



Dear Customer

**Heath Road Post Office®**  
**61A Heath Road, Hounslow, TW3 2NP**

**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 4 Central Avenue, Hounslow, TW3 2QH, where it will operate as one of our new local style Post Office branches.

We received 3 individual responses from customers during the local public consultation period. In the main, feedback welcomed the move to the new location, which was said to offer a more spacious premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account in finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers, particularly to our older and disabled customers and we want to make our services as accessible as we possibly can. Like the current branch, there is a step at the entrance. However, I am pleased to confirm that the new operator will install a permanent internal ramp at the entrance, providing ease of access into the premises.

Inside, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstruction and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. Staff will be fully trained in Post Office transactions and staffing levels will be aligned to customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

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. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that following the move customers will have good access to Post Office services and that this new way of offering Post Office services will 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 13:00 on Saturday 25 August 2018, with the new branch opening, at 4 Central Avenue, at 13:00 on Tuesday 28 August 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 an alternative Post Office branch are provided below for your convenience:

- Hounslow Post Office, 201-205 High Street, Hounslow, TW3 1BL

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

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 [postofficeviews.co.uk](http://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

*Samantha Coe*

**Samantha Coe**  
**Area Network Change Manager**

How to contact us:

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

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

FREEPOST Your Comments

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](http://postoffice.co.uk/privacy)

<b>Heath Road Post Office information sheet</b>															
<b>Address</b>	4 Central Avenue Hounslow TW3 2QH														
<b>Opening hours</b>	<table border="1"> <tbody> <tr> <td>Mon</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Tue</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Wed</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Thu</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 15:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </tbody> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 15:30	Sun	Closed
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<b>Distance</b>	50 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access will be via a permanent ramp at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Time-restricted roadside parking is available near the new premises.</p>														
<b>Retail</b>	Cards and stationery														
<b>Date of Relocation</b>	13:00 on Tuesday 28 August 2018														

**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.**

### Heath Road 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](http://www.postoffice.co.uk)**

<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	<b>Express 24 &amp; 48</b>
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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	x
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Products marked x are available at <b>Hounslow</b> Post Office, 201-205 High Street, Hounslow, TW3 1BL	x
Opening times: Mon – Sat      09:00 – 17:30 Sun                11:00 – 15:00	