



Dear Customer

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to open a new Mobile Post Office service in your area.

This new Mobile Post Office service will operate from Howwood Village Hall Car Park, 14 Station Road, Howwood, PA4 1BB on Mondays between 09:00 and 10:00 and Fridays between 11:45 and 12:45

The Postmaster from Johnstone Post Office currently operates a Mobile service in the area and is willing to extend the service to the above community. This new Mobile service will commence from Monday 09 January 2023 at 09:00.

Please feel free to share this information with others who may be interested to hear about the new service.

Full details of the new Mobile Post Office service are provided at the end of this letter and posters will now be displayed at Johnstone Post Office.

If there are any unforeseen changes to the opening date, posters will be displayed at Johnstone Post Office, to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours sincerely

Scott Hamilton

Scott Hamilton
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.

New Mobile Post Office Service Details at: Charvil

Howwood Mobile Post Office
Howwood Village Hall Car Park
14 Station Road
Howwood
PA4 1BB

Opening times

Monday	09:00 – 10:00
Friday	11:45 – 12:45

Services

A range of Post Office services will continue to be available.

Access

There is a step into the Mobile vehicle, however, an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Getting there

This Mobile Post Office service will be located at Howwood Village Hall Car Park in Howwood.

Parking is available at Howwood Village Hall Car Park.

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, Citizens Advice 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, Citizens Advice 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

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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.