



Dear Customer

**Godalming Post Office®  
68 – 70 High Street, Godalming, GU7 1DU**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 5 High Street, Godalming, GU7 1AZ, where it will operate as one of our new main style Post Office branches.

We received 4 individual responses from customers and local representatives during the local public consultation period. Some of the comments welcomed the move to the proposed location whilst other feedback commented on access at the new location. This feedback enabled me to improve my understanding of customers' concerns 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 to elderly and disabled customers and we want to make our services as accessible as possible. I am pleased to confirm that before the new Post Office opens, the new operator will refurbish the store, providing level access into the premises and will install a new entrance door, with a permanent internal ramp which will provide ease of access into the premises.

Internally, the new main style branch will be built in line with Post Office specifications with a dedicated Post Office area, incorporating two security screened serving positions, with low level facilities and separate queuing area for Post Office customers. We have been working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty.

Customers will be able to transact the same wide range of products and services as currently, whilst benefitting from longer opening times on Saturdays. The new operator is keen to provide a high standard of service for customers, with staff fully trained in Post Office transactions and staffing levels carefully aligned to meet customer demand.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open alongside main counter opening times, allowing customers to transact the majority of Post Office products and services alongside retail transactions. Customers can also access the full range of Post Office products and services at Milford Post Office, which can be reached by a regular bus service. Full details of the new branch are at the end of this letter.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 103923

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. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



**Suzanne Richardson**  
**Regional Network Manager**

#### How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
  -  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
  -  Customer Helpline: 03457 22 33 44  
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 03457 22 33 44 or Textphone 03457 22 33 55.**

**Details of the new service:**

<b>Godalming Post Office information sheet</b>															
<b>Address</b>	5 High Street Godalming GU7 1AZ														
<b>Post Office Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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<b>New Opening times of Post Office service at retail counter</b>	<table border="1"> <tr><td>Mon - Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	09:00 - 17:30	Sun	Closed										
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Sun	Closed														
<b>Distance</b>	170 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The same wide range of products and services will still be available.														
<b>Serving positions</b>	There will be three serving positions. These will be a mixture of two screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> Access will be level via a permanent internal ramp with a wide door 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><b>Parking</b> There is time restricted roadside parking available on Queen Street within 70 metres of the proposed premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of relocation</b>	Date to be confirmed														

