



Dear Customer

**Fernhurst Post Office®**  
**1 Church Road, Fernhurst, Haslemere, GU27 3HZ**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Shop 6, Dudman-Ward Ltd., Vann Road, Fernhurst, Haslemere, GU27 3JL, where it will operate as one of our new local style Post Office branches.

We received 42 individual responses from customers and local representatives during the local public consultation period. The main feedback commented about a number of issues including location, closure of the branch on Saturdays, the availability of space inside the proposed shop and the level of service that would be provided following the change. Some feedback commented that the proposed new branch would be closer and easier to access. This feedback enabled me to improve my understanding of customers' concerns and views and to ensure that all such information was taken into account before finalising our plans for the new branch.

We recognise that the Post Office plays an important part in the lives of customers, particularly for elderly and disabled customers, and we want to make our services as accessible as possible. The new location is approximately 90 metres away from the current site with a free car park to the rear of the new premises. With the aim of further assisting customers, the new operator will engage with the relevant authority to request a review of dropped kerbs in the area and the provision of a safe crossing point.

There is a step at the main entrance of the new premises, however a handrail will be installed along with a bell and signage to enable customers with mobility issues to summon assistance. Additionally, the new operator will ensure the entrance door opens easily and will explore what can be done to improve the lighting in the area surrounding the new premises.

Inside the shop, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around the shop and access Post Office services.

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. Staffing levels will be carefully aligned to meet customer demand and the staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

The new local style Post Office will operate from a Post Office serving point located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. I am also pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. The full range of Post Office products and services are available at Haslemere Post Office.

The change also means that the Post Office hours are aligned to those of the store. The new operator does not open their retail store on Saturday and we recognise that the loss of Saturday opening will be inconvenient for some, for which we apologise. Whilst our aim is always to provide more convenient opening hours for customers, our main priority is to ensure a long term sustainable service for the whole community. I can confirm that the new Post Office will open over lunchtimes Monday, Tuesday, Thursday & Friday, therefore offering slightly increased opening hours across the week. For customers wishing to access Post Office services at the weekends, Haslemere Post Office, which is approximately 3.8 miles away from the new premises, opens Monday to Friday 09:00 – 17:30 and Saturday 09:00 – 12:30.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Details of the new service are provided at the end of this letter together with a product list, which lets you know which services which will be available at your new branch.

The current branch will close at 17:30 on Thursday 1 February 2018, with the new branch opening, at Shop 6, Dudman-Ward Ltd., Vann Road, at 13:00 on Friday 2 February 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch is provided below for your convenience:

- Haslemere Post Office, 3 West Street, Haslemere, GU27 2A

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 115923

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](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.



Thank you for considering our proposal.

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: 03452 66 01 15  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

We've published our final plan on-line, 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 03452 66 01 15 or Textphone 03457 22 33 55.**

**Fernhurst Post Office information sheet**

<b>Address</b>	Shop 6 Dudman-Ward Ltd Vann Road Fernhurst Haslemere GU27 3JL														
<b>Opening hours</b>	<table border="1"><tr><td>Monday</td><td>09:00 - 17:00</td></tr><tr><td>Tuesday</td><td>09:00 - 17:00</td></tr><tr><td>Wednesday</td><td>09:00 - 13:00</td></tr><tr><td>Thursday</td><td>09:00 - 17:00</td></tr><tr><td>Friday</td><td>09:00 - 17:00</td></tr><tr><td>Saturday</td><td>Closed</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	09:00 - 17:00	Tuesday	09:00 - 17:00	Wednesday	09:00 - 13:00	Thursday	09:00 - 17:00	Friday	09:00 - 17:00	Saturday	Closed	Sunday	Closed
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Thursday	09:00 - 17:00														
Friday	09:00 - 17:00														
Saturday	Closed														
Sunday	Closed														
<b>Distance</b>	90 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b></p> <p>Currently there is a step at the entrance to the new premises, however a handrail will be installed along with a bell and signage to enable customers with mobility issues to summon assistance. Internally, there will be a hearing loop.</p> <p><b>Parking</b></p> <p>There is a free car park to the rear of the new premises.</p>														
<b>Retail</b>	Electrical Retailer														
<b>Date of Relocation</b>	Friday 2 February 2018 at 13:00														

**Fernhurst Post Office® services available**

**Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	✘
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
	✓
Products marked ✘ are available at <b>Haslemere</b> Post Office, 3 West Street, Haslemere, GU27 2AF	Opening times: Mon – Fri 09:00 - 17:30 Sat 09:00 - 12:30