



Dear Customer

**Lovedean Post Office®**  
**339 Milton Road, Cowplain, Waterlooville, PO8 8LH**

**Decision - Branch Re-opening**

I am writing to confirm that we will be proceeding with our proposal to re-open this service at Central Convenience Stores, 48 Frogmore Lane, Waterlooville, PO8 9QL.

We received 15 individual responses from customers during the consultation period. The main feedback was in support of the re-opening, with customers welcoming the restoration of Post Office services locally. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new branch.

Our proposal to re-open Lovedean Post Office aims to restore the service in the local community. We take a number of factors into account when considering an appointment; including access, the size of the premises, suitability of the operator and their business plan for a viable and sustainable service. The processes we follow are established and robust and the new operator was successfully appointed following the completion of our rigorous application process.

I have carefully considered our original proposal and the feedback received during the public consultation period and I am confident that the new branch is suitably located and that this services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in Lovedean.

The branch will re-open at Central Convenience Stores, 48 Frogmore Lane, at 13:00 on Friday 29 September 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

Further details of the new service are provided at the end of this letter. You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 202458





Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Michael Brennan".

**Michael Brennan**  
**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.



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](http://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.

**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.**

## Details of the new service:

---

### Lovedean Post Office

Central Convenience Stores  
48 Frogmore Lane  
Waterlooville  
PO8 9QL

### Opening times

Monday	06:00 – 21:00
Tuesday	06:00 – 21:00
Wednesday	06:00 – 21:00
Thursday	06:00 – 21:00
Friday	06:00 – 21:00
Saturday	06:00 – 21:00
Sunday	06:00 – 21:00

### Services

The same range of services will continue to 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

### Transport/parking

Parking is available outside the new branch.

### Route

The new branch is located approximately 650 metres away from the previous branch, along varied terrain.

---