



Dear Customer

**Freemasons Road Post Office®
25 Freemasons Road, London, E16 3AR**

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 Central News, 1 Cundy Road, London, E16 3DJ, where it will operate as one of our new local style Post Office branches.

We have received 6 individual responses from customers and local representatives during the local public consultation period. The feedback commented that the new location would provide easier parking and would help us to maintain Post Office services in the local community. There was also feedback commenting on the availability of space at the new premises and the move of the branch away from its current location. I would like to thank all of those who took part. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I acknowledge that the proposed premises are approximately 700 metres away from the current site and appreciate this additional journey may inconvenience some customers. In situations such as this there will always be some customers who are more inconvenienced than others, for which I apologise. Equally, there may be some customers for whom the new location is slightly closer than at present. In terms of the new location, there is a regular bus service from the current branch with a bus stop in close vicinity. I am therefore satisfied that the move will not significantly impede customer access to Post Office services.

However it's clear 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 am pleased to confirm that, the new operator has installed a permanent ramp and a new wide door at the entrance, providing easier access into the premises.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator in the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is unimpeded access into the premises, that aisles and queuing area are kept free from obstructions and adequate room is provided for customers and wheelchairs users to manoeuvre.

Subject to survey, any required consents and planning permission, the Post Office cash machine will be transferring to the new branch. In the meantime, customers can access cash at the Post Office counter over the extended opening times of the new branch. Customers can also access 24 hour cash machines at Plaistow Post Office, Canning Town Post Office and Prince Regents Lane Post Office which offer the full range of Post Office products and services and can be reached by direct bus services.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

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. The change also means that local residents will benefit from significantly longer opening hours, including lunchtimes and Saturday afternoons opening. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the 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 following the move, customers will have good access to Post Office services 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 close at 12:30 on Saturday 14 April 2018, with the new branch opening, at Central News, 1 Cundy Road, at 13:00 on Monday 16 April 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:

- Plaistow Post Office, 360-362 Barking Road, Plaistow, London, E13 8HL
- Cannington Post Office, 22 Barking Road, London, E16 1HF
- Prince Regents Lane Post Office, 131 Prince Regents Lane, Plaistow, London, E13 8RY

You can also find a copy of this letter on our Post Office Consultation Hub website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 165002.

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
-  FREEPOST Your Comments

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.

Freemasons Road Post Office information sheet

Address	Central News 1 Cundy Road London E16 3DJ														
Opening hours	<table> <tr><td>Mon</td><td>07:00 – 19:00</td></tr> <tr><td>Tue</td><td>07:00 – 19:00</td></tr> <tr><td>Wed</td><td>07:00 – 19:00</td></tr> <tr><td>Thu</td><td>07:00 – 19:00</td></tr> <tr><td>Fri</td><td>07:00 – 19:00</td></tr> <tr><td>Sat</td><td>07:00 – 19:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	07:00 – 19:00	Tue	07:00 – 19:00	Wed	07:00 – 19:00	Thu	07:00 – 19:00	Fri	07:00 – 19:00	Sat	07:00 – 19:00	Sun	Closed
Mon	07:00 – 19:00														
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Thu	07:00 – 19:00														
Fri	07:00 – 19:00														
Sat	07:00 – 19:00														
Sun	Closed														
Distance	700 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 The proposed premises will have a wide door with a permanent ramp. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Time restricted roadside parking is available outside the proposed premises.</p> <p>Buses There are frequent buses running from the current branch to the proposed premises. The nearest bus stop is 150 meters away.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Monday 16 April 2018														

Freemasons Road Post Office® services available

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	✓
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	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Plaistow Post Office, 360-362 Barking Road, Plaistow, London, E13 8HL	Opening times: Mon – Sat 09:00 – 17:30
and Cannington Post Office, 22 Barking Road, London, E16 1HF	Opening times: Mon, Wed, Thu & Fri 09:00 - 17:30 Tue 09:30 – 17:30 Sat 09:00 – 12:30