



Dear Customer

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

**Public Consultation – Branch Re-opening**

We are writing to let you know that we are proposing to re-open this service at a new location: Lifestyle Express, 35 Auchinloch Road, Lenzie, Kirkintilloch, Glasgow, G66 5EY and proposing to change the name of the branch to Auchinloch Road.

The branch closed temporarily in February 2017 due to operational reasons. We are pleased to inform you, that a new agent has been appointed and the Post Office would operate from the new premises.

Full details of the proposed new service, are provided at the end of this letter.

**Consulting on the proposed changes**

We're now starting a 6 week 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 this proposal 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

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 service.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 243855

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for the local public consultation:**

Local Public Consultation starts	11 April 2018
Local Public Consultation ends	23 May 2018
Proposed month of change	July/August 2018

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

At the end of the consultation we'll put a poster in Lifestyle Express to let you know our final plans.



Thank you for considering our proposal.

Yours faithfully

*Kenny Lamont*

**Kenny Lamont**  
**Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.



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

<b>Auchinloch Road Post Office information sheet</b>															
<b>Proposed new Post Office location (subject to local public consultation)</b>															
<b>Address</b>	Lifestyle Express 35 Auchinloch Road Lenzie Kirkintilloch Glasgow G66 5EY														
<b>Post Office Opening hours</b>	<table border="1"> <tr> <td>Mon</td> <td>06:00 - 18:00</td> </tr> <tr> <td>Tue</td> <td>06:00 - 18:00</td> </tr> <tr> <td>Wed</td> <td>06:00 - 18:00</td> </tr> <tr> <td>Thu</td> <td>06:00 - 18:00</td> </tr> <tr> <td>Fri</td> <td>06:00 - 18:00</td> </tr> <tr> <td>Sat</td> <td>09:00 - 16:00</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon	06:00 - 18:00	Tue	06:00 - 18:00	Wed	06:00 - 18:00	Thu	06:00 - 18:00	Fri	06:00 - 18:00	Sat	09:00 - 16:00	Sun	Closed
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Sat	09:00 - 16:00														
Sun	Closed														
<b>Distance</b>	450 metres away from the previous branch, along level terrain.														
<b>Products &amp; Services</b>	A wide range of Post Office products and services would be available.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The proposed premises has a wide door and level access at the entrance. Internally there would be a hearing loop and space for a wheelchair.</p> <p><b>Transport/parking</b> Roadside parking is available along Auchinloch Road. There is a regular bus service available from the previous branch to the proposed premises. The nearest bus stop is directly outside of the proposed premises.</p>														
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## **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](http://www.postofficeviews.co.uk)