Dear Customer,

Service Re-Opening

Denholm Mobile Outreach Services

Affecting Newton St Boswells, Eccles, Gavinton, Broughton, Gordon, Bowden, Clovenfords, Earlston, Ettrickbridge, Fountainhall, Greenlaw, Heriot, Lilliesleaf, Melrose, Norham, Bonchester Bridge and Oxton Mobile Services

We are delighted to let you know that Post Office services were restored to Newton St Boswells, Gavinton, Broughton, Gordon, Ettrickbridge, Heriot, Eccles & Bonchester Bridge Mobile Services on Monday 2 November 2026. These services are operating from their same respective locations.

Additionally, the opening hours at Norham, Greenlaw, Earlston, Melrose, Lilliesleaf, Bowden, Clovenfords, Oxton and Fountainhall Mobile services also operated by the postmaster from Denholm Post Office have changed. Please accept my apologies for the late notification on this occasion.

Full details of these services are provided at the end of this letter.

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, 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.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully,

Victoria Allsop

Victoria Allsop
Retail Change Lead

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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Mobile Service Details

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.

Gavinton Mobile Service	Services available
Adjacent to Norham Village Hall Castle Street Norham TD15 2LQ	Offers the same services.

Opening times		Access
Mon	11:10 – 11:55	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.

Gordon Mobile Service	Services available
Outside Gordon Primary School Murrayfield Gordon TD3 6LW	Offers the same services.

Opening times		Access
Mon	13:45 – 14:30	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.

Bonchester Bridge Mobile Service	Services available
Adjacent to Hartside Bonchester Bridge Hawick TD9 8JN	Offers the same services.

Opening times		Access
Tue	09:00 – 09:30	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.

Ettrickbridge Mobile Service	Services available
Road adjacent to Greenfield Ettrickbridge Selkirk TD7 5JJ	Offers the same services.

Opening times		Access
Wed	09:30 – 10:15	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.

Broughton Mobile Service	Services available
Broughton Primary School Broughton Biggar ML12 6HQ	Offers the same services.

Opening times		Access
Tue	13:00 – 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.

Heriot Mobile Service	Services available
Shoestaines Road Heriot Scottish Borders EH38 5YN	Offers the same services.

Opening times		Access
Fri	11:00 – 11:30	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.

Newton St Boswells Mobile Service	Services available
Council Headquarters Car Park Newtown Street Boswells TD6 0SA	Offers the same services.

Opening times		Access
Thu	15:15 – 16:15	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.

Eccles Mobile Service	Services available
Layby on Kirkfield Eccles Berwickshire TD5 7QR	Offers the same services.
Opening times	**Access**
Thu 11:20 – 12:05	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.

Details of the change to existing Mobile services opening hours:	
Norham Mobile Service	Adjacent to Norham Village Hall, Castle Street, Norham, TD15 2LQ
Current opening times Monday 09:50 – 11:50	**New opening times** Monday 09:20 – 10:50 Thursday 09:20 – 10:50

Details of the change to existing Mobile service opening hours:	
Greenlaw Mobile Service	Greenlaw War Memorial Hall, Bank Street, Greenlaw, TD10 6XA
Current opening times Monday 12:20 – 13:20	**New opening times** Monday 12:05 – 13:05 Thursday 12:15 – 13:15

Details of the change to existing Mobile service opening hours:	
Earlston Mobile Service	Red Lion Hotel Car Park, The Square, Earlston, TD4 6DB
Current opening times Monday 14:05 – 15:05	**New opening times** Monday 14:45 – 15:45 Thursday 14:05 – 15:05

Details of the change to existing Mobile service opening hours:

Melrose Mobile Service	Car Park Melrose Medical Centre, St Dunstans Park, Melrose, TD6 9RX
Current opening times Tuesday 13:30 – 14:30 Wednesday 13:30 – 14:30 Thursday 13:30 – 14:30	**New opening times** Tuesday 14:25 – 15:25 Wednesday 14:00 – 15:00 Friday 13:30 – 14:30

Details of the change to existing Mobile service opening hours:	
Lilliesleaf Mobile Service	Lilliesleaf Village Hall, Lilliesleaf, Melrose, TD6 9HX
Current opening times Tuesday 10:40 – 11:10	**New opening times** Tuesday 09:55 – 10:25

Details of the change to existing Mobile service opening hours:	
Bowden Mobile Service	At the entrance to Commonside, The Square, Bowden, TD6 0SS
Current opening times Tuesday 11:30 – 12:30	**New opening times** Tuesday 10:40 – 11:40

Details of the change to existing Mobile service opening hours:	
Clovenfords Mobile Service	Opposite Caddonlands, Millbank Road, Clovenfords, TD1 3LZ
Current opening times Wednesday 09:35 – 10:05 Thursday 09:35 – 10:05	**New opening times** Wednesday 10:45 – 11:15 Friday 09:35 – 10:05

<table>
<tr><th colspan="2">Details of the change to existing Mobile service opening hours:</th></tr>
<tr><td>Oxton Mobile Service</td><td>Main Street, Oxton, Lauder, TD2 6PN</td></tr>
<tr><td>Current opening times
<table><tr><td>Wednesday</td><td>12:00 – 12:30</td></tr><tr><td>Thursday</td><td>12:00 – 12:30</td></tr></table></td><td>New opening times
<table><tr><td>Wednesday</td><td>12:35 – 13:05</td></tr><tr><td>Friday</td><td>11:50 – 12:20</td></tr></table></td></tr>
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<tr><th colspan="2">Details of the change to existing Mobile service opening hours:</th></tr>
<tr><td>Fountainhall Mobile Service</td><td>Adjacent to Ivanlea Cattery, Old Stage Road, Fountainhall, TD1 2SY</td></tr>
<tr><td>Current opening times
<table><tr><td>Wednesday</td><td>10:25 – 10:55</td></tr><tr><td>Thursday</td><td>10:25 – 10:55</td></tr></table></td><td>New opening times
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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.

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 closure[1]/ 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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

[1]Where 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.