Dear Customer

**Howmore Post Office®**
**Cothrom Ltd, Cothrom Community Learning & Development Centre,**
**Ormiclate, Isle of South Uist, HS8 5SB**

**Local Public Consultation Decision**

I am writing to confirm that we will be proceeding with our proposal to relocate this branch to Stoneybridge Community Centre, Stoneybridge, Isle of South Uist, HS8 5SD, and change the opening hours of the service.

We received 6 individual responses from customers and local representatives during the consultation period. The main feedback focused on access to the proposed new location and the proposed new opening times. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service.

We do recognise how important continued access to Post Office services is to the local community. With any relocation it is inevitable that some customers will have an easier journey to the new location and regrettably others will have further to travel. It's important to stress however that we have had to balance these factors against our over-riding need to retain a service in the area; to achieve this it is important that the service is feasible for our operator.

In this instance, the core Postmaster has identified an opportunity to move the service into new premises. We do understand that for some customers the changed opening times may be less convenient than for others. However we do consider that the new opening times reflect customer usage and will allow us to maintain a service to the community for the longer term. We will continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. I am satisfied that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in the local area.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 679470.

Post Office Limited is registered in England and Wales. Registered No. 2154540.
Registered Office Finsbury Dials, 20 Finsbury Street, London. EC2Y 9AQ
Post Office and the Post Office logo are registered trade marks of Post Office Limited

PostOffice.co.uk

Thank you for considering our proposal.

Yours sincerely

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

**How to contact us:**

postofficeviews.co.uk

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.**

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 03457 22 33 44 or Textphone 03457 22 33 55.**

**Details of the new service:**

**Howmore Post Office®**
Stoneybridge Community Centre
Stoneybridge
Isle of South Uist
HS8 5SD

**Opening times**

| | |
|---|---|
| Wednesday | 13:30 – 16:30 |

**Services**
The same range of services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

**Access and facilities**
The premises would have level access with a wide door.
Internally, there would be a low-level serving counter, a low-level writing desk, a hearing loop and space for a wheelchair.

**Transport/parking**
There is a car park directly outside the premises.
There is a bus service available with the bus stopping upon request.

**Route**
These premises are located approximately 2.5 miles away from the current service, along varied terrain.