



Dear Customer

**Kentish Town Post Office®**  
**212 – 216 Kentish Town Road, London, NW5 2BY**

**Local Public Consultation Decision**

I'm writing to confirm that we are now finalising our plans to move the above Post Office branch to a new location at Greetings From The Heart, 251 Kentish Town Road, London NW5 2JT.

We received 25 individual responses from customers or local representatives during the consultation period. Some of the feedback commented on access into the new store and the availability of space inside. This feedback helped me to understand customers' views and concerns and to make sure that all such information was taken into account before finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. I can confirm that access into the new premises is via a wide door and a threshold strip at the entrance.

Internally, the new branch will be in line with Post Office specifications with two screened and two open plan positions, incorporating a low level serving counter and separate queuing area for Post Office customers. Some of the existing retail units will be re-aligned or removed to create space for the Post Office area. We have been working closely with the operator to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure that the Post Office counter area is easily accessible and that customers, including wheelchair users, have sufficient space and privacy whilst conducting their business.

Additionally, there will be a Post Office serving point located at the retail till, where customers can carry out a wide range of Post Office products and services alongside retail transactions. This serving point will be open in line with the shop opening hours, meaning that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I have carefully considered our original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Kentish Town and provide future sustainability for the branch.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 10000599

Thank you for considering our proposal.

Yours faithfully

***Michael Brennan***

**Michael Brennan**  
**Network Operations Area Manager**

## How to contact us:

- 🖨️ [postofficeviews.co.uk](http://postofficeviews.co.uk)
- ✉️ [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
- ☎️ Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
- ✉️ FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**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.**

**Details of the new service:**

<b>Kentish Town Post Office information sheet</b>			
<b>Address</b>	Greetings From The Heart 251 Kentish Town Road London NW5 2JT		
<b>Post Office Opening hours</b>	Mon	08:30 - 17:30	
	Tue	08:30 - 17:30	
	Wed	08:30 - 17:30	
	Thu	08:30 - 17:30	
	Fri	08:30 - 17:30	
	Sat	08:30 - 17:30	
	Sun	Closed	
<b>Distance</b>	20 metres away from the current branch, along level terrain.		
<b>Products &amp; Services</b>	The same range of services will continue to be available.		
<b>Accessibility &amp; Accessibility works</b>	<b>Access and facilities</b> This branch has a wide door and threshold strip access.		
	<b>Transport/parking</b> Pay and display roadside parking is available nearby.		
<b>Date of Relocation</b>	To be confirmed		