



Dear Sir/Madam

Hurstpierpoint Post Office®
80 High Street, Hurstpierpoint, Hassocks, BN6 9PX

Changes to Hurstpierpoint Post Office®

Late 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 25 April 2018 at 13:00.

To make this change happen, the branch will need to close for refurbishment on Saturday 07 April 2018 at 12:30 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.

- Hassocks Post Office, 44 Keymer Road, Hassocks, BN6 8AR
- Ditchling Post Office, Barbers Bank, 1 Lewes Road, Hassocks, BN6 8TT

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

Monday – Saturday 09:00 – 17:30

I've also enclosed an information leaflet which outlines our plans. 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 www.postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 082907

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

A handwritten signature in black ink, appearing to read "Peter C Wilkinson".

Peter C Wilkinson
Area Manager

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



postofficeviews.co.uk



FREEPOST Your Comments



comments@postoffice.co.uk

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.

Alternative Branches:

Hassocks Post Office

44 Keymer Road
Hassocks
BN6 8AR

Opening times

Monday	09:00-17:30
Tuesday	09:00-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	09:00-17:30
Sunday	Closed

Services

The same range of services will continue to be available with the addition of Car tax, comprehensive range of Travel Money, Passport Check & Send.

Access and facilities

This branch has a wide door and level access with a threshold strip at the entrance.

Transport/parking

Roadside parking is available nearby. There is a regular bus service available between Hurstpierpoint branch and this Post Office service. The nearest bus stop is 75 metres away.

Route

This Post Office service is located approximately 1.7 miles away from Hurstpierpoint branch, along varied terrain.

Ditchling Post Office

Barbers Bank
1 Lewes Road
Ditchling
Hassocks
BN6 8TT

Opening times

Monday	09:00-13:00 14:00-17:30
Tuesday	09:00-13:00 14:00-17:30
Wednesday	09:00-13:00 14:00-17:30
Thursday	09:00-13:00 14:00-17:30
Friday	09:00-13:00 14:00-17:30
Saturday	08:00-17:00
Sunday	08:00-15:00

Services

The same range of services will continue to be available.

Access and facilities

This branch has a wide door and steps at the entrance

Transport/parking

Roadside parking is available nearby. There is a car park next door to the branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 2.9 miles away from Hurstpierpoint branch, along varied terrain.

Hurstpierpoint Post Office® is changing

Late 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. Although we received no comments about the possible changes, we have now reviewed and finalised our plans for the change to your branch. A summary of some of the main changes for you are provided below.

Your Post Office

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 and will be trained to the same high Post Office standards.

The changes to your branch

The new style Post Office will operate from two open plan counters, located at the retail till, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

Your new opening hours

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.

The availability of Post Office products and services

I am pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking 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 Hassocks Post Office.

Accessing alternative branches during the refurbishment

We've been working with the Operator to keep the refurbishment closure to a minimum and a poster is displayed in branch with details of the nearest alternative branches you can use. We're sorry for any inconvenience caused to you during this period.

Please look at the poster displayed in branch for more details about the change.