



Dear Customer

### **Engaging with our customers - Share your views**

#### **Hay on Wye Post Office**

**Previously located at: 3 High Town, Hay on Wye, Hereford, HR3 5AE**

We are delighted to let you know that following the temporary closure of Hay on Wye Post Office, we will be re-opening the branch permanently on Tuesday 16 November 2021 at 13:00. This will be at the same location as the current temporary Post Office service at: – Country Supplies, Oxford Road, Hay-on-Wye, Hereford, HR3 5AJ, and will be known as Hay on Wye Post Office. The new branch will have longer opening hours and incorporate a souvenir, gifts, stationery and pet food store with the Post Office.

The premises will be undergoing a refurbishment before opening. The safety of our customers is of paramount importance to us; therefore, the temporary Post Office service will close on 1st, 2nd and 3rd of November 2021 and reopen on 4<sup>th</sup> November 2021 at 13:00. After which the temporary Post Office will then close to the public on Saturday 13 November 2021 at 13:00, with the permanent new Post Office branch officially opening on Tuesday 16 November 2021 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.

There will be two counter serving positions, where customers can access the same range of products and services with the addition of a comprehensive range of Travel Money, MoneyGram and Vehicle Tax.

Our priority is to safeguard Post Office services in the area for the long term. The permanent re-opening of Hay on Wye branch and the appointment of a new postmaster will enable us to maintain the service to our customers in the local community.

#### **We would like to hear from you**

The relocation of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change to inform our plans, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until **Tuesday 23 November 2021**. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new branch are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **189618**

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response.

During the closure period for the refurbishment, customers requiring Post Office services may use any convenient Post Office branch. Details of two alternative Post Office branches are provided below for your convenience:

- **Glasbury Post Office**, Glasbury Service Station, Glasbury, Hereford, HR3 5NP
- **Talgarth Post Office**, The Square, Talgarth, Brecon, Powys, LD3 0BW

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.

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

Yours faithfully

*Katimay John*

**Katimay John**  
**Network Provision Lead**

#### **How to contact us:**

[postofficeviews.co.uk](https://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 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.**

Want to tell us what you think right here and now? Scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

## Hay on Wye Post Office Information Sheet

### Country Supplies

Oxford Road  
Hay-on-Wye  
Hereford  
HR3 5AJ

### Post Office opening hours

<b>Mon - Sat</b>	09:00 – 17:00
<b>Sun</b>	Closed

**During the Coronavirus pandemic the branch may need to make changes to its 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)**

### Access

The new branch will have a wide door with level access at the entrance.  
Internally, there will be a hearing loop and space for a wheelchair.

### Products and services

The same range of products and services will continue to be available with the addition of MoneyGram, Vehicle Tax, and a comprehensive range of Travel Money.

### Getting there

The new branch will be located approximately 165 metres away from the previous closed branch.  
There is a fee payable car park within 100 meters of the premises with a pedestrian crossing leading directly to the car park.

### Retail

Souvenir, gifts, stationery and pet food store.

### Date of Change

Tuesday 16 November 2021 at 13:00.

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**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](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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

**These Principles have been agreed with Citizens Advice, Citizens Advice 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, Citizens Advice 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](https://postofficeviews.co.uk)**

**[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)**

**FREEPOST Your Comments**

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**Textphone: 03457 22 33 55**

<sup>2</sup> Locally elected representatives include 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.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>2</sup> and <sup>3</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.