



**Langholm Post Office®**  
**Langholm Town Hall, Market Place, High Street, Langholm, DG13 0JH**

**Your new branch**

We recently asked your views on some key areas about our plans to operate the Post Office service from inside Langholm Town Hall. We received one response which welcomed our plans.

Our priority is to safeguard Post Office services to the local community in Langholm. The introduction of a permanent Hosted Outreach service, presents the best solution in the area and will also create a more secure service in the longer term to the local community for the future.

The Postmaster from Scotby Post Office will continue to offer Post Office services and will operate the Hosted Outreach service from within the Town hall.

The new service is planned to commence on Friday 1 November 2019, and will operate on Wednesdays between 10:00 and 15:30, and Fridays between 09:00 and 14:00. The current temporary Hosted Outreach Mobile Post Office service is scheduled to cease on Wednesday 30 October 2019.

**Key points raised:**

- Hours

**Response to key points:**

**Hours**

We do understand that for some customers the opening times may be less convenient than for others. However, we do consider that the new opening times reflect customer usage, and will allow us to maintain a Post Office service to the community for the longer term. We will continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

**Access into the new premises**

We are mindful of the needs of all our customers including those with mobility issues. Langholm Town Hall has a wide door at the entrance. Access is via a ramp or a step from the pavement with handrails. Internally, there will be a hearing loop and space for a wheelchair.

We hope that you will enjoy using the new Post Office.