



Dear Customer

**Montgomery Post Office®**  
**Compton House, Broad Street, Montgomery, SY15 6PH**

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Ivy House Cafe, Church Bank, Montgomery, SY15 6PU, where it will operate as one of our new local style Post Office branches.

We received 25 individual responses from customers and local representatives during the consultation period. Some customers welcomed the retention of Post Office services in area, while others expressed concerns about access at the new location and the availability of parking. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

The move of this branch is part of our modernisation and investment plans to provide a Post Office network that is sustainable and will better meet customer needs for the future. As part of the programme, our proposal to relocate Montgomery Post Office aims to secure Post Office services to the local community for the longer term by providing a more modern and commercially viable service. A number of factors are taken into account when considering an appointment; including access, the size of the premises and the suitability of the host retailer. The processes we follow are established and robust and the new operator, who was the only applicant to progress an application, was successfully appointed following the completion of our application process.

While I have considered the comments about parking at the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of roadside parking spaces is an issue outside the direct control of Post Office Limited, however I have reviewed this further. I can confirm that there is roadside parking in the surrounding area, which is comparable to the current branch. I am therefore satisfied that parking at the new location will meet the needs of customers using the Post Office. For those choosing to walk to the new location, there are well maintained pavements along the route. However, to further support our customers in accessing the new branch, the new operator will be approaching the relevant authority to seek the provision of a safe crossing point nearer their premises.

It's clear 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 possible before the new branch opens. The new operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and I am pleased to confirm that they will be making adjustments to improve access for customers at the second entrance to the premises.

Access at the main entrance will be via steps and a handrail, however to provide access for wheelchair users, access at the second entrance will be made level. I am also pleased to confirm that to further support our customers in accessing the new branch, the new operator will install a dropped kerb outside of the second entrance allowing for easier access into the premises.

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 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 store 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 alongside cafe transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Welshpool Post Office which can be reached by a direct bus service.

The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from longer opening hours including Saturday afternoon and Sunday opening. This means that customers can spread their visits and access our services seven days a week and at times that suit them better. 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 and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to 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 29 June 2017, with the new branch opening, at Ivy House Cafe, Church Bank, at 13:00 on Friday 30 June 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:

- Welshpool Post Office, 31-32 Broad Street, Welshpool, SY21 7RR

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 303641

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](http://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](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

This document is also available to view online, 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 03457 22 33 44 or Textphone 03457 22 33 55.**

Montgomery Post Office information sheet															
<b>Address</b>	Ivy House Cafe Church Bank Montgomery SY15 6PU														
<b>Opening hours</b>	<table><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 17:00</td></tr><tr><td>Sunday</td><td>09:00 – 17:00</td></tr></table>	Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 17:00	Sunday	09:00 – 17:00
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<b>Distance</b>	95 metres away from the current branch, along hilly terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b></p> <p>There are two entrances to the premises. The main entrance is via steps with a handrail. The second entrance will be via a wide door with level access. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b></p> <p>Roadside parking is available nearby.</p>														
<b>Retail</b>	Cafe														
<b>Date of Relocation</b>	13:00 on Friday 30 June 2017														

<b>Montgomery Post Office® services available</b>	
<b>Your Postmaster or our Customer Helpline on 03457 223344 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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a></b>	
	<b>New branch</b>
<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>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Passport Check & Send	✗
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	✓
Products marked ✗ are available at <b>Welshpool</b> Post Office, 31-32 Broad Street, Welshpool, SY21 7RR	Opening times: Mon & Thu 08:45 – 17:30 Tue 09:30 – 17:30 Wed & Fri 09:00 – 17:30 Sat 09:00 – 13:00