



Dear Customer

Kilburn Park Post Office®
Previously located at: 5-9 Chippenham Gardens, London, NW6 5LH

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 29 Malvern Road, London, NW6 5PS, where it will operate as one of our new main style Post Office branches.

We received 09 individual responses from customers during the local public consultation period. Respondents welcomed the proposed move of Kilburn Park Post Office.

I have carefully considered our original proposal and the feedback received during the local public consultation period. I am confident that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch. We already have over 3400 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers, and we want to make our services as accessible as possible. I am pleased to confirm that before the new Post Office opens, the operator plans to install a permanent ramp at the entrance providing level access into the premises.

Internally, a modern, new main style Post Office branch will be built to our high specifications, with two screened incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to transact the same wide range of products and services as currently, with the addition of a selection of on demand Travel Money, whilst benefitting from longer opening times on Saturdays.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open six days a week, allowing customers to transact the majority of Post Office products and services alongside retail transactions at times that are more convenient for them.

Although the Post Office external cash machine will not be transferring to the new branch, customers will still be able to access cash from their Post Office card account and obtain everyday banking services throughout the extended opening times provided by the new operator. Outside of these opening hours, customers can access our 24 hour cash machine facilities at Maida Vale Post Office. This branch also offers the full range of Post Office services and can be reached by a regular bus service. Full details of the new branch are provided at the end of this letter.

The new branch opening at 29 Malvern Road, London, NW6 5PS will be at 13:00 on Tuesday 03 April 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 two alternative Post Office branches are provided below for your convenience:

- Maida Vale Post Office, 377 Harrow Road, London, W9 3ND
- Kilburn Post Office, 79A Kilburn High Road, London, NW6 6JG

This information is also available on the Post Office Consultation Hub at www.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

Details of the new service:

Kilburn Park Post Office information sheet															
Address	29 Malvern Road London NW6 5PS														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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Sat	09:00 - 17:30														
Sun	Closed														
New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	09:00 - 17:30	Sun	Closed										
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Sun	Closed														
Distance	50 metres away from the previous branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available with the addition of a wider selection of on demand travel money.														
Serving positions	There will be three serving positions. These will be a mixture of two screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities The new premises would have a wide door and a permanent ramp at the entrance. Internally, there would be a hearing loop, a low level writing desk and space for a wheelchair.</p> <p>Parking/Buses Roadside pay and display parking with disabled bays is available nearby.</p>														
Retail	Cards and stationery														
Date of relocation	13:00 on Tuesday 03 April 2018														

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.