



Dear Sir/Madam

Marldon Post Office®
1 Marldon Cross Hill, Marldon, Paignton, TQ3 1NE

Local Public Consultation Decision

I'm writing further to my letter dated 8 February 2017 in which I advised you that, due to the proposed new operator deciding not to progress their application to operate the branch, we would not be proceeding with our proposal to move the above Post Office branch to a new location at that time.

I'm now pleased to confirm that we have appointed a new operator and that we will be proceeding with our original proposal to move Marldon Post Office to Marldon Village Stores, 5 Marldon Cross Hill, Marldon, Paignton, TQ3 1NE, where it will operate as one of our new local style Post Office branches.

During the local public consultation for the branch, which ran from 3 November 2016 to 15 December 2016, we asked customers and local representatives for their views on the suitability, accessibility and general comments on the new premises. We received 12 individual responses from customers and local representatives during this period. The main feedback was very positive and welcomed our proposal to move the branch to Marldon Village Stores. Customers were pleased that Post Office services will remain locally, commenting that the new location would provide more space and longer opening times. Other comments centred around the busy nature of Marldon Cross Hill.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Like the current branch, there is a step at the entrance. However, the new operator will explore the option to install a permanent access ramp which may be subject to planning permission. If this is not granted or is not possible, a portable ramp will be available for any customer who is unable to manage the step. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance explaining how to request it. There will also be bell for people to ring for assistance and both this and the sign, will be accessible to wheelchair users. A handrail will also be installed at the entrance.

Internally, the new branch will be built 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 will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

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. I am also pleased to let you know that we are enhancing the range of products which will be available and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment.

The change also means that Post Office opening times will be aligned to those of the shop. This means that local residents will benefit from significantly longer opening hours, including lunch times, Tuesday and Saturday afternoon, Sunday opening and longer opening times throughout the week, so customers can use our services seven days a week. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am satisfied that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Thursday 26 October 2017, with the new branch opening, at Marldon Village Stores, 5 Marldon Cross Hill, at 13:00 on Friday 27 October 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Marldon Hill Post Office, 133 Marldon Road, Paignton, TQ3 3NL

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: 17555299

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: 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.



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.

Marldon Post Office information sheet

Address	Marldon Village Stores 5 Marldon Cross Hill Marldon Paignton TQ3 1NE														
Opening hours	<table border="1"><tr><td>Monday</td><td>08:00 – 19:00</td></tr><tr><td>Tuesday</td><td>08:00 – 19:00</td></tr><tr><td>Wednesday</td><td>08:00 – 19:00</td></tr><tr><td>Thursday</td><td>08:00 – 19:00</td></tr><tr><td>Friday</td><td>08:00 – 19:00</td></tr><tr><td>Saturday</td><td>08:00 – 19:00</td></tr><tr><td>Sunday</td><td>08:00 – 16:00</td></tr></table>	Monday	08:00 – 19:00	Tuesday	08:00 – 19:00	Wednesday	08:00 – 19:00	Thursday	08:00 – 19:00	Friday	08:00 – 19:00	Saturday	08:00 – 19:00	Sunday	08:00 – 16:00
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Saturday	08:00 – 19:00														
Sunday	08:00 – 16:00														
Distance	Two doors away, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities</p> <p>The new operator plans to install a permanent access ramp, subject to planning permission. If planning permission is not granted, a portable ramp will be made available. There will also be a bell and a clearly visible sign explaining how to request it.</p> <p>A handrail will also be provided to assist customers negotiate the step.</p> <p>Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking</p> <p>Roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Friday 27 October 2017														

Marldon Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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

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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	✗
Passport Check & Send	✗
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Products marked ✗ are available at Marldon Hill Post Office , 133 Marldon Road, Paignton, TQ3 3NL	Opening times: Mon – Fri 08:30 – 17:30 Sat 09:00 – 12:30