



Dear Customer

Higham Hill Post Office®
256 Higham Hill Road, London, E17 5RQ

Local Public Consultation Decision

I'm writing to confirm that we are now finalising our plans to move this branch to 317 Higham Hill Road, London, E17 5RG.

We received 3 individual responses from customers during the consultation period. The feedback welcomed our plans to move the branch. I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located and will meet the needs of our customers in the local community. This move will secure Post Office services to the local community in the longer term.

The branch will close on at 17:30 on Wednesday 23 August 2017 and reopen at 317 Higham Hill Road on at 13:00 on Friday 1 September 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Billet Road Post Office, 174 Billet Road, London, E17 5DX
- Carr Road Post Office, 143 Carr Road, London, E17 5EP

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 175002

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Michael Brennan".

Michael Brennan
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  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.

We've published our final plan on-line, to see it, scan here.

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



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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.

Details of the new branch location:

Higham Hill Post Office

317 Higham Hill Road
London
E17 5RG

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	Closed

Services

The same range of services will continue to be available.

Access and facilities

The premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop, a low-level serving counter, a low-level writing desk and space for a wheelchair.

Transport/parking

Roadside parking is available nearby.

Route

Approximately 140 metres from the current branch, along level terrain.