



Dear Customer

**Mevagissey Post Office®  
Jubilee Hall, Chapel Street, Mevagissey, PL26 6SS**

**Move to new premises & branch modernisation**

I'm writing to let you know that we are moving the above Post Office service to a new location – Mevagissey News, 6 Market Square, Mevagissey, PL26 6UD. I'm pleased to tell you that, when the move goes ahead, it will change to one of our new local style branches.

As you may be aware the branch has been operated as a temporary outreach service since the branch closed following the resignation of the Postmaster early last year. Whilst the outreach service has allowed us to maintain a service locally we have been working on a more permanent solution and I am pleased to advise we have appointed a new operator who will restore Post Office services over seven days of the week with longer opening hours. The current service is closing on Thursday 7 December 2017 at 17:00 and to avoid a temporary break in service the branch will re-open at its new location on Friday 08 December 2017.

I am also pleased to advise the new operator will be undertaking a refurbishment of their store and will be investigating what can be done to improve access into the store including if it is possible to widen the door entrance. We will confirm what improvements have been made in our decision announcement.

This change is part of a major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches.

**What will this mean for customers?**

- Post Office services will be offered from a till on the retail counter in a modern open plan branch
- Longer opening hours
- The majority of Post Office products and services will still be available

**Consulting on the new location**

Whilst the decision has already been made to move Mevagissey temporary outreach service we believe this is the best way forward to restore Post Office services locally for the longer term. We would still like your views on access and service provision at the new location and we are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location particularly on the following areas:

- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the change
- 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 and the range of products that will be available. 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 move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 501471

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

#### Dates for local public consultation:

Local Public Consultation starts	08 November 2017
Local Public Consultation ends	20 December 2017
Date of change	08 December 2017

The new branch is scheduled to open on 08 December 2017 at 13:00. However, this does not affect the consultation period which ends on 20 December 2017.

Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views. I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch.

Yours faithfully



**Suzanne Richardson**  
**Regional Network 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.**

<b>Mevagissey Post Office information sheet</b>																															
	<b>Current Post Office location</b>		<b>New Post Office branch location (subject to local public consultation)</b>																												
<b>Address</b>	Mevagissey Hosted Outreach Jubilee Hall Chapel Street Mevagissey PL26 6SS		Mevagissey News 6 Mark Square Mevagissey PL26 6UD																												
<b>Post Office opening hours</b>	<table border="1"> <tr> <td>Mon</td> <td>10:00 – 13:30 14:00 – 16:30</td> </tr> <tr> <td>Tue</td> <td>Closed</td> </tr> <tr> <td>Wed</td> <td>10:00 – 13:30 14:00 – 16:30</td> </tr> <tr> <td>Thu</td> <td>14:00 – 17:00</td> </tr> <tr> <td>Fri</td> <td>Closed</td> </tr> <tr> <td>Sat</td> <td>Closed</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon	10:00 – 13:30 14:00 – 16:30	Tue	Closed	Wed	10:00 – 13:30 14:00 – 16:30	Thu	14:00 – 17:00	Fri	Closed	Sat	Closed	Sun	Closed	<table border="1"> <tr> <td>Mon</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Tue</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Wed</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Thu</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Fri</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Sat</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Sun</td> <td>07:00 – 19:00</td> </tr> </table>	Mon	07:00 – 20:00	Tue	07:00 – 20:00	Wed	07:00 – 20:00	Thu	07:00 – 20:00	Fri	07:00 – 20:00	Sat	07:00 – 20:00	Sun	07:00 – 19:00	
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<b>Distance</b>	160 metres away from the current branch, along varied terrain.																														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> Current branch has a step and ramp at the entrance.</p> <p><b>Parking</b> There are pay and display car parks nearby.</p>	<p><b>Access and facilities</b> The new premises would have a step and narrow entrance. However the new operator will investigate improvements to assist customers into the premises. Internally, there would be a hearing loop.</p> <p><b>Parking</b> There are pay and display car parks nearby.</p>																													
<b>Retail</b>	None		Convenience store																												
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**Mevagissey 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](http://www.postoffice.co.uk)**

	Current branch	New branch
<b>Mail</b>		
First & Second Class mail	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓	✓
<b>Withdrawals, deposits and payments</b>		
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	✓	✓
<b>Bill payments</b>		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Transcash (without barcode)	✓	✓
<b>Licences</b>		
Rod fishing licences	✓	✓
<b>Travel</b>		
Pre-order travel money	✓	✓
On demand travel money	<b>Euros</b>	<b>Euros</b>
Travel insurance referral	✓	✓
<b>Mobile Top-ups &amp; E vouchers</b>		
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	x	✓
<b>Payment by cheque</b>		
Payment by cheque	✓	✓
Other Products are available at <b>Pentewan</b> Post Office, The Mill Garage, Pentewan, St Austell, PL26 6BU	Opening times: Mon – Fri      09:00 – 17:30 Sat                09:00 – 12:30	

## **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 [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

