



Dear Customer

**Unplanned Closure of Inverbervie Hosted Outreach Services**

**Affecting: Arbuthnott, Fordoun, Gourdon, Kinneff and Marykirk Hosted Outreach Services**

We are writing to inform you that, regrettably, due to operational reasons, the above Hosted Outreach Services operated by the Postmaster from Inverbervie Post Office, will be closing during the week between 30 September – 3 October 2025.

Post Office has undertaken a comprehensive review of the branch network, including the Outreach services provided by the Postmaster at Inverbervie Post Office, to ensure that it continues to meet evolving customer needs in a very challenging economic climate. The review examines the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. It's important that the Outreach services provided by Inverbervie Post Office operate sustainably, and regrettably the above Outreach Services will need to remain closed. At this time therefore, we are not looking to replace Arbuthnott, Fordoun, Gourdon, Kinneff and Marykirk Hosted Outreach Services.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

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 apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder).

Yours faithfully

*Brian Turnbull*

**Brian N Turnbull**  
**Area Change Manager**

**How to contact us:**

comments@postoffice.co.uk  
postofficeviews.co.uk  
FREEPOST Your Comments

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

**Alternative branches for Arbuthnott Hosted Outreach:**

**Grassic Gibbon Centre, Arbuthnott Parish Hall, Arbuthnott,  
Laurencekirk, AB30 1PB**

<u>Inverbervie Post Office</u>		Services
40 King Street Inverbervie Montrose, Angus DD10 0RG		Offers the same services.
Opening times		Access
Mon – Thurs	08:30 – 17:30	Access is level at the entrance to the premises.
Fri	09:00 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2.9 miles from Arbuthnott Hosted Outreach, along varied terrain. Roadside parking is available nearby. There are no direct bus services available between Arbuthnott and this Post Office.		

## Alternative branches for Fordoun Hosted Outreach:

**The Redhall Arms, Station Road, Fordoun, Laurencekirk, AB30 1NN**

<a href="#">Auchenblae Outreach</a>		Services
Kintore Street Auchenblae Laurencekirk AB30 1XP		Offers the same services.
Opening times		Access
Mon	09:00 – 12:00	There is a small ramp and a step at the entrance to the premises.
Tues	14:00 – 17:00	
Thurs	09:00 – 12:00	
Getting there		
Approximately 2.4 miles from Fordoun Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

<a href="#">Laurencekirk Post Office</a>		Services
39 High Street Laurencekirk AB30 1AA		Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a threshold strip at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 4 miles from Fordoun Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

## Alternative branches for Gourdon Hosted Outreach:

**William Street, Gourdon, Montrose, Angus, DD10 0LW**

<a href="#">Inverbervie Post Office</a>		Services
40 King Street Inverbervie Montrose, Angus DD10 0RG		Offers the same services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon – Thurs	08:30 – 17:30	Access is level at the entrance to the premises.
Fri	09:00 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 1.4 miles from Gourdon Hosted Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

<a href="#">Johnshaven Outreach</a>		Services
1 New Road, Johnshaven Montrose, Angus DD10 0HD		Offers the same services.
Opening times		Access
Mon	13:30 – 16:30	Access is level at the entrance to the premises via steps.
Tues	09:00 – 12:00	
Thurs	13:30 – 16:30	
Getting there		
Approximately 4 miles from Gourdon Hosted Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

## Alternative branches for Kinneff Hosted Outreach:

**Kinneff Village Hall, Kinneff, Montrose, Angus, DD10 0TF**

<a href="#">Inverbervie Post Office</a>		Services
40 King Street Inverbervie Montrose, Angus DD10 0RG		Offers the same services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon – Thurs	08:30 – 17:30	Access is level at the entrance to the premises.
Fri	09:00 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2.9 miles from Kinneff Hosted Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

## Alternative branches for Marykirk Hosted Outreach:

**The Village Hall, Main Road, Marykirk, Laurencekirk, AB30 1UT**

Hillside Post Office		Services
2 Lindsay Place Main Road, Hillside Montrose DD10 9HQ		Offers similar services, with the addition of Euro Travel Money, however excluding Vehicle Tax.
Opening times		Access
Mon, Tues & Thurs	09:00 – 17:00	Access is level at the entrance to the premises.
Wed & Fri	09:00 – 13:00	
Sat & Sun	Closed	
Getting there		
Approximately 3.8 miles from Marykirk Hosted Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

<a href="#">Laurencekirk Post Office</a>		Services
39 High Street Laurencekirk AB30 1AA		Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a threshold strip at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 4.6 miles from Marykirk Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

**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.**

## **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](https://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
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.