



Dear Customer

**Heugh Post Office®  
21 Northgate, Hartlepool, TS24 0JT**

**Proposed move to new premises & branch modernisation**

I'm writing to let you know that we are proposing to move the above Post Office branch to a new location – McColls Retail Group, 58-60 Northgate, Hartlepool, TS24 0LP. If the move goes ahead, subject to consultation, it will change to one of our new local style branches.

As you may be aware, this branch has been operated on our behalf by a temporary agent following the resignation of our former Postmaster. Whilst this temporary arrangement has enabled us to maintain access to Post Office services to our customers in the area, this does mean that the current service is liable to close at short notice and for some time now we have been actively seeking a more secure solution that would enable us to retain services locally into the longer term.

I am, therefore, pleased to inform you that we have been successful in the appointment of a new permanent agent to continue to operate a Post Office service from a nearby location. This will provide us with the opportunity to incorporate Post Office services into their convenience store. Our priority is to safeguard Post Office services to the local community in the longer term, the relocation of Heugh Post Office will create a more sustainable and secure service to the local community for the future.

**What will this mean for customers?**

- Post Office services will be offered from a till on the retail counter in a modern open plan branch.
- Longer opening hours
- The majority of Post Office products and services will still be available

**Consulting on the proposed new location**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If the move were to proceed is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are 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". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 317327.

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

#### Dates for local public consultation:

Local Public Consultation starts	14 December 2017
Local Public Consultation ends	5 February 2018
Proposed month of change	March/April 2018

In this instance we have extended public consultation by 10 calendar days to allow for the Christmas and New Year period.

Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views. I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch.

Yours faithfully



**Kenny Lamont**  
**Network Operations Area Manager**

#### How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 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 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered,

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

<b>Heugh Post Office information sheet</b>																														
	<b>Current Post Office location</b>	<b>Proposed new Post Office branch location (subject to local public consultation)</b>																												
<b>Address</b>	21 Northgate Hartlepool TS24 0JT	McColls Retail Group 58-60 Northgate Hartlepool TS24 0LP																												
<b>Post Office opening hours</b>	<table border="1"> <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>Closed</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>Closed</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	Closed	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	Closed	Sun	Closed	<table border="1"> <tr><td>Mon</td><td>07:00 – 22:00</td></tr> <tr><td>Tue</td><td>07:00 – 22:00</td></tr> <tr><td>Wed</td><td>07:00 – 22:00</td></tr> <tr><td>Thu</td><td>07:00 – 22:00</td></tr> <tr><td>Fri</td><td>07:00 – 22:00</td></tr> <tr><td>Sat</td><td>07:00 – 22:00</td></tr> <tr><td>Sun</td><td>07:00 – 22:00</td></tr> </table>	Mon	07:00 – 22:00	Tue	07:00 – 22:00	Wed	07:00 – 22:00	Thu	07:00 – 22:00	Fri	07:00 – 22:00	Sat	07:00 – 22:00	Sun	07:00 – 22:00
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<b>Distance</b>	500 metres away from the current branch, along level terrain.																													
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> Current branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p>The current branch has an external Post Office branded cash machine but we don't yet know whether we'll be able to transfer this facility to the new site.</p> <p><b>Parking</b> There is roadside parking directly outside the branch.</p>	<p><b>Access and facilities</b> The proposed premises would have a wide door and level access at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There is roadside parking directly outside the premises.</p> <p><b>Buses</b> There is a frequent bus service from the current branch to the proposed premises. The nearest bus stop is directly opposite the new premises.</p>																												
<b>Retail</b>	Cards and stationery	Convenience store																												
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## Heugh Post Office® services available

**Your operator 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)**

	Current branch	New branch
<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	✓	✓
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	✓	✓
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
<b>Withdrawals, deposits and payments</b>		
Post Office Card Account	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
<b>Bill payments</b>		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Transcash (without barcode)	✓	✓
<b>Driving</b>		
Car tax	✓	✓
<b>Licences</b>		
Rod fishing licences	✓	✓
<b>Travel</b>		
Pre-order travel money	✓	✓
On demand travel money	✓	Euro/Dollars
Travel insurance referral	✗	✓
On demand travel insurance	✓	✗
Passport Check & Send	✓	✗
<b>Payment by cheque</b>		
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓

Products marked ✗ are available at **West View** Post Office, 21 Brus Corner, Hartlepool, TS24 9LA ( Except Passport Check & Send service)

Opening times:  
Mon – Sat            09:00 – 17:30

Passport Check & send available at **Hartlepool** Post Office, 186A Middleton Grange Shopping Centre, Hartlepool, TS24 7RR

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

