



Dear Customer

Kilmaurs Post Office®
Previously located at 5 Main Street, Kilmaurs, Kilmarnock, KA3 2RQ

We will be proceeding with our proposal to re-open the above Post Office branch at Premier Kilmaurs Store, 29 Main Street, Kilmaurs, Kilmarnock, KA3 2SZ.

We received 6 responses from customers during the consultation period. Some feedback welcomed the restoration of Post Office services in Kilmaurs. Other feedback commented about parking and pedestrian access to the new site. This feedback enabled me to improve my understanding of customers' views and was taken into account in finalising our plans for the new service.

As I am sure you will understand matters such as provision of disabled parking and road crossing are outside the direct control of Post Office Limited and are a matter for the Local authority. Our priority is to restore customer access to our services in Kilmaurs for the longer term.

I have carefully considered our original proposal, the feedback received during the 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 will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The new branch will open at Premier Kilmaurs Store at 13:00 on Thursday 6 September 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 35745899

Thank you for considering our proposal.

Yours faithfully

Kenny Lamont
Network Operations Area 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.**

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. 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 call 03452 66 01 15 or Textphone 03457 22 33 55.

Kilmaurs Post Office information sheet				
Address	Premier Kilmaurs Store 29 Main Street Kilmaurs Kilmarnock KA3 2SZ			
Post Office Opening hours		Mon	06:00 - 22:00	
		Tue	06:00 - 22:00	
		Wed	06:00 - 22:00	
		Thu	06:00 - 22:00	
		Fri	06:00 - 22:00	
		Sat	06:00 - 22:00	
		Sun	07:00 - 22:00	
Distance	65 metres from the previous branch, along varied terrain.			
Products & Services	A wide range of services will be available at the branch.			
Accessibility & Accessibility works	Access and facilities This branch will have a wide door and level access at the entrance.			
	Transport/parking There are a small number of parking spaces on Main Street. Additionally, a car park is available approximately 60 metres away on Fenwick Road. Also roadside parking is available nearby.			
Date of opening	Thursday 6 September 2018			