



Dear Customer

**Branch Temporary Closure**

**Greenwich Post Office  
261 - 267 Greenwich High Road, Greenwich, London, SE10 8NE**

We are writing to inform you that due to extensive building work at the above location, the branch will need to close temporarily.

The safety of our customers is of paramount importance to us, therefore, to allow for the building works to take place, it will be necessary for the service at the above premises, to close, temporarily, on Tuesday 1 August 2023 at 17:30.

In the interim, to serve the local community with continued access to Post Office services we are setting up a temporary Post Office service from a nearby premises at, 21 Burney Street, London, SE10 8EX. So that the equipment can be moved from the current Post Office service premises to the temporary location, there will be short period of closure.

The temporary Post Office service will commence from Thursday 10 August 2023 at 09:00 and will operate from Monday to Friday, between 09:00 to 17:30.

We are sorry for any inconvenience this closure may cause. In the interim, customers requiring Post Office facilities during this closure, may use any convenient Post Office service. Details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

We will keep customers informed once an opening date for the branch has been finalised.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Notification is available at the end of this letter.

We would like to thank you for your patience at this time.

Yours faithfully

*Emily Clive*

**Emily Clive  
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

### Details of the Temporary Post Office Service at: Greenwich

**Greenwich Post Office**  
**21 Burney Street**  
**London**  
**SE10 8EX**

#### Opening times

Monday to Friday	09:00 – 17:30
Saturday & Sunday	Closed

#### Services

The same range of Post Office products and services will continue to be available.

#### Access

The main front access at the premises has a wide door and access is via steps with a handrail.

There is also a second entrance from the rear of the premises, which has wide doors and access is via a ramp or steps with a handrail. This rear entrance can also be accessed from the Burney Street, Car Park.

Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

This temporary Post Office service will be located approximately 250 metres away from the current branch, along level terrain.

Parking is available at the Burney Street pay and display car park located at the rear of the premises.

### Alternative branches

**Some branches may need to make changes to their opening hours.**

**The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

**Information on public transport routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)**

- New Cross Post Office, 500 New Cross Road, London, SE14 6TL
- Trafalgar Road Post Office, 191 Trafalgar Road, London, SE10 9EQ

## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

**These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.**

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**Postofficeviews.co.uk**

**Comments@postoffice.co.uk**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.