



Dear Customer

**Branch Temporary Closure**

**Edenbridge Post Office  
36 High Street, Edenbridge, TN8 5AB**

We are writing to inform you that, regrettably, due to the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on Thursday 2 November 2023 at 13:00. The pharmacy will continue to operate from the above premises.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. We have received an application for Edenbridge Post Office which is progressing, and we are also exploring the provision of a temporary branch for Edenbridge.

It is important that any future service is sustainable for the person operating the service, and for Post Office Limited. Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be a local style branch which runs alongside an established retail shop in newly refurbished premises and creates a more modern and convenient experience for customers.

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 branch 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 temporary 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 once we have any news about our plans for future service provision.

Yours faithfully

*Emily Clive*

**Emily Clive  
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 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)**

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**Dormans Land Post Office**

54 - 58 High Street  
Dormans Land  
Lingfield  
RH7 6PY

**Opening times**

Monday to Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

**Getting there**

This Post Office service is located approximately 4.5 miles away from Edenbridge branch, along varied terrain. Time restricted roadside parking is available outside the branch. Further roadside parking is available nearby. There are local buses serving in the surrounding area.

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**Lingfield Post Office**

26 Godstone Road  
Lingfield  
RH7 6BW

**Opening times**

Monday to Wednesday	07:30 – 17:00
Thursday & Friday	07:30 – 17:30
Saturday	07:30 – 13:30
Sunday	08:30 – 17:30

**Getting there**

This Post Office service is located approximately 4.8 miles away from Edenbridge branch, along varied terrain. Time restricted roadside parking is available outside the branch. Further roadside parking is available nearby. There are local buses serving in the surrounding area.

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**Holland Post Office**

218 Pollards Oak Road  
Hurst Green  
Oxted  
RH8 0JP

**Opening times**

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

**Getting there**

This Post Office service is located approximately 5 miles away from Edenbridge branch, along varied terrain. There is a free customer car park outside the shopping parade with a dedicated disabled bay. There are local buses serving in the surrounding area.

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**Services**

Offers National Lottery, Euros and Dollars On Demand Travel Money, however excluding, a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and Demand Travel Insurance.

**Access**

This branch has a wide door and there is a step leading into the premises.

Internally, there is a hearing loop.

**Services**

Offers Vehicle Tax, Euros and Dollars On Demand Travel Money, however excluding, a comprehensive range of Travel Money, Passport Check & Send, On Demand Travel Insurance, and National Lottery.

**Access**

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

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

**Services**

Offers On Demand Travel Insurance, however excluding, a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and National Lottery.

**Access**

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

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

## **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](https://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.