025 and will offer a range of Post Office services.

To accommodate the new Mobile service there will be some changes to the current opening hours at Potterton Mobile Service, Newburgh Mobile Service and Pitmedden Mobile Service also operated by the postmaster from Turriff Post Office.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to 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 posters, please let us know.

Once the refurbishment works is completed in January 2025, the interim mobile service will cease, and the three mobile services will revert to their original opening hours.

Full details of the new interim mobile service and changes to the current mobile services are provided at the end of this letter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed 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. An extract relating to Notification is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

David Duff

David Duff
Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

Details of the new Interim Mobile Services

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Cruden Bay Interim Mobile Service	Services available
Main Street Cruden Bay Peterhead AB42 0NA	A range of services will be available.
Opening times	Access
Thursday 12:45 – 13:45	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Parking will be available close to where the mobile van will be parked.

Details of the change to existing Mobile service opening hours:	
Potterton Mobile Service, Panmure Gardens, Potterton, AB22 8UY	
Current opening times Thursday 09:00 – 10:30	New opening times Thursday 09:00 – 10:00

Details of the change to existing Mobile service opening hours:	
Newburgh Mobile Service, Newburgh Village Hall, Main Street, Newburgh, Ellon, AB41 6BE	
Current opening times Tuesday 12:30 – 14:30 Thursday 11:00 – 13:00	New opening times Tuesday 12:30 – 14:30 Thursday 10:30 – 12:00

Details of the change to existing Mobile service opening hours:

Pitmedden Mobile Service, Outside Pitmedden Co-op, Tarves Road, Pitmedden, Ellon, AB41 7NY

Current opening times

Tuesday	09:30 – 11:30
Thursday	14:00 – 16:00

New opening times

Tuesday	09:30 – 11:30
Thursday	14:30 – 16:00

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.