



Dear Sir/Madam

Elmstead Post Office®
Previously located at: Colchester Road, Elmstead, Colchester, CO7 7EE

Service Re-opening

I am pleased to inform you that we will be restoring Post Office services to Elmstead on Monday 4 June 2018. The branch closed temporarily in July 2017 following the resignation of the Postmaster and the withdrawal of the premises for Post Office use. We are pleased to be able to reinstate the service as a Hosted Outreach service in a temporary unit while we continue to seek a permanent solution.

The new service will be operated from FV Conservatories & Windows Ltd, Colchester Road, Elmstead, Colchester, CO7 7EA and will offer a wide range of Post Office products and services. Full details of the new temporary service 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 the branch. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter. If you have any questions about the new service, please write to me via the Communication and Consultation Team at the address shown below. 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're carrying out this change in line with our Code of Practice. You can find more information about the Code at the end of this letter. I would like to thank you for your patience at this time.




We hope that you and our customers support your local Post Office service.

Yours faithfully

A handwritten signature in black ink, appearing to read "Wendy Hamilton".

Wendy Hamilton
Area Network Change Manager

How to contact us:

 comments@postoffice.co.uk
 FREEPOST Your Comments
 www.postofficeviews.co.uk

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 on our website at: 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.

Details of the new service:

Elmstead Hosted Outreach Service

FV Conservatories & Windows Ltd
Colchester Road
Elmstead
Colchester
CO7 7EA

Services

A wide range of products and services will be available.

Access and facilities

The premises has a wide door and level access at the entrance.

Transport/parking

There is a car park adjacent to the premises.

Opening times

Monday	14:00 – 16:00
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Route

This Post Office service is located approximately 65 metres from the previous branch, along level terrain.

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.