



Dear Sir/Madam

**Hollywood Post Office®**  
**1 Hollywood Gardens, Hollywood, Birmingham, B47 5NN**

**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 44A Hollywood Lane, Hollywood, Birmingham, B47 5PY, where it will operate as one of our new local style Post Office branches.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal. I am confident that the new branch is suitably located and will continue to meet the needs of the local community.

We recognise that the Post Office plays an important part in the lives of people, particularly to elderly and disabled customers and we want to make our services as accessible as possible. Access into the store will be level with a wide door at the entrance. Internally, the new branch will be 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. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

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. The Post Office transactions through the local style branch are designed to be quick and efficient to operate to enable fast and effective customer service helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered are available at Kings Heath Post Office, which provides the full range of Post Office products and services and can be reached by a direct bus service.

Details of the new service are provided at the end of this letter together with a product list, which lets you know which services which will be available at your new branch.

The current branch will close at 13:00 on Saturday 19 August 2017, with the new branch opening, at 44A Hollywood Lane, at 13:00 on Monday 21 August 2017. 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 two alternative Post Office branches are provided below for your convenience:

- Kings Heath Post Office, 113 High Street, Kings Heath, Birmingham, B14 7BW
- Maypole Post Office, 7 Stotfold Road, Birmingham, B14 5JD

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 26820199

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



**Suzanne Richardson**  
**Regional Network Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

This document is also available to view online, 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.



**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

**Hollywood Post Office information sheet**

<b>Address</b>	44A Hollywood Lane Hollywood Birmingham B47 5PY														
<b>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>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 – 14:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></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 – 14:30	Sun	Closed
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Sat	09:00 – 14:30														
Sun	Closed														
<b>Distance</b>	950 metres away from the current branch, along varied 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> The new premises has a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Parking is available on the forecourt outside the new premises.</p>														
<b>Retail</b>	Hardware														
<b>Date of Relocation</b>	13:00 on Monday 21 August 2017														

**Hollywood Post Office® services available**

**Your Postmaster or our Customer Helpline on 03457 223344 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>New branch</b>
<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	✓
Transcash (without barcode)	x
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
Products marked x are available at <b>Kings Heath</b> Post Office, 113 High Street, Kings Heath, Birmingham, B14 7BW	Opening times: Mon – Sat      09:00 – 17:30 Sun              10:00 – 14:00
Other Products are available at <b>Maypole</b> Post Office, 7 Stotfold Road, Birmingham, B14 5JD	Mon & Tue      08:30 – 17:30 Wed - Sat       09:00 – 17:30