



Dear Customer

Hackbridge Post Office®
166 London Road, Hackbridge, Wallington, SM6 7HF

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 Mux Express, 158-160 London Road, Hackbridge, Wallington, SM6 7HF, where it will operate as one of our new local style Post Office branches.

We have received 13 individual responses from customers during the local public consultation period. The main feedback centred on concerns regarding insufficient training of staff at the new site, and some of felt that you would not receive the same friendly service. You also raised concerns about having the Post Office and retail counters together, and the impact this might have on queuing inside the store. Some of you also felt that privacy and security would be compromised, and were concerned that there would be insufficient space to securely hold mail until collection. Lastly, some of you were worried about accessibility when entering and moving around inside the store.

I believe that proceeding with the change is the right decision for Hackbridge and means that customers would not only continue to receive good customer service from fully trained staff but benefit from a number of service enhancements, including newly refurbished premises and much longer opening hours, including Sundays, meaning that customers can visit their Post Office at times that suit them better.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The Postmaster is contractually required to ensure that any person employed by them who will be handling Post Office transactions, is trained to Post Office standards which includes holding mail securely for collection. As with any Post Office branch, there may be occasions where the volume of mail handed over the counter means there is insufficient space to store any further items until it's collected. Customers may then be asked to return later or visit an alternative branch.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

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.

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 Thursday 8 March 2018, with the new branch opening, at Mux Express, 158-160 London Road, at 13:00 on Friday 9 March 2018. 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 two alternative Post Office branches are provided below for your convenience:

- Carshalton Post Office, 29 Beacon Grove, High Street, Carshalton, SM5 3BA
- The Wrythe Post Office, 18 Green Wrythe Lane, Carshalton, SM5 2DW

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 152013.

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: 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.

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.



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.

Hackbridge Post Office information sheet

Address	Mux Express 158-160 London Road Hackbridge Wallington SM6 7HF														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 – 20:30</td></tr><tr><td>Tuesday</td><td>07:00 – 20:30</td></tr><tr><td>Wednesday</td><td>07:00 – 20:30</td></tr><tr><td>Thursday</td><td>07:00 – 20:30</td></tr><tr><td>Friday</td><td>07:00 – 20:30</td></tr><tr><td>Saturday</td><td>08:30 – 19:30</td></tr><tr><td>Sunday</td><td>08:30 – 19:30</td></tr></table>	Monday	07:00 – 20:30	Tuesday	07:00 – 20:30	Wednesday	07:00 – 20:30	Thursday	07:00 – 20:30	Friday	07:00 – 20:30	Saturday	08:30 – 19:30	Sunday	08:30 – 19:30
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Distance	25 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair. Parking Time restricted roadside parking is available nearby.														
Retail	Convenience store														
Date of Relocation	13:00 on Friday 9 March 2018														

Hackbridge Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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	Express 24 & 48
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	✓
Withdrawals, deposits and payments	
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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Products marked * are available at Carshalton Post Office 29 Beacon Grove, High St, Carshalton, SM5 3BA	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 15:00