



Dear Customer

Fareham Post Office®
4 Savoy Buildings, Fareham, PO16 0AG

Changes to your branch

We recently asked your views on some key areas about our plans to franchise Fareham Post Office. In total we received 28 responses.

Thank you to everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in finalising our plans.

After careful consideration of the feedback received, we are confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Fareham.

A summary of the key issues raised and our response to each key issue is enclosed, along with an information sheet providing further details about the branch.

The branch will remain at its current location, but to enable us to make the necessary changes to the branch, it will be necessary for it to close at 17:30 on Wednesday 6 February 2019. However, it will reopen at 09:00 on Friday 8 February 2019. During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of two nearby alternative Post Office branches are provided below for your information:

- Fairfield Avenue Post Office, 1-3 Randal View, Bishopsfield Road, Fareham, PO14 1FG
- Funtley Post Office, Kilm Road, Funtley, PO16 7UP

For this short period of closure, for customers requiring DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services, the nearest branch is: Gosport Post Office, 51 52 High Street, Gosport PO12 1DF approximately 5.5 miles away.

I am confident that our customers in Fareham will continue to receive a high standard of customer service in the years ahead.

You can also find a copy of this letter on our website at postofficeviews.co.uk.

Yours faithfully

Roger Gale
Network & Sales Director
Post Office Limited

Key points raised:

- Location of Post Office on first floor and use of the customer lift
- Staffing & the change in the way the branch is run

Response to key points:

The lift can carry up to ten people and can accommodate pushchairs and wheelchairs. In 2017 the lift was refurbished and is in good working order. If for any reason customers are unable to access the first floor, alternative arrangements to access Post Office services would be put in place from a designated till point at the ground floor retail counter as required. These arrangements would enable customer access to all of the services normally available upstairs except for a small number of high value services such as business banking and foreign currency.

WHSmith High Street Ltd will ensure there are sufficiently wide, clear aisles and there is adequate space for Post Office customers, including wheelchair users, so they can easily access the Post Office area.

WHSmith already successfully operate over 130 Post Office branches and have satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Fareham Post Office will be trained to the highest Post Office standards and the branch will receive on-going training on products and services, as well as general operational and service related matters.

Fareham Post Office Information Sheet															
Address	WHSmith 4 Savoy Buildings Fareham PO16 0AG														
Opening hours	<table> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>10:00 – 14:00</td></tr> </table>	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	10:00 – 14:00
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	10:00 – 14:00														
Products & Services	A wide range of services will still be available at the branch.														
Serving positions	There are five serving positions in total, made up of one screened and four open plan. The total number of serving positions has been based on current and future predicted business levels.														
Additional facilities	Three self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.														
Access & facilities	Entrance into the WHSmith store has a very slight slope and an automatic door. A low level serving counter, low level writing desk and hearing loop will continue to be available.														
Retail	Stationery, books and news														
Date of temporary closure and re-opening	Closed from 17:30 on Wednesday 6 February 2019, Re-opening at Friday 8 February 2019.														

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.