



Dear Customer

**Holcombe Brook Post Office®**  
**59B Longsight Road, Ramsbottom, Bury, BL0 9TA**

**Changes to Holcombe Brook Post Office®**

Last year we asked you for your views about our plans to change the above Post Office to one of our new-style local branches.

Our plans are now finalised and your new-look Post Office is scheduled to open at the current location on Wednesday 28 February 2018 at 13:00.

To make this change happen, the branch will need to close for refurbishment on Wednesday 14 February 2018 at 13:00 however the following branches will be happy to provide customers with Post Office services during this period. Should these dates change, posters will be displayed in branch to let customers know.

- Ramsbottom Post Office, Morrisons, King Street, Ramsbottom, Bury, BL0 9AA
- Tottington Post Office, 29 Market Street, Tottington, Bury, BL8 4AA

When the new branch opens, customers will benefit from a newly modernised Post Office service and longer opening hours:

Monday – Saturday 08:00 – 18:00

I've also enclosed an information leaflet which outlines the main comments we received on our plans and our response to these. This leaflet is available in branch and posters are also being displayed to let customers know about the change.

A copy of our final plans for this branch is published on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you can use the search function to view our plans by entering branch name, postcode or the unique branch code 250406

If you have a QR scanner on your phone, just scan here to go straight to the site:



Thank you for your time taken.

Yours faithfully

***Bev Lumb***

**Bev Lumb**  
**Area Manager**

If you have any questions about this change, please contact us using one of the following ways:



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



FREEPOST Your Comments

**(This is the full address to use.**

**No further address or name details are required)**



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



Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

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



## **Holcombe Brook Post Office® is changing**

Last year we asked your views on some key areas about our plans to change your Post Office to one of our new-look local branches. We received 9 submissions about the possible changes and we've now finalised our plans for the change to your branch. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

### **We asked why you use this Post Office and what you like about it.**

**You said..... that you use this Post Office as it is conveniently located and the staff are friendly and knowledgeable. You also said that you use this branch for a wide variety of services.**

You'll be glad to know that most of what you like about your branch won't change. Your new Operator is keen to provide the same high standard of service as is currently received. The new style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly.

### **We asked for your comments about the changes to the branch.**

**You said..... that you welcome the changes to the branch. However, some of you are concerned about having the Post Office and retail counters together, as this may cause longer queues.**

**You also said you are concerned that there is a lack of space within the store.**

We fully recognise people can be wary of change and we are pleased that you took the time to let us know what's concerning you. We work with operators so they understand their responsibility to comply with Post Office accessibility standards and applicable legislation. An accessibility assessment is carried out on the proposed new layout for the premises following conversion, to identify any steps which need to be taken to comply with our standards and legislation. This includes looking at whether there is a clear access route to the Post Office service point, with adequate turning circle space where appropriate. This also includes keeping entrance areas and shopping aisles free of any obstructions so that customers can move around the store as easily as possible.

There will be two separate, clearly signposted, queues for Post Office and retail customers in order to ensure that queue times are kept to a minimum.

Lastly, your new Post Office counter will be located at the end of the retail till, on the right hand side of the shop as you enter.

### **We asked for your comments about any changes to the opening hours.**

**You said..... that you welcome the longer opening hours. However, some of you said that the changes to the opening hours would not affect you.**

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

**We asked if you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead.**

**You said..... that the changes to the products and services are minimal, and will not affect you.**

I am pleased to let you know that at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

During the closure period you can continue to access Post Office services at Ramsbottom Post Office.

**We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area.**

**You said..... That the potential closure period is acceptable. However, some of you said that the closure period is unnecessary and inconvenient.**

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the Operator to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

We'd like to thank all those who took the opportunity to let us have their views about the changes.