



Dear Customer

Lion Green Post Office® branch
Previously located at, The Co-op, Lion Green, Shottermill, Haslemere, GU27 1LD

Proposed move to new premises & branch modernisation

We are proposing to replace Lion Green branch by re-opening the branch in a new location at Haslewey Community Centre, Lion Green, Haslemere, GU27 1LD, from Tuesday 20 March 2018, where it will operate as one of our new local style branches.

As you may recall Lion Green Post Office closed temporarily in May 2016 following the resignation of the Postmaster and since then we have been working to restore services locally. I am therefore pleased to inform you that a new operator has been appointed, providing us with the opportunity to incorporate Post Office services into their Cards and Stationery shop in the Haslewey Community Centre, located approximately 120 metres from the closed branch.

What will this mean for customers?

- Post Office services will be offered from two open plan counters in a modern branch
- The majority of Post Office products and services will still be available

Consulting on the proposed new location

Although the decision to re-open the branch at this new location has been made and we believe this is the best way forward to restore Post Office services locally for the longer term. However, we would still like your views on access and service provision at the new location and we are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location 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
- Is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch.

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 120923

Dates for local public consultation:

Local Public Consultation starts	7 February 2018
Local Public Consultation ends	21 March 2018
Proposed date of change	20 March 2018

In order to restore a Post Office service to our customers in the area as soon as possible, the new branch will open on Tuesday 20 March 2018 at 13:00. However, this does not affect the period of public consultation which is ongoing until 21 March 2018.

I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

We will inform our customers of the final decision by displaying a poster locally.

Yours faithfully

Sarah Lambert

Sarah Lambert
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.**

Want to tell us what
you think right here
and now – 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.

Lion Green Post Office information sheet				
New Post Office location				
Address	Haslewey Community Centre Lion Green Haslemere GU27 1LD			
Post Office Opening hours		Mon	08:00 – 18:00	
		Tue	08:30 – 18:00	
		Wed	08:30 – 18:00	
		Thu	08:30 – 18:00	
		Fri	08:30 – 18:00	
		Sat	Closed	
		Sun	Closed	
Distance	120 metres away from the previously closed branch, along level terrain.			
Products & Services	The majority of Post Office products and services will still be available.			
Accessibility & Accessibility works	Access and facilities This premises has a wide door and level access at the entrance. Transport/parking Parking is available outside the new premises.			
Local Public Consultation starts	7 February 2018			
Local Public Consultation ends	21 March 2018			
Proposed date of change	20 March 2018			

Lion Green Post Office® services available	
Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk	
	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. signed for & Aisured)	✓
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	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
Other Products are available at Haslemere Post Office, 3 West Street, Haslemere, GU27 2AF	
Opening times: Mon – Fri 09:00 - 17:30 Sat 09:00 - 12:30	

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