



Dear Customer

Greenleys Post Office®
Previously located at: 6 Ardwell Lane, Greenleys, Milton Keynes, MK12 6AX

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch at Greenleys Wine, 4 Ardwell Lane, Greenleys, Milton Keynes, MK12 6AX, where it will operate as one of our new local style Post Office branches.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal 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 the new branch is suitably located and will continue to meet the needs of the local community.

We know that the Post Office plays an important part in the lives of customers, particularly for our 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 intends to install a permanent ramp at the entrance providing ease of access into the premises.

Inside, 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 existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store with ease and access Post Office services.

The new 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. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Milton Keynes Post Office, which does not sell alcohol and may also provide an alternative option for any customer who would prefer not to use the new branch. It offers the full range of Post Office products and services and can be reached by a direct bus service.

The change also means that local residents will benefit from significantly longer opening hours, including Wednesday and Saturday afternoons, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

The new branch will open at Greenleys Wine, 4 Ardwell Lane, at 13:00 on Monday 11 September 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 063109

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, 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
-  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.

Greenleys Post Office information sheet

Address	Greenleys Wine 4 Ardwell Lane Greenleys Milton Keynes MK12 6AX														
Opening hours	<table border="1"><tr><td>Monday</td><td>08:00 – 23:00</td></tr><tr><td>Tuesday</td><td>08:00 – 23:00</td></tr><tr><td>Wednesday</td><td>08:00 – 23:00</td></tr><tr><td>Thursday</td><td>08:00 – 23:00</td></tr><tr><td>Friday</td><td>08:00 – 23:00</td></tr><tr><td>Saturday</td><td>09:00 – 23:00</td></tr><tr><td>Sunday</td><td>10:00 – 22:00</td></tr></table>	Monday	08:00 – 23:00	Tuesday	08:00 – 23:00	Wednesday	08:00 – 23:00	Thursday	08:00 – 23:00	Friday	08:00 – 23:00	Saturday	09:00 – 23:00	Sunday	10:00 – 22:00
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Distance	10 metres from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be via a permanent ramp and a wide automatic door at the entrance. Internally there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a carpark within the shopping parade outside the premises.</p>														
Retail	Off licence														
Date of Relocation	Monday 10 July 2017 at 13:00														

Greenleys Post Office® services available

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

New branch

Mail

First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓

Withdrawals, deposits and payments

Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓

Bill payments

Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓

Licences

Rod fishing licences	✓
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Travel

Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓

Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓

Payment by cheque

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Other products are available at **Milton Keynes** Post Office, 802 Midsummer Boulevard, Milton Keynes, MK9 3QA

Opening times:
 Mon – Fri 09:00 – 18:00
 Sat 09:00 – 17:30