

Dear Customer,

Local public consultation – Decision

**Maresfield Post Office
30 High Street, Maresfield, TN22 2EH**

We are writing to update you on our previous communication with our proposal to move the above branch to Maresfield Village Stores, 1 Central Parade, High Street, TN22 2EN.

The consultation period ended on Thursday 28 March 2024, however, I'm now writing to let you know that the proposed new operator has decided not to progress their application to operate the branch. Unfortunately, with the current postmaster resigning and the premises no longer available for post office use, Maresfield Post Office is due to close on Tuesday 09 July 2024 at 15:00. We appreciate that this is very disappointing news.

The Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to replace Maresfield Post Office.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

During this period of closure, customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Five Ash Down Post Office, Five Ash Down, Uckfield, TN22 3AH
- Uckfield Post Office, 33 High Street, Uckfield, TN22 1AG

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

Your faithfully

Jason Collins

**Jason Collins
Network Provision Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille call
03452 66 01 15 or Textphone 03457 22 33 55.**

Alternative branches

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Five Ash Down Post Office		Services
Five Ash Down Uckfield TN22 3AH		The same range of services will continue to be available, with the addition of Vehicle Tax.
Opening times		Access
Monday – Friday	08:00 – 17:30	This branch has a wide door and a step at the entrance.
Saturday & Sunday	09:00 – 12:30	

Getting there

This Post Office service is located approximately 1 mile away from Maresfield branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

Uckfield Post Office		Services
33 High Street Uckfield TN22 1AG		The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, On Demand Travel Insurance, Passport Check & Send and Vehicle Tax.
Opening times		Access
Monday – Saturday	09:00 – 17:30	This branch has wide doors and level access at the entrance.
Sunday	Closed	

Getting there

This Post Office service is located approximately 2.1 miles away from Maresfield branch, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub – postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁵
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

⁵ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

⁶ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.