



Dear Customer

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

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing, to move the above Post Office branch to a new location - 29 Malvern Road, London, NW6 5PS.

As you may be aware the branch closed on 12 October 2017 because of the withdrawal of the premises for Post Office use due to redevelopment plans by the local Council. I'm pleased to tell you that, if the move goes ahead, subject to consultation, it will change to one of our new main style branches.

This change is part of a major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches.

What will this mean for customers?

- A modern open plan branch in newly refurbished premises
- Longer opening hours
- The same products and services with a wider selection of on demand travel money
- Selected Post Office services will also be available at the retail counter during shop opening hours
- Improved accessibility

Consulting on the proposed new location

We're now starting a period of local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If the move were to proceed is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 055005

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	01 December 2017
Local Public Consultation ends	22 January 2018
Proposed month of change	March/April 2018

In this instance we have extended public consultation by 10 days to allow for the holiday period over Christmas.

I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.





Thank you for considering our proposal. At the end of the consultation we'll put a poster in branch to let you know our final plans.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  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.

Want to tell us what you think right here and now – scan here.

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



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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

Kilburn Park Post Office information sheet

	Previous Post Office location	Proposed new Post Office location (subject to local public consultation)																												
Address	5-9 Chippenham Gardens London NW6 5LH	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 - 12:30</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 - 12:30	Sun	Closed	<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
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 - 12:30																													
Sun	Closed																													
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																													
New Opening times of Post Office service at retail counter offering selected services	<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																									
Mon - Sat	09:00 - 17:30																													
Sun	Closed																													
Distance	50 metres away from the previous branch, along level terrain.																													
Products & Services	<p>The same wide range of products and services will still be available with the addition of a wider selection of on demand travel money.</p> <p>The current branch has an external Post Office branded cash machine but we don't yet know whether we'll be able to transfer this facility to the new site.</p>																													
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 Previous branch has a wide door and a step with grab rails at the entrance. Internally, there is a hearing loop.</p> <p>Parking Roadside pay and display parking with disabled bays is available nearby.</p>	<p>Access and facilities The proposed 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 Roadside pay and display parking with disabled bays is available nearby.</p>																												
Retail	Cards and stationery	Cards and stationery																												
Local Public Consultation starts	01 December 2017																													
Local Public Consultation ends	22 January 2018																													
Proposed month of change	March/April 2018																													

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk