



Dear Customer

Fetcham Post Office®
149 Cobham Road, Leatherhead, KT22 9HX

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Sky Newsagents, 101 The Street, Fetcham, KT22 9RD, where it will operate as one of our new local style Post Office branches.

We have received 46 individual responses from customers during the local public consultation period. The main feedback centred on parking and pedestrian access to the new location, in particular the narrow pavement, as well as access into the store itself and the availability of space inside. We also received feedback commenting that the new location would be closer for some customers and welcoming the proposed longer opening hours. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will find it less convenient to access the new site. In this respect, I have considered the concerns raised about parking and pedestrian access in the area surrounding the new location. As I am sure you will understand such matters are outside the direct control of Post Office Limited and are matters for the relevant local authority. With the aim of assisting customers, the new operator has engaged with the relevant authorities to discuss what improvements can be made to pedestrian and vehicular access, including the provision of a disabled bay. While there are no immediate plans, the local authority have committed to include this location when they undertake a review next summer.

I have therefore conducted a further review of these matters and I am satisfied that access to the proposed new branch will continue to meet the needs of customers using the Post Office.

We know that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that before the new branch opens, adjustments will be made at the entrance to provide level access via a new wide door. Internally, the new branch will be built 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 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 and access Post Office services without difficulty.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers can also access the full range of Post Office products and services at Leatherhead Post Office, which can be reached by a regular bus service. Post Office customers will benefit from the extended opening hours provided by our operator including Saturday afternoon and Sunday opening, and earlier opening times throughout the week.

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.

The current branch will closed on Saturday 23 September 2017, The new branch will open, at Sky Newsagents, 101 The Street, Fetcham, KT22 9RD, at 13:00 on Wednesday 31 January 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. Customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Leatherhead Post Office, 1-3 High Street, Leatherhead, KT22 8AA
- Great Bookham Post Office, 15 Church Road, Leatherhead, KT23 3PF

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 142023

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, 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
- ✉ 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.

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 03452 66 01 15 or Textphone 03457 22 33 55.

Fetcham Post Office information sheet															
Address	Sky Newsagents 101 The Street Fetcham KT22 9RD														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Tuesday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Wednesday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Thursday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Friday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Saturday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 – 15:00</td> </tr> </tbody> </table>	Monday	07:00 – 19:00	Tuesday	07:00 – 19:00	Wednesday	07:00 – 19:00	Thursday	07:00 – 19:00	Friday	07:00 – 19:00	Saturday	07:00 – 19:00	Sunday	07:00 – 15:00
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Sunday	07:00 – 15:00														
Distance	190 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>														
Retail	Confectionery/Tobacco and News retailer														
Date of Relocation	Wednesday 31 January 2018 at 13:00														

Fetcham 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	x
Payment by cheque	
Products marked x are available at Leatherhead Post Office, 1-3 High Street, Leatherhead, KT22 8AA	Car tax only Opening times: Mon – Sat 09:00 – 17:30 Sun Closed