



Dear Customer

Changes to Johnstone Mobile Service

We are really pleased to let you know that we are starting to provide Post Office services to the community of Howwood with the commencement of a new Mobile Service on Monday 9 January 2023 at 09:00. The new service will be operated from Howwood Village Hall Car Park, 14b Station Road, Howwood, Paisley, PA91BB by the postmaster from Johnstone Post Office.

The establishment of Mobile service presents the best possible solution to provide Post Office services to this community. The Mobile service is a tried and tested way of maintaining services to smaller communities as a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

To accommodate the new Mobile service in Howwood, there will be some changes to the current Mobile service, also provided by postmaster from Johnstone Post Office, at Lochwinnoch, Wemyss Bay, Inverkip, Houston, Bonnyton, Fenwick, Fenwick, Darvel, Eaglesham, Annbank, Sorn and Chapelton from the week commencing Monday 9 January 2023.

We will display posters locally to tell customers the good news about new Mobile service in Howwood. 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'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 do hope that you will support this new service.

Yours faithfully

Scott Hamilton

Scott Hamilton
Network Provision Lead
How to contact us:

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

Details of the new Mobile service:

Howwood Mobile service

Howwood Village Hall Car Park
14b Station Road
Howwood
Paisley
PA91BB

Services

A range of services will be available.

Access and facilities

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.

Opening times

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

Parking

Parking is available close to where the Mobile van will be parked.

Details of the changes to existing Mobile services:

Lochwinnoch Mobile Service

McKillop Institute Car Park, Main Street, Lochwinnoch, PA12 4AJ

Current opening times

Monday	09:00 – 11:00
Thursday	15:00 – 16:30
Friday	10:45 – 11:45

New opening times

Monday	10:10 – 11:10
Wednesday	15:30 – 16:30
Thursday	15:15 – 16:30
Friday	10:30 – 11:30

Wemyss Bay Mobile Service

Ardgowan Road Car Park, Wemyss Bay, PA18 6AT

Current opening times

Monday	11:45 – 12:45
Thursday	11:30 – 12:30

New opening times

Monday	11:45 – 13:00
Thursday	11:00 – 12:30

Inverkip Mobile Service

Car Park, Main Street - Sainsbury's, Inverkip, PA16 0FZ

Current opening times

Monday	13:30 – 14:30
Thursday	13:15 – 14:15

New opening times

Monday	13:35 – 14:50
Thursday	13:05 – 14:35

Houston Mobile Service

The Old Smithy Car Park, North Street, Houston, PA6 7HF

Current opening times

Monday	15:00 – 16:15
Friday	12:15 – 13:15

New opening times

Monday	15:20 – 16:35
Friday	13:00 – 14:00

Bonnyton Mobile Service

Community Centre Car Park, 51 Garrier Place, Bonnyton, Kilmarnock, KA1 2NG

Current opening times

Tuesday	09:00 – 10:15
Thursday	09:00 – 10:15

New opening times

Tuesday	09:00 – 10:00
Thursday	09:00 – 10:00

Fenwick Mobile Service

Opposite site of closed Post Office, Main Road, Fenwick, KA3 6DY

Current opening times

Tuesday	10:30 – 11:30
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New opening times

Tuesday	10:15 – 11:15
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Newmilns Mobile Service

Opposite Car Wash, Main Street, Newmilns, KA16 9HA

Current opening times

Tuesday	12:20 – 13:50
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New opening times

Tuesday	11:30 – 12:15
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Darvel Mobile Service

Next to Pillar Box, Main Street, Darvel, KA17 0AB

Current opening times

Tuesday	14:10 – 15:40
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New opening times

Tuesday	12:55 – 14:10
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Eaglesham Mobile Service

Outside Premier Store, Glasgow Road, Eaglesham, Glasgow, G76 0JQ

Current opening times

Wednesday	14:30 – 15:30
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New opening times

Tuesday	14:40 – 15:55
Wednesday	13:30 – 14:45

Annbank Mobile Service

Weston Avenue, Annbank, KA6 5ET

Current opening times

Wednesday	09:00 – 10:00
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New opening times

Wednesday	09:00 – 09:45
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Sorn Mobile Service

At Telephone Box, Main Street, Mauchline, KA5 6JB

Current opening times

Wednesday	10:30 – 11:30
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New opening times

Wednesday	10:15 – 11:00
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Chapelton Mobile Service

Shawton Road, Chapelton, Strathaven, ML10 6RY

Current opening times

Wednesday	13:00 – 14:00
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New opening times

Wednesday	11:40 – 12:40
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**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

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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

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.