



Dear Customer

Kelvedon Common Post Office®
1 Church Road, Kelvedon Hatch, Brentwood, CM14 5TJ

Local Public Consultation Decision

We will be proceeding with our proposal to move the above Post Office branch to Nisa, 48-50 Blackmore Road, Kelvedon Hatch, Brentwood, CM15 0AZ, where it will be known as Kelvedon Hatch and it will operate as one of our new local style Post Office branches.

We have received 18 individual responses from customers during the local public consultation period. The main feedback commented on the distance to the proposed premises, as well as the availability of space inside the store and parking at the new location. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed premises are located approximately 0.7 miles from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. For customers using public transport, Brentwood branch may be a more convenient alternative option.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is off road parking for up to 6 cars outside the new premises and there is also unrestricted roadside parking available nearby. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access will be via a permanent ramp with a wide door at the entrance. Inside the shop, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator in the internal layout as part of the refurbishment of the shop. Some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around and access Post Office services.

However, we do recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. I would like to reassure you that we will also be working closely with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. Staff will be fully trained and on hand and staffing levels will be aligned to meet customer demand. The staff training would include excellent customer service, the need to respect customer confidentiality and adhere to our stringent security procedures which will be put in place to protect staff and customers.

The new local style Post Office will operate from a Post Office serving point located at the shop counter with a separate queue for retail customers. This format is designed around following simple processes for handling transactions that are to be straight-forward and quick, helping to minimise queues and provide an efficient and speedy service. The number of serving positions has been based on current and future predicted business levels. We're confident that one dedicated serving position together with the extended opening hours the new branch will provide, along with the efficient use of staff will give us sufficient capacity both now and for the future to cope with customer demand.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 13:00 on Saturday 05 May 2018, with the new branch opening, at 48-50 Blackmore Road, Kelvedon Hatch, at 13:00 on Tuesday 08 May 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Brentwood Post Office, Unit 1-2, Baytree Shopping Centre, Brentwood, CM14 4BX

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:



postofficeviews.co.uk



comments@postoffice.co.uk



FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Kelvedon Hatch Post Office information sheet															
Address	<p>Nisa 48 – 50 Blackmore Road Kelvedon Hatch Brentwood CM15 0AZ</p>														
Opening hours	<table> <tr> <td>Monday</td><td>06:30 – 21:30</td></tr> <tr> <td>Tuesday</td><td>06:30 – 21:30</td></tr> <tr> <td>Wednesday</td><td>06:30 – 21:30</td></tr> <tr> <td>Thursday</td><td>06:30 – 21:30</td></tr> <tr> <td>Friday</td><td>06:30 – 21:30</td></tr> <tr> <td>Saturday</td><td>06:30 – 21:30</td></tr> <tr> <td>Sunday</td><td>06:30 – 21:30</td></tr> </table>	Monday	06:30 – 21:30	Tuesday	06:30 – 21:30	Wednesday	06:30 – 21:30	Thursday	06:30 – 21:30	Friday	06:30 – 21:30	Saturday	06:30 – 21:30	Sunday	06:30 – 21:30
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Distance	0.7 miles away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide automatic door and a ramp with a handrail. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There are off road parking for up to 6 cars outside the new premises. Further unrestricted roadside parking is available nearby.</p> <p>Buses There are local buses serving the surrounding area.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Tuesday 08 May 2018														

Kelvedon Hatch Post Office® services available	
Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euro/Dollar
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Brentwood Post Office, Unit 1 – 2, Baytree Shopping Centre, Brentwood, CM14 4BX	Opening times: Mon – Sat 09:00 – 17:30 Sun 10:00 – 14:00