



Dear Customer

**East Linton Post Office®**  
**Previously located at: 39 High Street, East Linton, EH40 3AA**

**Local Public Consultation Decision**

We are confirming our final plans for the above branch, which we are pleased to confirm opened in The Mart, Station Road, East Linton EH40 3DN on 28 March 2018.

We received 78 from customers and local representatives during the consultation period. This feedback was all in support of our plans, however some concerns were raised about location of new Post Office premises and access route to premises. Customers also commented on security and service arrangements at the new premises. The feedback welcomed the improved access with more spacious premises that the new branch is offering and also liked the longer opening times and better parking facilities that are available.

As previously explained, due to resignation of the Postmaster the previous Post Office premises closed at the end of March 2018 and service relocated to the new premises. I acknowledge that any such change may cause inconvenience to some, however, this arrangement has enabled us to maintain continued access to Post Office services, which otherwise would be in risk of being temporarily closed without other immediate solutions.

I appreciate that the new branch is approximately 500 metres away from the previous branch and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the branch is slightly closer.

This branch has level access and a wide door at the entrance. Internally the new branch are in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We have worked closely with the new operator on the internal layout and to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Aisles and the queuing area are kept free from obstructions and adequate room are provided for customers and a wheelchair to move around without difficulty. Customers are also benefiting from longer opening hours throughout the week.

We know our customers value excellent customer service at the Post Office. Please be assured all staff are fully trained in Post Office transactions and to the same professional high standard as in all our branches, and staffing levels are aligned to meet customer demand. There are adequate space to hold mail securely until it is collected by Royal Mail.

I am pleased to confirm that the new premises are able to hold undelivered items and that outreach services are continuing to operate from new East Linton Post Office.

I have carefully considered our original proposal, the feedback received during the local public consultation period as well as the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new location, I am confident that this move allows customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Thank you for considering our proposal.

Yours faithfully

*Scott Hamilton*

**Scott Hamilton**  
**Network Operations Area Manager**

**How to contact us:**



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



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)



FREEPOST Your Comments

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

<b>East Linton Post Office information sheet</b>			
<b>New Post Office location</b>			
<b>Address</b>	The Mart Station Road East Linton EH40 3DN		
<b>Post Office Opening hours</b>		Mon	09:00 - 17:30
		Tue	09:00 - 17:30
		Wed	09:00 - 17:30
		Thu	09:00 - 17:30
		Fri	09:00 - 17:30
		Sat	09:00 - 17:30
		Sun	09:00 - 17:30
<b>Distance</b>	500 metres away from the previous branch, along varied terrain.		
<b>Products &amp; Services</b>	The same range of services will continue to be available.		
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> This premises has a wide door and level access at the entrance.</p> <p><b>Transport/parking</b> There is a car park outside the premises. Bus service runs along Station Road. The nearest bus stop is approximately 50 metres from the new premises.</p>		

**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.**