



Dear Customer

Greenhills Post Office®
11 Greenhills Square, East Kilbride, Glasgow, G75 8TT

Local Public Consultation Decision

We are now finalising our plans to relocate this service at Costcutter, 1 Greenhill Square, East Kilbride, G75 8TT.

We received responses from customers during the consultation period. The main feedback centered on the suitability of the proposed store to house a Post Office. 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.

As you may be aware, this branch has been operated on our behalf by a temporary agent. Whilst this arrangement has enabled us to maintain access to Post Office services to our customers in the area, this does mean that the current service is liable to close at short notice and for some time we have been actively seeking a more secure solution that would enable us to retain services locally into the longer term, and provide an improved and more modern service.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Eastwood and provide future sustainability for the branch.

The current branch will close on 13 February 2018, with the new branch opening, at 1st line of new address, at 13:00 on 14 February 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure 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:

- Westwood Sqaure Post Office, 2-12 Westwood Sqaure, East Kilbride, G75 8JQ

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 178832





Thank you for considering our proposal.

Yours faithfully

Kenny Lamont

Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  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

We've published our final plan on-line, 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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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 03452 66 01 15.

Details of the new service:

Greenhills Post Office information sheet			
New Post Office location			
Address	Costcutter 1 Greenhills Square East Kilbride G75 8TT		
Post Office Opening hours	Mon	08:30 - 17:30	
	Tue	08:30 - 17:30	
	Wed	08:30 - 17:30	
	Thu	08:30 - 17:30	
	Fri	08:30 - 17:30	
	Sat	08:30 - 17:30	
	Sun	Closed	
Combi Till Hours	Mon	06:00 - 22:00	
	Tue	06:00 - 22:00	
	Wed	06:00 - 22:00	
	Thu	06:00 - 22:00	
	Fri	06:00 - 22:00	
	Sat	06:00 - 22:00	
	Sun	07:00 - 22:00	
Distance	76 metres away from the current branch, along level terrain.		
Products & Services	The same range of services will continue to be available.		
Accessibility & Accessibility works	Access and facilities This branch has a wide door and a ramp at the entrance.		
	Transport/parking There is a car park available directly outside the proposed premise.		