



Your new branch will open soon

Lochgilphead Post Office **Previously located at: 46 Argyll Street, Lochgilphead, PA31 8NE**

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. The branch reopening has been delayed due to unforeseen circumstances and now branch is scheduled to reopen on Wednesday 21 September 2022 at 13:00.

The temporary Mobile service currently serving the community of Lochgilphead from the Lochgilphead Delivery Office, Lorne Street, Lochgilphead, PA31 8JH will cease to operate on Friday 16 September at 15:00. This Mobile & Hosted Outreach service, operated by postmaster from Tarbert Post Office, will continue to provide Post Office services at Clachan, Ardrishaig, Minard and Inveraray.

We received seventy responses to our customer engagement, welcoming the reopening of this branch in Lochgilphead, however raising some concerns about access.

Key points raised:

- Parking
- Access into the new premises
- Access to Post Office counter

Response to key points:

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that roadside parking is available directly outside and further along Union Street and Argyll Street. Designated disabled bays are available nearby.

Access into the new premises

We are mindful of the needs of all our customers, including those with mobility concerns. The new premises will have level access and two sets of doors, the external doors are left open thorough the branch opening hours and internal doors are automatic, activated by a push button.

We work closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings will be made to accommodate this.

Access to Post Office counter

All necessary adaptations will be made for disabled users to enable them to access Post Office counter.

The Post Office counter will be clearly signposted and staffing levels will be carefully aligned to customer demand.

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