



Dear Customer

Forest Row Post Office®
1 – 4 Newlands Place, Hartfield Road, Forest Row, RH18 5DQ

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 Co-operative Group, 19 Hartfield Road, Forest Row, RH18 5DN.

We have received 10 individual responses from customers and local representatives during the local public consultation period. Some feedback commented on parking and traffic congestion at the proposed new location. We also received feedback which commented that the new location would be easier to access for some customers. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking and potential congestion 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 that such matters are outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is a free car park with 2 designated disabled bays within 30 metres of the proposed premises. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The current branch will close at 13:00 on Tuesday 16 October 2018, with the new branch opening, at Co-operative Group, 19 Hartfield Road, at 09:00 on Friday 19 October 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 alternative Post Office branches are provided below for your convenience:

- East Grinstead Post Office, 101 London Road, East Grinstead, RH19 1EQ
- Ashurst Wood Post Office, 28-30 Maypole Road, Ashurst Wood, RH19 3QY

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

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

Mike Ball

Mike Ball
Multiples Account Executive

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

Forest Row Post Office information sheet															
Address	Co-operative Group 19 Hartfield Road Forest Row RH18 5DN														
Opening hours	<table border="1"><tr><td>Monday</td><td>09:00 - 17:30</td></tr><tr><td>Tuesday</td><td>09:00 - 17:30</td></tr><tr><td>Wednesday</td><td>09:00 - 17:30</td></tr><tr><td>Thursday</td><td>09:00 - 17:30</td></tr><tr><td>Friday</td><td>09:00 - 17:30</td></tr><tr><td>Saturday</td><td>09:00 - 17:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	09:00 - 17:30	Tuesday	09:00 - 17:30	Wednesday	09:00 - 17:30	Thursday	09:00 - 17:30	Friday	09:00 - 17:30	Saturday	09:00 - 17:30	Sunday	Closed
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Saturday	09:00 - 17:30														
Sunday	Closed														
Distance	Opposite the current branch.														
Products & Services	The same range of services will continue to be available.														
Accessibility & accessibility works	<p>Access and facilities</p> <p>Access will be made level with automatic doors 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>Parking</p> <p>There is a free car park with 2 designated disabled bays within 30 metres of the proposed premises.</p>														
Retail	Convenience store														
Date of Relocation	09:00 on Friday 19 October 2018														

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.