



Dear Customer

**Harold Wood Post Office®
27 Station Road, Harold Wood, Romford, RM3 0BP**

Changes to Harold Wood Post Office®

I'm writing further to my colleagues previous letter from early last year in which they advised that the refurbishment works to this branch would not be proceeding.

I am pleased to advise you that the refurbishment is now progressing and is scheduled to open on Wednesday 21 November 2018 at 13:00.

If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

When the new branch opens, customers will benefit from a newly modernised Post Office service and longer opening hours:

Monday – Friday	09:00 – 18:00
Saturday	09:00 – 15:00
Sunday	Closed

I've also enclosed an information leaflet which outlines the main comments we received on our plans and our response to these. Posters are also being displayed to let customers know about the change.

A copy of our final plans for this branch is published on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: **083026**

If you have a QR scanner on your phone, just scan here to go straight to the site:



Thank you for your time taken.

Yours faithfully

Baldev Kahlon

**Baldev Kahlon
Area Network Change Manager**

If you have any questions about this change, please contact us using one of the following ways:

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

**This is all you need to add to your envelope
for your letter to reach us.**

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

**To get this information in larger print, audio or braille call
03452 66 01 15 or Textphone 03457 22 33 55.**



Harold Wood Post Office® is changing

Last year asked your views on some key areas about our plans to change your Post Office to one of our new-look **local** branches. We received **05** submissions about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We've now finalised our plans and your new-look Post Office is scheduled to open on Wednesday 21 November 2018 at 13:00.

We asked why you use this Post Office and what you like about it?

You said.....that you use this Post Office as it is conveniently located and the staff are friendly. You also said you use this branch for a wide variety of services.

You'll be glad to know that most of what you like about your branch won't change. Your new operator is keen to provide the same high standard of service as is currently received. The new style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly.

We asked for your comments about the changes to the branch?

You said.....that you welcome the changes to the branch. However, some of you are concerned about privacy when carrying out transactions at an open plan counter. You are also concerned about having the Post Office and retail counters together, as this may cause longer queues and congestion.

We fully recognise people can be wary of change and we are pleased that you took the time to let us know what's concerning you. Although the local style format is a different way of providing a service, security or privacy is not compromised. As with any other branch we have robust security procedures in place and anyone handling Post Office transactions including new staff will be fully trained on all operational and service issues including customer privacy. I would also like to reassure you that when we are talking with the operator we work with them to make sure there is an appropriate level of privacy at the Post Office till point and discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

Additionally, your two new Post Office counters will be located at the end of the retail till, on the left hand side of the shop as you enter.

During identified busy periods and to help manage waiting times, the Operator is expected to manage staffing levels at retail and Post Office service points appropriately.

We asked for your comments about any changes to the opening hours?

You said.....that you welcome the longer opening hours. However, some of you said that Sunday opening is unnecessary.

We already have over 1000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

We asked for your comments about how you will access the Post Office products and services that will no longer be available at the branch if the change goes ahead?

You said.....that the changes to products and services will not affect you.

I am pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area?

You said.....that the potential closure period is acceptable, providing plenty of notice is given and it is kept to a minimum. Some of you said that the refurbishment period will be inconvenient.

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the operator to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

We'd like to thank all those who took the opportunity to let us have their views about the changes.