



Dear Customer

### Mobile Service Closure

#### Mobile services at: Kirkoswald, Colmonell, Minishant, Dunure and Straiton

We are writing to inform you that, regrettably, our retail partner, who operates the Mobile services at: Kirkoswald, Colmonell, Minishant, Dunure and Straiton, on our behalf will no longer be able to run the services. Therefore, these Mobile services will cease from Monday 31 July 2023.

When a service is closing, Post Office carefully review service provision in the area to determine whether services can be sustainably maintained by opening a replacement Post Office, and what future services might be needed. However, Post Office is operating in a challenging economic climate. The impact of rising costs, inflation, and limited funding from Government mean that we are unable to fund the costs for every replacement Mobile service, and we also need to ensure that any new service is sustainable for Post Office and the operator. We have completed a review of the service provision in Kirkoswald, Colmonell, Minishant, Dunure and Straiton, and currently we are not looking to open a replacement service at this time.

We appreciate that the surrounding communities value their Post Office and that customers will be disappointed that we are unable to provide a sustainable replacement service at this time. We apologise to customers who may need to travel further to alternative branches from July 2023. Customers may use any suitable alternative Post Office service, details of possible alternative branches for Kirkoswald, Colmonell, Minishant, Dunure, and Straiton areas provided at the end of the letter.

We will display posters locally to inform customers about these changes.

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 posters, please let us know.

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

We would like to thank you for your patience and support at this time.

Yours faithfully

*Adam Shillcock*

**Adam Shillcock**  
**Network Provision Lead**

#### **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.**

## Alternative Post Office services

The latest available branch information can be found on our website

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Customers requiring Post Office facilities may use any convenient Post Office service. Details of possible alternative Post Office branches in the area are provided below for your convenience:

### Alternatives for Kirkoswald Mobile Post Office Service 72 Main Street, Kirkoswald, Maybole, KA19 8HY

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#### Maybole Post Office

96 High Street  
Maybole  
KA19 7AQ

#### Services

Offers similar services with the addition of a comprehensive range of Travel Money, Passport Check and Send, Vehicle Tax, National Lottery, and Travel Insurance on demand.

#### Opening times

Monday	09:00 – 17:30
Tuesday	08:30 – 17:30
Wednesday	08:30 – 17:30
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

#### Access and facilities

This branch has a wide door and level access at the entrance.  
Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 4.4 miles away from Kirkoswald Mobile service, along varied terrain. Roadside parking is available nearby.  
There are local buses serving the surrounding area.

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#### Maidens Post Office

7B Kirkoswald Road  
Maidens  
Girvan  
KA26 9NJ

#### Services

Offers similar services.

#### Opening times

Monday to Sunday	06:30 – 22:00
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#### Access and facilities

This branch has a wide door and level access at the entrance.  
Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 6.7 miles away from Kirkoswald Mobile service, along varied terrain.  
Parking is available on the side of the branch and on the roadside nearby.  
There are local buses serving the surrounding area.

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**Alternatives for Colmonell Mobile Post Office Service**  
**37 Main Street, Colmonell, Girvan, KA26 0RY**

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**Ballantrae Post Office**

38B Main Street  
Ballantrae  
Girvan  
KA26 0NB

**Services**

Offers similar services, with the addition of Vehicle Tax, Euros and Dollars On Demand Travel Money.

**Opening times**

Monday - Sunday	06:00 – 22:00
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**Access and facilities**

This branch has a wide door and access is via a step at the entrance.

Internally, there will be a hearing loop.

**Getting there**

This Post Office service is located approximately 5.4 miles away from Colmonell Mobile service, along varied terrain.

Parking is available in front of the branch.

There is no direct bus service available between Colmonell Mobile service and this Post Office service.

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**Girvan Post Office**

4 Chalmers Arcade  
Girvan  
KA26 9ES

**Services**

Offers similar services with the addition of a comprehensive range of Travel Money, Passport Check and Send, Vehicle Tax, and Travel Insurance on demand.

**Opening times**

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

**Access and facilities**

This branch has a wide door and level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 10 miles away from Colmonell Mobile service, along varied terrain.

There is parking nearby.

There is no direct bus service available between Colmonell Mobile service and this Post Office service.

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**Alternatives for Minishant Mobile Post Office Service**  
**Monkwood Crescent, Minishant, Maybole, KA19 8EZ**

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**Alloway Post Office**

29 Alloway  
Ayr  
KA7 4PY

**Services**

Offers similar services with the addition of Dollars On Demand Travel Money and National Lottery.

**Opening times**

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

**Access and facilities**

This branch has a wide door with level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 3.8 miles away from Minishant Mobile service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving the surrounding area.

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**Maybole Post Office**

96 High Street  
Maybole  
KA19 7AQ

**Services**

Offers similar services with the addition of a comprehensive range of Travel Money, Passport Check and Send, Vehicle Tax, National Lottery, and Travel Insurance on demand.

**Opening times**

Monday	09:00 – 17:30
Tuesday	08:30 – 17:30
Wednesday	08:30 – 17:30
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

**Access and facilities**

This branch has a wide door and level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 4.3 miles away from Minishant Mobile service, along varied terrain.

Roadside parking is available nearby.

There is a limited bus service available between Minishant Mobile service and this Post Office branch.

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**Alternatives for Dunure Mobile Post Office Service**  
**2 Arran View, Dunure, Ayr, KA7 4LP**

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**Alloway Post Office**

29 Alloway  
Ayr  
KA7 4PY

**Services**

Offers similar services with the addition of Dollars On Demand Travel Money and National Lottery.

**Opening times**

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

**Access and facilities**

This branch has a wide door with level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 6.1 miles away from Dunure Mobile service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving the surrounding area.

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**Seafield Post Office**

45 Blackburn Drive  
Ayr  
KA7 2XW

**Services**

Offers similar services with the addition of a comprehensive range of Travel Money, Vehicle Tax, National Lottery, and Travel Insurance on demand.

**Opening times**

Monday to Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

**Access and facilities**

This branch has a wide door with level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 6.4 miles away from Dunure Mobile service, along varied terrain.

Roadside parking is available outside the branch and nearby.

There are local buses serving the surrounding area.

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**Alternatives for Straiton Mobile Post Office Service**  
**42 Main Street, Straiton, Maybole, KA19 7NF**

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**Crosshill Post Office**

32 - 34 King Street  
Maybole  
KA19 7RE

**Services**

Offers similar services with the addition of National Lottery.

**Opening times**

Monday to Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	09:00 – 11:00

**Access and facilities**

This branch has a wide door and level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 5.3 miles away from Straiton Mobile service, along varied terrain.

Parking is available nearby.

There is a regular bus service available between Straiton Mobile service and this Post Office branch.

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**Dalmellington Post Office**

10 High Main Street  
Dalmellington  
Ayr  
KA6 7QN

**Services**

Offers similar services, with the addition of Vehicle Tax.

**Opening times**

Monday to Friday	09:00 – 12:30 13:30 – 17:00
Saturday	09:00 – 13:00
Sunday	Closed

**Access and facilities**

This branch has a wide door with a raised threshold with handrails at the entrance.

Internally, there will be a hearing loop.

**Getting there**

This Post Office service is located approximately 6.7 miles away from Straiton Mobile service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving the surrounding area.

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## **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](http://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 closure<sup>1</sup> / 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, Consumer 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, Consumer 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.