



Dear Customer

**Lyndhurst Post Office®**  
**Previously located at: 95 High Street, Lyndhurst, SO43 7BH**

**Local Public Consultation Decision**

We are confirming the re-opening of the above branch at Southern Co-op, 32 High Street, Lyndhurst, SO43 7BG. The branch opened on 8 May 2018.

We received 8 responses from customers and local representatives during the consultation period. This feedback was all in support of our plans, however some concerns were raised about adequate space for queuing and customer movement within the new premises. Customers also commented on security arrangements at the new premises. The feedback welcomed the re-opening of the Post Office with good access and parking facilities.

The new operator will ensure that there is an appropriate level of privacy at the Post Office serving point. For example, we have discussed issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there are strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

We have worked closely with the new operator on the internal layout to make sure there is clear access into the premises. Aisles and the queuing area are kept free from obstructions and adequate room is provided for customers to move around and access Post Office services without difficulty.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new service is meeting the needs of our customers whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

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

Thank you for considering our proposal.

Yours faithfully

*Marie Tighe*

**Marie Tighe**  
**Area Network Change Manager**

**How to contact us:**



[postofficeviews.co.uk](http://postofficeviews.co.uk)



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)



**FREEPOST Your Comments**

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.

#### Details of the new service:

<b>Lyndhurst Post Office information sheet</b>															
<b>Address</b>	Southern Co-op 32 High Street Lyndhurst SO43 7BG														
<b>Post Office Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>06:00 – 23:00</td></tr> <tr><td>Tue</td><td>06:00 – 23:00</td></tr> <tr><td>Wed</td><td>06:00 – 23:00</td></tr> <tr><td>Thu</td><td>06:00 – 23:00</td></tr> <tr><td>Fri</td><td>06:00 – 23:00</td></tr> <tr><td>Sat</td><td>06:00 – 23:00</td></tr> <tr><td>Sun</td><td>06:00 – 23:00</td></tr> </table>	Mon	06:00 – 23:00	Tue	06:00 – 23:00	Wed	06:00 – 23:00	Thu	06:00 – 23:00	Fri	06:00 – 23:00	Sat	06:00 – 23:00	Sun	06:00 – 23:00
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<b>Distance</b>	160 metres away from the previous branch, along level terrain.														
<b>Products &amp; Services</b>	A wide same range of services will continue to be available.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The branch has a wide automatic door and level access at the entrance.</p> <p><b>Parking</b> There is a car park at the rear of the store.</p>														
<b>Retail</b>	Convenience store														
<b>Date of relocation</b>	8 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.**