



Dear Customer

**Greenfield Post Office®**  
**32-34 Chew Valley Road, Greenfield, Oldham, OL3 7DA**

**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 Greenfield News, 125 Chew Valley Road, Greenfield, Oldham, OL3 7JJ, where it will operate as one of our new local style Post Office branches.

We received 28 individual responses from customers and local representatives during the consultation period. The main feedback welcomed the move to the new location, however, some customers expressed reservations about parking and access at the new premises. This feedback helped me to understand customers' views 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 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 the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking outside the new premises. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

We are very aware of the importance a Post Office branch has in the lives of our customers, particularly for elderly and disabled customers, and we want to ensure our services are as accessible as possible. Access into the new branch is via steps and a wide door at the entrance. However, our operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and I am pleased to confirm that they will be making adjustments to improve access for customers. Before the new Post Office branch opens, a handrail, bell and signage will be installed at the entrance to the proposed premises and a portable ramp will be available for customer on request.

Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will be kept free from obstructions, with adequate room provided for customers to queue and move around the shop and access Post Office services without difficulty.

The new local style Post Office will operate from two open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, including the collection of undeliverable items of mail, alongside retail transactions. Additionally, customers can access the full range of Post Office services at Lees Post Office which can be reached by a regular bus service. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better. Details of the new service are provided at the end of this letter together with a product list, which lets you know which services which will be available at your new branch.

I have carefully considered our original proposal and the feedback received during the local 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 the new branch is suitably located 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 17:30 on Monday 16 October 2017, with the new branch opening, at Greenfield News, 125 Chew Valley Road, at 13:00 on Tuesday 17 October 2017. 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 an alternative Post Office branch are provided below for your convenience:

- Lees Post Office, 38 High Street, Lees, Oldham, OL4 5AQ

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: 169424

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.

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: 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.**

<b>Greenfield Post Office information sheet</b>															
<b>Address</b>	Greenfield News 125 Chew Valley Road Greenfield Oldham OL3 7JJ														
<b>Opening hours</b>	<table border="1"> <tr> <td>Monday</td> <td>05:00 – 18:00</td> </tr> <tr> <td>Tuesday</td> <td>05:00 – 18:00</td> </tr> <tr> <td>Wednesday</td> <td>05:00 – 18:00</td> </tr> <tr> <td>Thursday</td> <td>05:00 – 18:00</td> </tr> <tr> <td>Friday</td> <td>05:00 – 18:00</td> </tr> <tr> <td>Saturday</td> <td>05:00 – 15:00</td> </tr> <tr> <td>Sunday</td> <td>05:00 - 13:00</td> </tr> </table>	Monday	05:00 – 18:00	Tuesday	05:00 – 18:00	Wednesday	05:00 – 18:00	Thursday	05:00 – 18:00	Friday	05:00 – 18:00	Saturday	05:00 – 15:00	Sunday	05:00 - 13:00
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<b>Distance</b>	380 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> There is a step at the entrance. However, A bell and signage will be installed and a portable ramp will be provided on request.</p> <p><b>Parking</b> Roadside parking is available outside the premises.</p>														
<b>Retail</b>	Confectionery, Tobacco and News Retailer														
<b>Date of Relocation</b>	Tuesday 17 October 2017 at 13:00														

**Greenfield Post Office® services available**

**Your Postmaster or our Customer Helpline on 03457 223344 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	<b>Express 24 &amp; 48</b>
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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	x
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Payment by cheque	x

Products marked **x** are available at **Lees** Post Office, 38 High Street, Lees, Oldham, OL4 5AQ

Opening times:

Mon – Fri 09:00 – 13:00 & 13:30 – 17:30

Sat 09:00 – 12:30