



Dear Customer,

Service Re-opening

**Changes to Johnstone mobile service
Affecting Hawkhill Post Office, Eaglesham Mobile Service, Chapelton Mobile Service, Sorn
Mobile Service, Tarbolton Mobile Service**

We are delighted to let you know that we will be restoring Post Office services to Hawkhill Post Office on Wednesday 24 September 2025 at 09:00. Hawkhill Post Office branch closed in May 2025 following the resignation of the postmaster and the withdrawal of the premises for Post Office use.

We are pleased to be able to reinstate the service as an interim mobile service whilst we continue to seek a permanent solution. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

The new service will be operated close to the previously closed Hawkhill Post Office at 125 Lochside Road, Ayr, KA8 9LJ by the postmaster from Johnstone Post Office and will offer a range of Post Office services.

To accommodate the new Mobile service there will be some changes to the current opening hours at Eaglesham Mobile Service, Chapelton Mobile Service, Sorn Mobile Service and Tarbolton Mobile Service.

Full details of the new service and changes to the current mobile services are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to 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.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community. An extract relating to Notification is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully,

David Duff

**David Duff
Area Change Manager**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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New Service Details

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Hawkhill Mobile Service		Services available
125 Lochside Road Ayr KA8 9LJ		A range of services will be available.
Opening times		Access
Wed	09:00 – 10:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Approximately 40 metres from Hawkhill Post office, along varied terrain. Parking will be available close to where the mobile van will be parked.		

Details of the change to existing Mobile service opening hours:			
Eaglesham Mobile Service, Glasgow Road, Eaglesham, Glasgow, G76 0JQ			
Current opening times		New opening times	
Wednesday	13:45 – 14:45	Tuesday	14:40 – 15:55
		Wednesday	14:00 – 14:45

Details of the change to existing Mobile service opening hours:			
Chapelton Mobile Service, Shawton Road, Chapelton, Strathaven, ML10 6RY			
Current opening times		New opening times	
Wednesday	12:00 – 13:00	Wednesday	12:30 – 13:15

Details of the change to existing Mobile service opening hours:			
Sorn Mobile Service, Main Street, Sorn, Mauchline, KA5 6JB			
Current opening times		New opening times	
Wednesday	10:30 – 11:15	Wednesday	11:15 – 11:45

Details of the change to existing Mobile service opening hours:			
Tarbolton Mobile Service, Montgomerie Street, Tarbolton, Mauchline, KA5 5QD			
Current opening times		New opening times	
Wednesday	09:00 – 10:00	Wednesday	10:15 – 11:00

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.

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

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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.