



Dear Customer

Maghaberry Post Office®
19A Maghaberry Road, Moira, Craigavon, BT67 0JF

Local Public Consultation Decision

I'm writing to confirm that we have moved the above Post Office branch to Spar, 23 Maghaberry Road, Moira, Craigavon, BT67 0JF, where it is now operating as one of our new local style Post Office branches. As previously explained, the current premises were no longer available for Post Office use from Thursday 30 March 2017 and the branch closed on this date. The new service opened at Spar, 23 Maghaberry Road on Friday 31 March 2017

Whilst in order to maintain a service the decision had already been made to move Maghaberry branch, we asked for your views on the service offer at the new location. We received two individual responses from customers and local representatives during the consultation period. The customer feedback welcomed the longer opening times that would be available at the new location.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the positive feedback and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3600 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want our services to be as accessible as possible. Access at the new premises is level with a wide automatic door at the entrance. Inside, the new branch is in line with Post Office specifications, with sufficient space for the new style local Post Office to operate alongside the retail offer. We have worked closely with the new operator on the internal layout and some fixtures, fittings and retail stock have been re-aligned to ensure 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 operates 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 benefit from significantly longer opening hours, including Wednesday and Saturday afternoons and Sunday opening. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which are available.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 279715

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, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

This document is also
available to view online,
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.



**To get this information in a different format, for example, in larger print,
audio or braille please contact the Customer Helpline on 03457 22 33 44
or Textphone 03457 22 33 55.**

Maghaberry Post Office information sheet

Address	Spar 23 Maghaberry Road Moira Craigavon BT67 0JF														
Opening hours	<table border="1"><tr><td>Mon</td><td>07:00 – 23:00</td></tr><tr><td>Tue</td><td>07:00 – 23:00</td></tr><tr><td>Wed</td><td>07:00 – 23:00</td></tr><tr><td>Thu</td><td>07:00 – 23:00</td></tr><tr><td>Fri</td><td>07:00 – 23:00</td></tr><tr><td>Sat</td><td>07:00 – 23:00</td></tr><tr><td>Sun</td><td>07:00 – 23:00</td></tr></table>	Mon	07:00 – 23:00	Tue	07:00 – 23:00	Wed	07:00 – 23:00	Thu	07:00 – 23:00	Fri	07:00 – 23:00	Sat	07:00 – 23:00	Sun	07:00 – 23:00
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Sat	07:00 – 23:00														
Sun	07:00 – 23:00														
Distance	240 metres away from the previous branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities Access is level and via a wide automatic door. Internally, there is a hearing loop and space for a wheelchair. Parking There is parking with disabled bays on the forecourt outside the premises.														
Retail	Convenience store														
Date of Relocation	Friday, 31 March 2017														

Maghaberry Post Office® services available

Your operator or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

		New branch
Mail		
First & Second Class mail		✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)		✓
Special stamps (Christmas issue only) & postage labels		✓
Signed For		✓
Special Delivery		✓
Home shopping returns		✓
Inland small, medium & large parcels		✓
Express & contract parcels		✓
British Forces Mail (BFPO)		✓
International letters & postcards (inc. signed for & Airsure)		✓
International parcels up to 2kg & printed papers up to 5kg		✓
Parcelforce Worldwide International parcels		✓
Articles for the blind (inland & international)		✓
Royal Mail redirection service		✓
Local Collect		✓
Drop & Go		✓
Withdrawals, deposits and payments		
Post Office Card Account		✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.		✓
Postal orders		✓
Moneygram		✓
Change giving		✓
Bill payments		
Automated bill payments (card or barcoded)		✓
Key recharging		✓
Transcash (without barcode)		✓
Travel		
Pre-order travel money		✓
On demand travel money		Euros/Dollars
Travel insurance referral		✓
Mobile Top-ups & E vouchers		
Mobile Top-ups & E vouchers		✓
National Lottery Terminal		✗
Payment by cheque		
Products marked ✗ are available at Moirá Post Office, 23 Main Street, Moira, Craigavon, BT67 0LE	Opening times:	
	Mon – Wed	08:30 – 17:30
	Thu – Fri	09:00 – 17:30
	Sat	09:00 – 13:00