



Dear Customer

Lymm Post Office®
Previously located at Harrisons of Lymm, 2 The Cross, Lymm, WA13 OHP

We have re-opened Lymm Post Office at a new address – 4 The Cross, Lymm, WA13 OHP, which commenced on Friday 17 November 2017.

We received three individual responses from customers during the consultation period which was in support of our plans for the restoration of Post Office services to Lymm. I have carefully considered our original proposal and I am confident that the new service can meet the needs of our customers in the local community.

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. 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 cod: 236434

Thank you for considering our proposal.

Yours faithfully

Lesley McNally

Lesley McNally
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.**

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. 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:

Lymm Post Office

4 The Cross

Lymm

WA13 OHP

Services

The same range of services will continue to be available.

Access and facilities

There is a step with a wide door and a handrail at the entrance. New handrails would be installed with a low level bell so customers with mobility issues can ring for assistance.

Opening times

Monday	08:45 – 17:00
Tuesday	08:45 – 17:00
Wednesday	08:45 – 17:00
Thursday	08:45 – 17:00
Friday	08:45 – 17:00
Saturday	08:45 – 13:30

Transport/parking

Limited roadside parking is available nearby, there are also a number of car parks in the area.

Route

Two doors away from the previously closed branch, along level terrain.
