



Dear Customer

**Martin Post Office®**  
**88 High Street, Martin, Lincoln, LN4 3QT**

**Timberland Outreach Service**  
**Timberland Village Hall, Main Street, Martin, Lincoln, LN4 3RZ**

### **Local Public Consultation**

I am writing to inform you that, regrettably, following the resignation of the Postmaster, the above branch and service will be closing on Wednesday 31 January 2018.

However, I am pleased to inform you that a nearby Postmaster from Coningsby Post Office has been identified, who is willing to offer a service to the communities of Martin and Timberland. Our priority is to maintain a Post Office service to the local community in the longer term, and we believe the establishment of Mobile services presents the best possible solution to provide Post Office services to these communities.

Full details of the proposed new services are provided at the end of this letter.

### **Consulting on the proposed changes**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the proposal. Before we finalise our plans, we would like to hear your views particularly on the following areas:

- How suitable do you think the new locations are and how easy is it to get there
- Do you have any comments on the proposed days and opening hours
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If we were to proceed with this proposal is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. 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 information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed changes through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services either by entering branch name, postcode or the unique branch code below:

Martin LN4 3QT – 622458

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

## Dates for local public consultation:

Local Public Consultation starts	23 January 2018
Local Public Consultation ends	6 March 2018

To provide Post Office services as quickly as possible to the local communities, we may introduce the services from Friday 2 February 2018 however, we still welcome your feedback on the proposed services, and the period of consultation will remain open until 6 March 2018.

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

At the end of the consultation I'll be in touch again to confirm our final plans.

Thank you for considering our proposal.

Yours faithfully



**Lesley McNally**  
**Network Operations Area Manager**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

**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 proposed new Mobile services:

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#### **Martin Mobile Service**

Outside Martin Village Hall  
High Street  
Martin  
Lincoln  
LN4 3QY

#### **Services**

The same range of services will continue to be available.

#### **Access and facilities**

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

#### **Transport/parking**

Roadside parking is available nearby.

#### **Route**

This Post Office service is located approximately 160 metres away from Martin branch, along varied terrain.

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#### **Proposed opening times**

Tuesday	13:45–16:15
Friday	15:15-16:15

### Details of the proposed Mobile service at Timberland:

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#### **Timberland Mobile Services**

Outside The Penny Farthing Inn  
4 Station Road  
Timberland  
Lincoln  
LN4 3SA

#### **Services**

The same range of services will continue to be available.

#### **Access and facilities**

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

#### **Transport/parking**

Roadside parking is available nearby.

#### **Route**

This Post Office service is located approximately 150 metres away from Timberland Village Hall, along varied terrain.

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#### **Proposed opening times**

Friday	14:00-15:00
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## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk)