



Dear Customer

**Great Junction St. Post Office®  
135 Great Junction Street, Edinburgh, EH6 5JB**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 13 Great Junction Street, Edinburgh, EH6 5HX, where it will operate as one of our new main style Post Office branches.

During the public consultation period we received 8 individual responses from customers. The feedback expressed concern about the proposed move of the branch and the effect this might have on customer service. This feedback helped us to better understand the views of customers and was taken into account, along with all other relevant factors when making our decision.

It's clear from the feedback received how important a Post Office is to the local community it serves. In making the decision we have to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers.

We recognise that the Post Office plays an important role in the lives of customers, particularly to our elderly and disabled customers, and we want to make our services as accessible as possible. Access will be level and I am pleased to confirm that the new operator plans to install a wider door at the entrance. Roadside parking is available in the surrounding streets, with a disabled parking bay to the rear of the new premises on Kirk Street.

Internally, the new main style Post Office branch will be built to our high specifications with two screened counter positions and low-level facilities. We will be working closely with the new operator to plan the interior layout, to ensure that access into and inside the store is kept clear and free of obstacles and adequate room is provided for customers and a wheelchair to move around the store without difficulty. Customers will be able to transact the same wide range of products and services as currently, with the addition of Car tax and a wider selection of on demand Travel Money, whilst benefitting from longer opening times on Saturdays.

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. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

Although the cash machine will not be transferring to the new site, customers will still be able to access cash from their Post Office card account and obtain everyday banking services over the counter at the new branch. Additionally, customers may use the 24 hour Post Office cash machines at Leith and Edinburgh Post Office branches, which can both be accessed by public transport.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Please be assured the new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

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 location, 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](https://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 265824

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](https://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](https://postofficeviews.co.uk)
  -  [comments@postoffice.co.uk](mailto: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.**

## Details of the new service:

Great Junction Street Post Office information sheet															
<b>Address</b>															
<b>Post Office Opening hours</b>	<table> <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 offering selected services</b>	<table> <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>	280 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 with the addition of Car tax and a wider selection of on demand foreign money.														
<b>Serving positions</b>	There will be three serving positions, which will be a mixture of two screened and a Post Office serving point provided for use at the retail counter.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The new premises will have a wide door and level access. 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> Roadside parking is available in the surrounding streets. There is also a disabled parking bay behind the new premises on Kirk Street.</p>														
<b>Retail</b>	Cards and Stationery														
<b>Date of relocation</b>	To be confirmed in branch														