



Dear Customer

**East Linton Post Office**  
**Station Road, East Linton, EH40 3DN**

**Temporary Closure of Outreach Services**

We are writing to inform you that, regrettably, the postmaster from East Linton branch has resigned from operating the Outreach services at Stenton, Garvald, Dirleton, Innerwick, Cockburnspath, Ayton, including the Home services at Drem, and Lonformarcus. Therefore, these services closed from Friday 23 February 2024. Please accept my apologies for the late notification on this occasion.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to re-open branches when they close, we cannot commit to doing so in every instance. As part of our continuous review of the Post Office network, we will evaluate Post Office service provision in the area. We want to ensure customers can access our quality services and products across the Post Office network and it is important that any service is sustainable for both the operator and for Post Office Limited. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need.

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".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the local area to inform customers.

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 would like to apologise for the inconvenience the closure may cause. 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](http://www.postoffice.co.uk/branch-finder)

If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

Yours faithfully

*Steven Simpson*

**Steven Simpson**  
**Network Provision Lead**

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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 branches**

**Some branches may need to make changes to their opening hours.  
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 may continue to use East Linton Post Office for everyday Post Office products and services. Details of possible alternative Post Office branches in the area are provided below for your convenience:

**Alternative Post Office branches for Stenton Outreach Service**  
**Stenton Village Hall, Stenton, Dunbar, EH42 1TE**

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**East Linton Post Office**

Station Road  
East Linton  
EH40 3DN

**Services**

Offers a range of services, with the Euros On Demand Travel Money and Vehicle Tax.

**Opening times**

Monday – Sunday	09:00 – 17:00
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**Access**

This branch has a wide door and access is via a ramp or steps with handrails at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

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

There is a customer car park outside the branch.

There is a limited bus service available between Stenton Outreach service and this Post Office service.

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**Dunbar Post Office**

17A High Street  
Dunbar  
EH42 1EN

**Services**

Offers a range of services, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

**Opening times**

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

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 5.6 miles away from Stenton Outreach service, along varied terrain.

There is shopper's car park 60 metres away.

Additionally, there is pay and display parking available along the High Street and nearby.

There is a limited bus service available between Stenton Outreach service and this Post Office service.

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**Alternative Post Office branches for Garvald Outreach Service**  
**Garvald Village Hall, Garvald, Haddington, EH41 4LN**

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**Haddington Post Office**

50 Court Street  
Haddington  
EH41 3UU

**Services**

Offers a range of services, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

**Opening times**

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

**Access**

This branch has a wide door and access is via steps with handrails at the entrance.

Internally, there is a hearing loop.

**Getting there**

This Post Office service is located approximately 5.9 miles away from Garvald Outreach service, along varied terrain.

There is a no direct bus service available between Garvald Outreach service and this Post Office service, however, customers using their own transport, time restricted parking is available on Court Street.

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**East Linton Post Office**

Station Road  
East Linton  
EH40 3DN

**Services**

Offers a range of services, with the Euros On Demand Travel Money and Vehicle Tax.

**Opening times**

Monday – Sunday	09:00 – 17:00
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**Access**

This branch has a wide door and access is via a ramp or steps with handrails at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 6 miles away from Garvald Outreach service, along varied terrain.

There is a no direct bus service available between Garvald Outreach service and this Post Office service, however, customers using their own transport, there is a customer car park outside the branch.

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**Alternative Post Office branches for Dirleton Outreach Service**  
**The Castle Inn, Dirleton, North Berwick, EH39 5EP**

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**North Berwick Post Office**

7 High Street  
North Berwick  
EH39 4HH

**Services**

Offers a range of services, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

**Opening times**

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

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 2.7 miles away from Dirleton Outreach service, along varied terrain.

Roadside parking is available along the High Street and there is a public car park on Melbourne Place. There is a regular bus service available between Dirleton Outreach service and this Post Office service. The nearest bus stop is approximately 300 metres away.

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**Longniddry Post Office**

29A Links Road  
Longniddry  
EH32 0NH

**Services**

Offers a range of services, with the Euros On Demand Travel Money and Vehicle Tax.

**Opening times**

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

**Access**

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

Internally, there is a hearing loop.

**Getting there**

This Post Office service is located approximately 7.9 miles away from Dirleton Outreach service, along varied terrain.

Roadside parking is available outside the branch and nearby.

There is a regular bus service available between Dirleton Outreach service and this Post Office service. The nearest bus stop is approximately 140 metres away.

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**Alternative Post Office branches for Innerwick Outreach Service**  
**Innerwick Village Hall, Main Street, Innerwick, Dunbar, EH42 1SE**

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**Dunbar Post Office**

17A High Street  
Dunbar  
EH42 1EN

**Services**

Offers a range of services, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

**Opening times**

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

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 4.4 miles away from Innerwick Outreach service, along varied terrain.

There is shopper's car park 60 metres away.

Additionally, there is pay and display parking available along the High Street and nearby.

There is a limited bus service available between Innerwick Outreach service and this Post Office service.

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**East Linton Post Office**

Station Road  
East Linton  
EH40 3DN

**Services**

Offers a range of services, with the Euros On Demand Travel Money and Vehicle Tax.

**Opening times**

Monday – Sunday	09:00 – 17:00
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**Access**

This branch has a wide door and access is via a ramp or steps with handrails at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 9.5 miles away from Innerwick Outreach service, along varied terrain.

There is a customer car park outside the branch.

There is a limited bus service available between Innerwick Outreach service and this Post Office service.

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**Alternative Post Office branches for: Cockburnspath Outreach Service  
Callander Place, Cockburnspath, TD13 5XY**

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**Dunbar Post Office**

17A High Street  
Dunbar  
EH42 1EN

**Services**

Offers a range of services, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

**Opening times**

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

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 8.4 miles away from Cockburnspath Outreach service, along varied terrain.

There is shopper's car park 60 metres away.

Additionally, there is pay and display parking available along the High Street and nearby.

There is a limited bus service available between Cockburnspath Outreach service and this Post Office service.

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**Coldingham Post Office**

Coldingham Interpretation Centre  
Coldingham  
Eyemouth  
TD14 5NL

**Services**

Offers a range of services.

**Opening times**

Monday – Friday	09:00 – 14:00
Saturday	09:00 – 12:00
Sunday	Closed

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 10.2 miles away from Cockburnspath Outreach service, along varied terrain.

There is dedicated parking available outside the branch.

There is a limited bus service available between Cockburnspath Outreach service and this Post Office service.

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**Alternative Post Office branches for Ayton Outreach Service  
High Street, Ayton, Eyemouth, TD14 5QN**

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**Eyemouth Post Office**

Industrial Estate  
Coldingham Road  
Eyemouth  
TD14 5AN

**Services**

Offers a range of services with Vehicle Tax, Euros and Dollars On Demand Travel Money.

**Opening times**

Monday – Friday	09:00 – 17:00
Saturday & Sunday	09:00 – 12:00

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 2.8 miles away from Ayton Outreach service, along varied terrain.

Parking is available nearby.

There is a regular bus service available between Ayton Outreach service and this Post Office service.

The nearest bus stop is approximately 250 metres away.

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**Reston Post Office**

Main Street  
Reston  
Eyemouth  
TD14 5JS

**Services**

Offers a range of services.

**Opening times**

Monday – Sunday	06:30 – 18:30
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**Access**

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

Internally, there is a hearing loop.

**Getting there**

This Post Office service is located approximately 2.9 miles away from Ayton Outreach service, along varied terrain.

Roadside parking is available outside the branch and nearby.

There is a limited bus service available between Ayton Outreach service and this Post Office service.

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## Alternative Post Office branches for Drem Home Service

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### Longniddry Post Office

29A Links Road  
Longniddry  
EH32 0NH

### Services

Offers a range of services, with the Euros On Demand Travel Money and Vehicle Tax.

### Opening times

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

### Access

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

Internally, there is a hearing loop.

### Getting there

Roadside parking is available outside the branch and nearby.

There are local buses serving in the surrounding area.

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### Haddington Post Office

50 Court Street  
Haddington  
EH41 3UU

### Services

Offers a range of services, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

### Opening times

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

### Access

This branch has a wide door and access is via steps with handrails at the entrance.

Internally, there is a hearing loop.

### Getting there

Time restricted parking is available on Court Street.

There are local buses serving in the surrounding area.

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## Alternative Post Office branches for Longformacus Home Service

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### Duns Post Office

24 - 28 Market Square  
Duns  
TD11 3BY

### Services

Offers a range of services, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

### Opening times

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

### Access

This branch has a wide door and access is via step with handrails at the entrance.  
Internally, there is a hearing loop.

### Getting there

Time restricted parking is available within the Market Square.  
There are local buses serving in the surrounding area.

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### Chirnside Post Office

Crosshill  
Chirnside  
Duns  
TD11 3UF

### Services

Offers a range of services with Euros On Demand Travel Money, and, Vehicle Tax.

### Opening times

Monday – Saturday	07:00 – 20:00
Sunday	07:00 – 18:00

### Access

This branch has a wide door and access is via steps at the entrance.  
Internally, there is a hearing loop.

### Getting there

Roadside parking is available outside the branch and nearby.  
There are local buses serving in 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**

**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.