



Dear Customer

Lenzie Post Office®
Previously located at - 118 Kirkintilloch Road, Lenzie
Glasgow, G66 4LQ

I am writing to confirm that we will be proceeding with our proposal to re-open this service at Lifestyle Express, 35 Auchinloch Road, Lenzie, Kirkintilloch, Glasgow, G66 5EY where it will operate as one of our new local Post Office branches and the branch will continue to be known as Lenzie Post Office. The new branch will open at Lifestyle Express at 13:00 on Wednesday 11 July 2018.

We received 162 individual responses from customers and local representatives during the consultation period. In the main, this feedback welcomed the restoration of Post Office services to Lenzie but mentioned that parking may be difficult in the vicinity. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking available along Auchinloch Road. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible. Access at the new premises is level with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services without difficulty.

The new Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, alongside retail transactions.

Details of the new branch are provided at the end of this letter.

I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed at Lifestyle Express to let customers know about this decision. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed to at Lifestyle Express let customers know.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk




Thank you for considering our proposal.

Yours faithfully

Kenny Lamont

Kenny Lamont
Regional Network Change Manager

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 please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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.

Details of the new service:

Lenzie Post Office

35 Auchinloch Road
Lenzie
Kirkintilloch
Glasgow
G66 5EY

Services

A wide range of Post Office products and services will be available.

Access and facilities

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

Opening times

Monday	06:00 - 18:00
Tuesday	06:00 - 18:00
Wednesday	06:00 - 18:00
Thursday	06:00 - 18:00
Friday	06:00 - 18:00
Saturday	09:00 - 16:00
Sunday	Closed

Transport/parking

Roadside parking is available along Auchinloch Road. There is a regular bus service available from the previous branch to the new premises. The nearest bus stop is directly outside of the premises.

Route

450 metres away from the previous branch, along level terrain.
