



Dear Customer

Re-opening as a Temporary Service

Hay on Wye Post Office, 3 High Town, Hay on Wye, Hereford, HR3 5AE

Further to our letter advising that the above branch will be closing on Thursday 17 June 2021, we are delighted to let you know that we restored a temporary Service in Hay on Wye on Wednesday 14 July 2021 at 14:00, to give the community continuity of service.

We have been seeking a solution to restore services to the area and are pleased to be able to introduce a Temporary Service while we continue to seek a permanent solution.

The new Temporary Service will be operated by the postmaster from Whitney on Wye Post Office from: Country Supplies, Oxford Road, Hay-on-Wye, Hereford, HR3 5AJ, and will offer a wide range of Post Office products and services.

Full details of the Temporary Service are provided at the end of this letter and we will display posters at Country Supplies and in the local area to inform customers.

We also hope that our customers will continue to use Post Office services at any convenient branch and the latest available branch information can be found using our Branch Finder tool, [Post Office Branch Finder](#).

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 who you feel would have an active interest in this particular matter.

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 Engagement. 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

Katimay John

Katimay John
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.

Hay on Wye Temporary Service Details:

During the Coronavirus pandemic 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

Hay on Wye Temporary Service

Country Supplies
Oxford Rd,
Hay-on-Wye
Hereford
HR3 5AJ

Opening times

Monday	09:00-13:00 14:00-17:00
Tuesday	09:00-13:00 14:00-17:00
Wednesday	09:00-13:00 14:00-17:00
Thursday	09:00-13:00 14:00-17:00
Friday	09:00-13:00 14:00-17:00
Saturday	09:00-13:00
Sunday	No Service

Services

A wide range of services are available excluding cheque payment, Car Tax, Comprehensive Travel Money, Moneygram and International Parcelforce. (so, no mail over 2kg going overseas).

Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

A wide door and level access at the entrance to the premises. Internally there will be a hearing loop and space for a wheelchair. Car park (fee payable) £1 for 1 hour within 100 meters from the premises.

Getting there

This new Temporary Service is approximately 165 metres away from the previous branch.

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
- Temporary closure¹ / 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, 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

Comments@postoffice.co.uk

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¹ 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.