



Dear Customer

Branch Temporary Closure

**Holyhead Post Office
14 - 16 Stanley Street, Holyhead, LL65 1HG**

We are writing to inform you that due to extensive building work at the above location, the branch will need to close temporarily.

The safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, it will be necessary for the service to close, temporarily, on Saturday 10 June 2023 at 12:30.

It is envisaged that the work will take approximately three weeks to complete, following which the service will re-open on Wednesday 28 June 2023 at 07:00.

Customers will benefit from the following improved facilities at the newly refurbished branch:

- A modern branch in newly refurbished retail store
- The same range of Post Office products and services
- There will be three Post Office serving points
- Longer opening hours

Full details of the service are provided at the end of this letter.

Should the dates change, posters will be displayed in branch to let customers know.

The branches listed overleaf will be happy to provide customers with Post Office services during this period and this information will be made available locally.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Carol Williams

**Carol Williams
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

Details at Holyhead Post Office:

Holyhead Post Office

14 – 16 Stanley Street

Holyhead

LL65 1HG

New opening times

Monday to Sunday	07:00 – 22:00
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Services

The new-look branch will continue to offer the same range of Post Office products and services.

Access

The branch has wide doors and access is level at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The Post Office service will be located at the same Post Office premises on Stanley Street in Holyhead.

There is time restricted roadside parking outside the branch for up to three cars.

Further time restricted roadside parking is available nearby.

Alternative branches

Some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Valley Post Office

Station Road
Valley
Holyhead
LL65 3EB

Services

Offers the same services, however excluding, Passport Check & Send.

Opening times

Monday to Thursday	09:00 – 20:00
Friday & Saturday	09:00 – 21:00
Sunday	09:00 – 16:30

Access

This branch has a wide automatic door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4 miles away from Holyhead branch, along varied terrain. There is a car park located opposite the branch. There is a regular bus service available between Holyhead branch and this Post Office service. The nearest bus stop is approximately 190 metres away.

Porthyfelin Post Office

Porthyfelin
Holyhead
LL65 1AU

Services

Offers similar services, with National Lottery and Euros On Demand Travel Money, however excluding, a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and On Demand Travel Insurance.

Opening times

Monday to Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Access

This branch has a wide door and access is via a ramp with handrail at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 0.6 miles away from Holyhead branch, along varied terrain. Roadside parking is available nearby. There is a limited bus service available between Holyhead branch and this Post Office service. The nearest bus stop is approximately 25 metres away.

Morawelon Post Office

37 Ffordd Tudor
Morawelon
Holyhead
LL65 2DT

Services

Offers similar services, with the addition of National Lottery, however excluding, a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

Opening times

Monday to Sunday	09:00 – 17:30
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Access

This branch has a wide door and access is via a ramp at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 0.9 miles away from Holyhead branch, along varied terrain. Roadside parking is available nearby. There are local buses serving in the surrounding area.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.