



Dear Customer,

Changes to Denholm Mobile Outreach Services

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

Our postmaster at Denholm branch operates two Post Office mobile vans providing outreach services to the communities detailed above. Following one of the vans recent maintenance checks, it was found one vehicle was no longer road worthy requiring immediate removal from use. As a result, a replacement van is due to commence in May 2026, however this does mean with only one van available, there will be some service changes in the interim.

Consequently, I can confirm, the services at Lilliesleaf, Bonchester Bridge, Hindhousefield, Newton St Boswells, Eccles, Gavinton, Gordon and Broughton, closed on Monday 06 April 2026 and are due to reopen once the new mobile van commences service. We apologise for the inconvenience the closure may cause.

Additionally, in the interim, the Gordon Mobile Service is operating as a Home service provided by the postmaster from Denholm Post Office branch. This service enables customers to order a reduced range of Post Office products and services over the telephone. The products will then either be delivered to a customer's home by the postmaster or are available for collection by the customer at a local Drop-In Session.

There will need to be some additional changes to the opening hours at Bowden, Clovenfords, Earlston, Ettrickbridge, Fountainhall, Greenlaw, Heriot, Lilliesleaf, Melrose, Norham, Oxtan Mobile Services. These changes came into effect on Monday 06 April 2026. Further details of the changes to existing services are provided at the end of this letter.

I would like to assure you that we are working hard to keep the period of closure to a minimum and to reinstate these Post Office Mobile services to the local community as soon as possible. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. 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 will display posters locally to let our customers know. 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.

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

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

Yours faithfully,

Scott Hamilton

Scott Hamilton
Area Change Manager

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

Alternative branches for Bonchester Bridge Mobile Service

Denholm Post Office	Services available
The Auld Bakery 1 Westside Denholm Hawick TD9 8LX	Offers similar services, with the addition of Euros and Dollars Travel Money.

Opening times		Access
Mon - Fri	08:00 - 13:00 14:00 - 17:30	Access is level at the entrance to the premises.
Sat	08:00 - 12:30	
Sun	Closed	

Getting there

Approximately 6 miles from Bonchester Mobile Service, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

Dickson Street Post Office	Services available
Nisa Local 6 Dickson Street Hawick TD9 7EL	Offers similar services, with the addition of Euros and Dollars Travel Money.

Opening times		Access
Mon - Sun	06:00 - 22:00	There is a step at the entrance to the premises.

Getting there

Approximately 7.9 miles from Bonchester Mobile Service, along varied terrain. Time restricted parking is available outside of the branch. Public transport is available to and from the surrounding areas.

Alternative branches for Hindhousefield Mobile Service

Jedburgh Post Office		Services available
Morrison's Daily 11-17 Cannongate Jedburgh TD8 6AN		Offers similar services, with the addition of Euros and Dollars Travel Money, On Demand Travel Insurance and Vehicle Tax.
Opening times		Access
Mon - Sun	07:00 - 21:00	Access is level with wide automatic doors at the entrance to the premises.
Getting there		

Approximately 0.8 miles from Hindhousefield Mobile Service, along varied terrain. Time restricted roadside parking is available opposite the branch. Public transport is available to and from the surrounding areas.

Denholm Post Office		Services available
The Auld Bakery 1 Westside Denholm Hawick TD9 8LX		Offers similar services, with the addition of Euros and Dollars Travel Money.
Opening times		Access
Mon - Fri	08:00 - 13:00 14:00 - 17:30	Access is level at the entrance to the premises.
Sat	08:00 - 12:30	
Sun	Closed	
Getting there		

Approximately 6.5 miles from Hindhousefield Mobile Service, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

Alternative branches for Newton St Boswells Mobile Service

St Boswells Post Office		Services available
Morrison's Daily Main Street St Boswells Melrose TD6 0AT		Offers similar services, with the addition of Euros and Dollars Travel Money and Vehicle Tax
Opening times		Access
Mon - Sun	08:00 - 21:00	There is a step at the entrance to the premises

Getting there

Approximately 1.5 miles from Newton St Boswells Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

Langlee Post Office		Services available
Borders Pharmacy 8A Marmion Road Galashiels TD1 2DE		Offers the same services.
Opening times		Access
Mon - Sat	09:00 - 17:30	Access is level at the entrance to the premises.
Sun	Closed	

Getting there

Approximately 5.3 miles from Newton St Boswells Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

Alternative branches for Tweed Road Mobile Service

Gala Park Post Office	Services available
Gala Park Newsagents 8 Balmoral Place Galashiels TD1 1JE	Offers the same services.

Opening times		Access
Mon - Sat	09:00 - 17:30	Access is level at the entrance to the premises.
Sun	Closed	

Getting there

Approximately 1.1 miles from Tweed Road Post Office branch, along varied terrain. Roadside parking is outside of the branch. Public transport is available to and from the surrounding areas.

Langlee Post Office	Services available
Borders Pharmacy 8A Marmion Road Galashiels TD1 2DE	Offers the same services.

Opening times		Access
Mon - Sat	09:00 - 17:30	Access is level at the entrance to the premises.
Sun	Closed	

Getting there

Approximately 1.2 miles from Tweed Road Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

Alternative branches for Eccles Mobile Service

Kelso Post Office	Services available
Brown Newsagents 13 Woodmarket Kelso TD5 7AT	Offers similar services, with the addition of a On Demand Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

Opening times	Access						
<table border="1"><tr><td>Mon - Fri</td><td>06:00 - 17:00</td></tr><tr><td>Sat</td><td>06:00 - 13:00</td></tr><tr><td>Sun</td><td>06:00 - 11:00</td></tr></table>	Mon - Fri	06:00 - 17:00	Sat	06:00 - 13:00	Sun	06:00 - 11:00	Access is level at the entrance to the premises.
Mon - Fri	06:00 - 17:00						
Sat	06:00 - 13:00						
Sun	06:00 - 11:00						

Getting there

Approximately 5.9 miles from Eccles Post Office branch, along varied terrain.
Time restricted parking is available opposite the branch.
There is a regular bus service available between Eccles mobile service and this Post Office service. The nearest bus stop is approximately 160 metres away.

Coldstream Post Office	Services available
Premier 64 High Street Coldstream TD12 4DH	Offers similar services, with the addition of Vehicle Tax and Euros and Dollars Travel Money.

Opening times	Access				
<table border="1"><tr><td>Mon - Sat</td><td>08:30 - 22:00</td></tr><tr><td>Sun</td><td>09:30 - 22:00</td></tr></table>	Mon - Sat	08:30 - 22:00	Sun	09:30 - 22:00	There is a step at the entrance to the premises.
Mon - Sat	08:30 - 22:00				
Sun	09:30 - 22:00				

Getting there

Approximately 6 miles from Eccles Post Office branch, along varied terrain.
Time restricted parking is available outside of the branch.
Public transport is available to and from the surrounding area.

Alternative branches for Gavinton Mobile Service

Duns Post Office	Services available
Nairn 24-28 Market Square Duns TD11 3BY	Offers similar services, with the addition of Vehicle Tax, On Demand Travel Money and On Demand Travel Insurance.

Opening times	Access				
<table border="1"><tr><td>Mon - Sat</td><td>05:00 - 17:30</td></tr><tr><td>Sun</td><td>05:00 - 13:00</td></tr></table>	Mon - Sat	05:00 - 17:30	Sun	05:00 - 13:00	There are steps at the entrance to the premises.
Mon - Sat	05:00 - 17:30				
Sun	05:00 - 13:00				

Getting there

Approximately 2 miles from Gavinton Post Office branch, along varied terrain.
Time restricted customer parking is available outside of the branch.
Public transport is available to and from the surrounding area.

Chirnside Post Office	Services available
Chirnside Convenience Store Crosshill Chirnside Duns TD11 3UF	Offers similar services, with the addition of Euro Travel Money, and Vehicle Tax.

Opening times	Access						
<table border="1"><tr><td>Mon - Fri</td><td>07:00 - 17:30</td></tr><tr><td>Sat</td><td>07:00 - 12:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	07:00 - 17:30	Sat	07:00 - 12:30	Sun	Closed	There are steps at the entrance to the premises.
Mon - Fri	07:00 - 17:30						
Sat	07:00 - 12:30						
Sun	Closed						

Getting there

Approximately 7.9 miles from Gavinton Post Office branch, along varied terrain.
There is roadside parking available nearby the branch.
There is a regular bus service available between Gavinton mobile service and this Post Office service.
The nearest bus stop is approximately 400 metres away.

Alternative branches for Broughton Mobile Service

Biggar Post Office		Services available
Brownlies 107 High Street Biggar ML12 6DL		Offers similar services, with the addition of Euro Dollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Sun	06:00 - 22:00	Access is level at the entrance to the premises.
Getting there		
<p>Approximately 5.1 miles from Broughton Post Office branch, along varied terrain. There is time restricted customer parking available outside of the branch. There is a regular bus service available between Broughton mobile service and this Post Office service. The nearest bus stop is approximately 62 metres away.</p>		

Symington Post Office		Services available
Spar 14 Main Street Biggar ML12 6LJ		Offers similar services, with the addition of Euro Travel Money.
Opening times		Access
Mon - Fri	08:00 - 17:00	There is step with handrails at the entrance to the premises.
Sat	08:00 - 13:00	
Sun	Closed	
Getting there		
<p>Approximately 8.4 miles from Broughton Post Office branch, along varied terrain. There is a customer car park available outside of the branch. Public transport is available to and from the surrounding area.</p>		

Details of How to Access Gordon Home Service:

For more information on the service, please contact Denholm branch directly:

Contact Number - 01450 870593

Branch Address - 1 Westside, Denholm, Hawick, TD9 8LX

Details of the change to the existing Mobile service opening hours:

Bowden Mobile Service	At the entrance to Commonsides, The Square, Bowden, Melrose, TD6 0SS				
Current opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Tuesday</td> <td>13:00 – 14:00</td> </tr> </table>	Tuesday	13:00 – 14:00	New opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Tuesday</td> <td>11:30 – 12:30</td> </tr> </table>	Tuesday	11:30 – 12:30
Tuesday	13:00 – 14:00				
Tuesday	11:30 – 12:30				

Clovenfords Mobile Service	Opposite Caddonlands, Millbank Road, Clovenfords, Galashiels, TD1 3LZ										
Current opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Monday</td> <td>09:00 – 10:30</td> </tr> <tr> <td>Tuesday</td> <td>09:30 – 10:00</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 10:00</td> </tr> </table>	Monday	09:00 – 10:30	Tuesday	09:30 – 10:00	Thursday	09:00 – 10:00	New opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Wednesday</td> <td>09:35 – 10:05</td> </tr> <tr> <td>Thursday</td> <td>09:35 – 10:05</td> </tr> </table>	Wednesday	09:35 – 10:05	Thursday	09:35 – 10:05
Monday	09:00 – 10:30										
Tuesday	09:30 – 10:00										
Thursday	09:00 – 10:00										
Wednesday	09:35 – 10:05										
Thursday	09:35 – 10:05										

Earlston Mobile Service	Red Lion Hotel Car Park, The Square, Earlston, TD4 6DB						
Current opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Monday</td> <td>13:00 – 15:00</td> </tr> <tr> <td>Wednesday</td> <td>13:45 – 15:45</td> </tr> </table>	Monday	13:00 – 15:00	Wednesday	13:45 – 15:45	New opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Monday</td> <td>14:05 – 15:05</td> </tr> </table>	Monday	14:05 – 15:05
Monday	13:00 – 15:00						
Wednesday	13:45 – 15:45						
Monday	14:05 – 15:05						

Ettrickbridge Mobile Service	Road adjacent to Greenfield, Etterickbridge, Selkirk, TD7 5JJ				
Current opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Tuesday</td> <td>11:30 – 12:15</td> </tr> </table>	Tuesday	11:30 – 12:15	New opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Tuesday</td> <td>09:30 – 10:15</td> </tr> </table>	Tuesday	09:30 – 10:15
Tuesday	11:30 – 12:15				
Tuesday	09:30 – 10:15				

Fountainhall Mobile Service	Adjacent to Ivanlea Cattery, Old Stage Road, Fountainhall, Galashiels, TD1 2SY								
Current opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Monday</td> <td>11:00 – 12:00</td> </tr> <tr> <td>Thursday</td> <td>10:30 – 11:30</td> </tr> </table>	Monday	11:00 – 12:00	Thursday	10:30 – 11:30	New opening times <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Wednesday</td> <td>10:25 – 10:55</td> </tr> <tr> <td>Thursday</td> <td>10:25 – 10:55</td> </tr> </table>	Wednesday	10:25 – 10:55	Thursday	10:25 – 10:55
Monday	11:00 – 12:00								
Thursday	10:30 – 11:30								
Wednesday	10:25 – 10:55								
Thursday	10:25 – 10:55								

Greenlaw Mobile Service	Greenlaw War Memorial Hall, Bank Street, Greenlaw, Duns, TD10 6XA
Current opening times	New opening times
Monday 11:00 – 12:30	Monday 12:20 – 13:20
Wednesday 11:30 – 12:30	
Thursday 09:00 – 10:30	
Friday 11:30 – 13:00	

Heriot Mobile Service	Shoestaines Road, Heriot, EH38 5YN
Current opening times	New opening times
Monday 12:20 – 12:50	Wednesday 11:10 – 11:40
Thursday 11:45 – 12:15	Thursday 11:10 – 11:40

Lilliesleaf Mobile Service	Lilliesleaf Village Hall, Lilliesleaf, Melrose, TD6 9HX
Current opening times	New opening times
Tuesday 08:30 – 09:00	Tuesday 10:40 – 11:10

Melrose Mobile Service	Car Park Melrose Medical Centre, St Dunstons Park, Melrose, TD6 9RX
Current opening times	New opening times
Monday 14:45 – 16:15	Tuesday 13:30 – 14:30
Tuesday 14:30 – 15:45	Wednesday 13:30 – 14:30
Thursday 14:00 – 16:15	Thursday 13:30 – 14:30

Norham Mobile Service	Adjacent to Norham Village Hall, Castle Street, Norham, Berwick-upon-Tweed, TD15 2LQ
Current opening times	New opening times
Monday 09:00 – 10:30	Monday 09:50 – 11:50
Wednesday 09:00 – 11:00	
Thursday 12:00 – 14:00	
Friday 09:00 – 10:00	

Oxton Mobile Service	Main Street, Oxton, Lauder, TD2 6PN
Current opening times	New opening times
Monday 13:30 – 14:00	Wednesday 12:00 – 12:30
Thursday 12:45 – 13:15	Thursday 12:00 – 12:30

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 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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.