



Dear Customer

**Low Fell Mobile service**  
**11 Belle Vue Bank, Gateshead, NE9 6BQ**  
**Local Public Consultation Decision**

I'm writing to confirm our final plans for Low Fell Post Office service which commenced at Pets N Bitz, 8B Beaconsfield Road, Gateshead, NE9 5EU on Wednesday 09 May 2018.

We received 165 individual responses from customers during the local public consultation period. The main feedback centred on the availability of car parking at the proposed location, space and manoeuvrability within the new premises. We also received comments welcoming the longer opening times in a more modern environment that would be available at the new branch. 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 service.

While I have considered the concerns raised about parking at the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand, traffic issues and the availability of parking spaces are outside the direct control of Post Office Limited, however I have reviewed this aspect of the proposal. I can confirm that there is roadside parking available in the surrounding area and a pay and display Car Park on Lowrey's Lane. I am therefore satisfied that parking will continue to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. Access at the new premises is level with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer.

We have been working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock has been re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoons. These new hours will allow customers to spread their visits and access our services throughout the week and at times that suit them better. Full details of the new branch are provided at the end of this letter.

I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Low Fell and provide future sustainability for the branch. I am therefore confident that this is the correct course of action to take.

Posters will now be displayed in branch to let customers know about this decision.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk)

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

***Gail Burnett***

**Gail Burnett**  
**Area Network Change Manager**

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

<b>Low Fell Post Office information sheet</b>															
<b>Address</b>	Pets N Bitz 8B Beaconsfield Road Gateshead NE9 5EU														
<b>Opening hours</b>	<table border="1"> <tbody> <tr> <td>Monday</td> <td>09:00 – 18:00</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Friday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 16:30</td> </tr> <tr> <td>Sunday</td> <td>Closed</td> </tr> </tbody> </table>	Monday	09:00 – 18:00	Tuesday	09:00 – 17:00	Wednesday	09:00 – 17:00	Thursday	09:00 – 17:00	Friday	09:00 – 17:00	Saturday	09:00 – 16:30	Sunday	Closed
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<b>Distance</b>	150 metres away from the previous service, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> A ramp and handrail with a bell &amp; signage have been installed at the entrance to the new premises.</p> <p><b>Parking</b> Time restricted roadside parking is available nearby and a pay and display car park on Lowrey's Lane.</p>														
<b>Retail</b>	Pet shop														
<b>Date of Relocation</b>	Wednesday 09 May 2018														

**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.**