



**Glemsford Post Office®
Premier – Hunts Hill Stores,
21A Hunts Hill, Glemsford, Sudbury, CO10 7RP**

Your new branch

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received 3 responses which welcomed the return of Post Office services to the community in Glemsford. We are pleased to let you know that your new branch is planned to open at this store on Wednesday 28 August 2019 at 13:00.

Key points raised:

- Parking
- Counters, Queues and Space inside the store

Response to key points:

Parking

It is fair to say that parking is a problem faced generally in many locations nationwide. I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. I can confirm that the new agent will be marking out parking bays on the forecourt outside Premier – Hunts Hill Stores. A sign will also be installed alerting customers not to block access of the local residents.

Counters, Queues and Space inside the store

Internally, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the style local Post Office to operate alongside the retail offer.

We will work closely with the new operator to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers have sufficient space to move around the store. Also staffing levels are aligned to meet customer demand particularly at peak times.

The 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.

We hope that you will enjoy using the new Post Office.

