



Dear Customer

Ladywell Road Post Office
253 Algernon Road, Lewisham, London, SE13 7AG

We're writing to let you know that we're changing the above Post Office to one of our Local style branches.

Customers would access Post Office services at two low-screened, open-plan, modern serving point that's part of the retail counter. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed.

The branch will offer a range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches is high, and many local branch customers visit outside traditional opening hours.

Customers will still be able to get most of the Post Office products and services they are used to, however, for a small number of services they may need to go on-line at www.postoffice.co.uk, call us or visit an alternative Post Office. Additionally, cheques will continue to be accepted as a method of payment.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

To make the changes the branch will also undergo a refurbishment and the safety of our customers is of paramount importance to us. Therefore, to allow for the refurbishments to take place, it will be necessary for the service to close, temporarily, on Saturday 3 September 2022 at 13:00. It is envisaged that the work will take approximately 4 weeks to complete. Following which, your new-look Post Office will open at this location on Thursday 22 September 2022 at 13:00.

When the new branch opens, customers will benefit from the following:

- A modern open plan branch in newly refurbished premises
- A range of Post Office products and services
- Longer Post Office opening hours
- Customers will access Post Office services at two low-screened, open-plan, modern serving points at the retail counter.

If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

We would like to apologise for the inconvenience the during this temporary closure. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter.

Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Posters will now be displayed in branch, so customers are aware of the change. We hope that you and our customers will continue to support your new style Post Office service.

Yours faithfully

Samantha Coe

Samantha Coe
Network Provision Lead

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

New Post Office Service Details: Ladywell Road

Ladywell Road Post Office

253 Algernon Road
Lewisham
London
SE13 7AG

Services

A range of Post Office products and services will continue to be available, however excluding On Demand Travel Insurance and Change Giving.

Access

This branch has a wide door and level access the entrance. Internally there will be a hearing loop and space for a wheelchair.

New opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 13:30
Sunday	Closed

Distance/Getting there

Located at the same Post Office premises at 253 Algernon Road in Lewisham.

Time restricted parking is available in the layby outside the branch. Further time restricted roadside parking is available in the layby on the road opposite the branch.

Ladywell Road Post Office services available		
For information about product availability call 03457 22 33 44.		
For details of maximum value of transactions, please speak to the operator.		
	Current branch	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	✓	✓
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. Tracked & Signed)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	✓
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
Withdrawals, deposits and payments		
Post Office Card Account	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	x
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euros	Euros
Travel insurance referral	✓	✓
On demand travel insurance	✓	x
Mobile Top-ups & E vouchers	✓	✓
Payment by cheque	✓	✓
<p>Products marked x are available at Catford Post Office, 187 - 189 Rushey Green, Catford, London, SE6 4BP</p> <p>Other Products are available at Lewisham Post Office, 59 Riverdale Lewisham Centre, Lewisham, London, SE13 7EP</p>		
<p>Opening times:</p> <p>Mon 08:30 – 07:30</p> <p>Tue to Sat 09:00 – 17:30</p> <p>Opening times:</p> <p>Mon to Fri 09:00 – 17:30</p> <p>Sat 09:00 – 14:00</p>		

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder
Information on public transport routes and timetables can be accessed at www.tfl.gov.uk

Lewisham Post Office

59 Riverdale Lewisham Centre
WHSmith
Lewisham
London
SE13 7EP

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

Services

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

Access

This branch has an open plan entrance and access is level.

Internally, there is a low-level serving counter, a low-level writing desk, a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 0.7 miles away from Ladywell Road branch, along varied terrain. Parking is available at the shopping centre car park. There is a regular bus service available between Ladywell Road branch and this Post Office service. The nearest bus stop is approximately 450 metres away.

Lewisham High Street Post Office

314 Lewisham High Street
Lewisham
London
SE13 6JZ

Opening times

Monday – Friday	09:30 – 18:00
Saturday	09:30 – 12:30
Sunday	Closed

Services

The same range of services will continue to be available, however excluding, Euros Travel Money, and On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 0.4 miles away from Ladywell Road branch, along varied terrain. Pay and display roadside parking is available in the side street at Whitburn Road and nearby. There is a regular bus service available between Ladywell Road branch and this Post Office service. The nearest bus stop is opposite the branch.

Lewisham Road Post Office

310 Lewisham Road
London
SE13 7PA

Opening times

Monday – Saturday	06:00 – 20:00
Sunday	07:00 – 14:00

Services

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 0.9 miles away from Ladywell Road branch, along varied terrain. Pay and display roadside parking is available in the side street at Granville Park. There is a regular bus service available between Ladywell Road branch and this Post Office service. The nearest bus stop is approximately 155 metres away.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.