



Dear Customer

**Fartown Post Office®**  
**53 Fartown Green Road, Huddersfield, HD2 1AF**

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 316 Bradford Road, Huddersfield, HD1 6LQ, where it will be known as Fartown Post Office and News and operate as one of our new main style Post Office branches.

We received 8 individual responses from customers and local representatives during the local public consultation period. The main feedback was about the parking facilities near the new premises. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new branch.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of the parking and I can confirm there are 6 parking spaces at the front of the shop and another 8 shared car parking spaces at the adjacent shops including a designated disabled space. There are another 4 spaces at the rear of the shop. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

Local community transport scheme Health For All operate in the local area and may provide an alternative option for customers wishing to access the new branch. Further details, including how to register, are available by telephone on 0113 270 6903 and at <http://www.healthforall.org.uk/?pid=28>. Details of the scheme will be displayed at the new branch.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible. I am pleased to confirm that before the new Post Office opens, the new operator will be making improvements to improve access for customers by installing a permanent ramp.

Internally, the new main style branch will be built in line with Post Office specifications with a dedicated Post Office area, incorporating two security screened counters, with low level facilities and separate queuing area for Post Office customers. We have been working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty.

Customers will be able to transact the same wide range of products and services as currently, with the addition of Car tax and a wider selection of On Demand Travel Money, whilst benefitting from longer opening times on Saturdays.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open in line with the store opening times, allowing customers to transact the majority of Post Office products and services alongside retail transactions and at times that are more convenient for them. Full details of the new branch are at the end of this letter.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that this move will allow 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.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 173320

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](https://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



**Suzanne Richardson**  
**Regional Network Manager**

#### How to contact us:

-  [postofficeviews.co.uk](https://postofficeviews.co.uk)
  -  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
  -  Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55
  -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are required.**

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

**Details of the new service:**

<b>Fartown Post Office information sheet</b>															
<b>Address</b>	Fartown Post Office and News 316 Bradford Road Huddersfield HD1 6LQ														
<b>Post Office Opening hours</b>	<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>Closed</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	Closed
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<b>New Opening times of Post Office service at retail counter</b>	<table> <tr><td>Mon - Sat</td><td>08:30 - 18:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	08:30 - 18:30	Sun	Closed										
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Sun	Closed														
<b>Distance</b>	322 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The same wide range of products and services will still be available with the addition of Car tax and a wider selection of On Demand travel money.														
<b>Serving positions</b>	There will be three serving positions. These will be a mixture of two screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> There will be a ramp at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p><b>Parking/Buses</b> Off road parking is available outside the premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of relocation</b>	To be confirmed														