Dear Customer

Local public consultation – Decision

London Bridge Post Office
19A Borough High Street, London, SE1 9SF

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into 78 Borough High Street, London SE1 1LL (formerly Black Katz Lettings & Property Management), where it will be operated by our retail partner Universal Office Equipment UK LTD (UOE). The store name will be "Stamp" and the Post Office branch name will change to Borough High Street Post Office.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

We're currently making final arrangements for the move, and we anticipate that the branch will relocate early 2027. Further information will be provided in branch once the dates have been agreed.

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

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Jason Collins

Jason Collins
Divisional Retail Change Manager
Post Office Limited

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

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Appendix A

Response to Local Public Consultation

Consultation started 13 August 2026
Consultation ended 24 September 2026

Consultation responses
- 13 responses from customers

Key issues raised
- Space and Queuing
- Number of Counter Positions
- Staffing
- Products and Services

Response to issues raised

Space and Queuing
The new premises will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout to make sure there is clear access into the premises for customers and a wheelchair. There will be sufficient space for customers to queue and to move about and access services inside the proposed new premises, with aisle widths and turning circle compliant with Post Office's accessibility guide.

Number of Counter Positions
There will be three open plan serving positions and two Drop Boxes. The total number of serving positions has been based on future predicted business levels. We will continue to monitor service demand in the area, along with customer usage at the new branch following the move and will work with the branch to make sure service standards are maintained.

Staffing
Postmasters operate Post Office branches on an agency basis, rather like franchises, so they are all privately owned and managed businesses, and as such, they are responsible for the staff employed at the branch. All staff members required to work in the Post Office would be fully trained. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training in a number of areas, including Data Protection and Mail Handling.

Products and Services
The same products and services will still be available, excluding Post & Go (Self-Service Kiosk) however, there will be two Drop Boxes. This is a new self-serve parcel drop-off facility enabling fast, secure, pre-paid drop-offs in branch and will deliver a simpler, reduced queuing solution for customers across multiple drop-off services.

Appendix B

Post Office Information Summary

There are times our branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location
78 Borough High Street, London SE1 1LL (formerly Black Katz Lettings & Property Management)

New opening times

Monday	08:00 – 18:00
Tuesday	08:00 – 18:00
Wednesday	08:00 – 18:00
Thursday	08:00 – 18:00
Friday	08:00 – 18:00
Saturday	09:00 – 17:00
Sunday	12:00 – 17:00

Products and Services

The same products and services will still be available, except Post & Go (Self-Service Kiosk) will not be available however with the addition of two Drop Boxes.

Serving positions

There will be three open plan serving positions. The total number of serving positions has been based on future predicted business levels.

Access

Currently there is a step at the entrance to the premises, however as part of the refurbishment the shop front will be replaced to provide double doors and an internal ramp to achieve level access. There will be directional signage from the entrance door through to the new Post Office area which will be within a dedicated area at the rear of the store. Low-level serving counters, writing desks and pin pads will be available.

Getting there

The new branch will be located approximately 270 metres away from the current branch, along mostly level terrain. Time restricted disabled parking is available opposite the new premises and pay by phone roadside parking is available in the surrounding side streets.

Public transport is available to and from the surrounding areas. Information on public transport routes and timetables can be accessed at www.tfl.gov.uk

Store retail available	Stationery

The latest available branch information, including possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

Information on public transport routes and timetables can be accessed at www.tfl.gov.uk

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch operator.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Services available	New Branch
Cash Withdrawals	✓
Cash Deposits	✓
Cheque Deposits	✓
Mails	
Drop & Go	✓
Parcelforce Express 48 Large	✓
DPD - Buy in branch	✓
DPD - Drop off and collections	✓
Post & Go (Self-Service Kiosk)	✖
Drop Box	✓
Pay Bills & Top Up	
Pay Bills and Top up	✓
Passport Applications	
Paper Check & Send - New & Renewals	✓
Digital Check & Send - New & Renewals	✓
Licence Applications	
SIA Licence Application	✓
Identity Services	
Document Certification Service	✓
In Branch Verification	✓
Driving	
DVLA Photocard Renewal	✓
Vehicle Tax	✓
Travel	
Foreign Currency	✓
Travel Insurance	✓
Travel Money Card	✓
Your Finances	
Western Union	✓
Savings application forms	✓
Savings Account ID Verification (free)	✓
Bank of England Banknote Exchange	✓

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

*We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:*

- Permanent closure of a Post Office branch[5]
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week[6] local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk **Call: 03452 66 01 15**

Comments@postoffice.co.uk **Textphone: 03457 22 33 55**

FREEPOST Your Comments

[5] There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

[6] If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.