



Dear Customer

**Milton Keynes Post Office**  
**Unit N1 802 Midsummer Boulevard, Milton Keynes, MK9 3QA**

Following a recent fire at the above branch, we are delighted to let you know that we will be providing an interim Post Office service while we carry out the necessary repairs to the building.

The interim service will start on Wednesday 16 July 2025 at 13:00 and will be operated from Milton Keynes Council Premises, 1 Saxon Gate East, Milton Keynes, MK9 3EJ, offering a range of Post Office products and services. Full details of the new service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below.

We will display posters in the new location and the local area to tell customers the good news. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of these posters, please let us know.

We do hope that you will support this new service.

Yours faithfully

*Zoe Hall*

**Zoe Hall**  
**Area Change Manager**

## Milton Keynes Interim Post Office Information Summary

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](http://www.postoffice.co.uk/branch-finder)

### New Location

Milton Keynes Council Premises, 1 Saxon Gate East, Milton Keynes, MK9 3EJ

### Opening times

Monday	09:00 - 18:00
Tuesday	09:00 - 18:00
Wednesday	09:00 - 18:00
Thursday	09:00 - 18:00
Friday	09:00 - 18:00
Saturday	09:00 - 17:30
Sunday	Closed

### Products and Services

A range of products and services will be available except for stationery. Please see the services available list below for further details.

### Access

Access is level at the entrance to the premises. There will be five serving positions.

### Getting there

The new service will be located approximately 0.7 miles away from Milton Keynes branch, along mainly level terrain. There is a car park at the premises with dedicated disabled parking bays. Public transport available to and from the surrounding areas.

**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.**

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.

Postage services from other companies are also available in selected branches.

Services available	Current Branch	Interim Service
<b>Everyday Personal &amp; Business Banking</b>		
<a href="#">Cash Withdrawals</a>	✓	✓
<a href="#">Cash Deposits</a>	✓	✓
<a href="#">Cheque Deposits</a>	✓	✓
<b>Mails</b>		
<a href="#">Drop &amp; Go</a>	✓	✓
<a href="#">Parcelforce Express Services</a>	✓	✓
<a href="#">DPD - Buy in branch</a>	✓	✓
<a href="#">DPD - Drop off and collections</a>	✓	✓
<a href="#">Evri - Buy in branch</a>	✓	✓
<a href="#">Evri - Drop off and collections</a>	✓	✓
<a href="#">Post &amp; Go</a>	✓	✓
<b>Pay Bills &amp; Top Up</b>		
<a href="#">Pay Bills and Top up</a>	✓	✓
<b>Passport Applications</b>		
<a href="#">Paper Check &amp; Send - New &amp; Renewals</a>	✓	✗
<a href="#">Digital Check &amp; Send - New &amp; Renewals</a>	✗	✓
<b>Licence Applications</b>		
<a href="#">SIA Licence Application</a>	✗	✓
<b>Identity Services</b>		
<a href="#">Document Certification Service</a>	✓	✗
<b>Driving</b>		
<a href="#">Vehicle Tax</a>	✓	✓
<a href="#">DVLA Photocard Renewal</a>	✗	✓
<b>Travel</b>		
<a href="#">Foreign Currency</a>	✓	✗
<a href="#">Travel Insurance</a>	✓	✓
<a href="#">Travel Money Card</a>	✓	✗
<b>Your Finances</b>		
<a href="#">Western Union</a>	✓	✗
<a href="#">Savings application forms</a>	✓	✗
<a href="#">Savings Account ID Verification (free)</a>	✓	✗
<a href="#">ATM - 24hr</a>	✓	✗

Services not available at the interim service are available at

**Bletchley** Post Office:

Opening hours: Mon- Fri 09:00 – 17:30.

Sat 09:00 – 15:00; Sun Closed

The nearest free ATM is available at: **EAGLE WALK CMK, 23 Eagle Walk, Milton Keynes, MK9 3AJ**

## **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](https://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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

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

**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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.