Dear Customer

Branch Closure for Refurbishment

Mutley Post Office
38 Mutley Plain, Plymouth, PL4 6LL

We previously advised that as part of our ongoing transformation plan, our retail partner South Coast Management Ltd, plan to carry out a refurbishment of Mutley Post Office and will need to close for a short period to allow for building works to take place.

The safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, we can now confirm that it will be necessary for the service to close on **Wednesday 28 October 2026** at **17:30**.

It is envisaged that the work will take approximately five days to complete, following which the service will re-open on Monday 02 November 2026 at 09:00.

More details about the change are provided overleaf along with possible alternative branches that will be happy to provide customers with Post Office services during any closure period. Posters will be displayed in branch to let customers know.

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 posters, please let us know.

We would like to apologise for the inconvenience any closure period may cause. We hope that our customers will continue to use the Post Office and full details of possible alternative Post Office services in the area are shown at the end of this letter.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies. An extract relating to Notification is available at the end of this letter.

Matt Walls
Matt Walls

Retail Change Lead
Post Office Limited

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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Good to know

- Post Office is delivering an ambitious, five-year Transformation Plan to 2030 designed to secure a modern, trusted and financially sustainable national network. The plan focuses on strengthening our offer to consumers and small businesses, modernising our branches and technology, simplifying the operating model and resetting relationships with postmasters and stakeholders, improving long-term branch viability while protecting the Post Office's social purpose. You can read more about our Transformation Plan on our Post Office corporate website. (corporate.postoffice.co.uk – search 'our transformation plan')
- Customers would access Post Office services in a fresh, modern, open-plan environment alongside the operator's retail.
- The newly refurbished Post Office will be in a dedicated area of the store with three open plan positions.
- Your new branch will offer the same service over the same opening hours.
- We have stringent standards to ensure good access for all customers and our plans for the new branch include low-level counters and PIN pads.
- Posters will now be displayed in branch to let customers know about the planned change.

Alternative branches

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

Peverell Post Office	Services available
Jubilee Buildings Peverell Park Road Plymouth PL2 3PG	Offers the same services.

Opening times		Access
Mon - Fri	09:00 - 17:30	There is a step at the entrance to the premises.
Sat	09:30 - 13:00	
Sun	Closed	

Getting there

Approximately 1.1 miles from Mutley Post Office branch, along varied terrain. There is time restricted parking available nearby. There is a regular bus service available between Mutley branch and this Post Office service. The nearest bus stop is approximately 120 metres away.

Embankment Road Post Office	Services available
Embankment Road Plymouth PL4 9HY	Offers similar services, however excluding Passport Check & Send.

Opening times		Access
Mon - Fri	09:00 - 17:30	Access is level at the entrance to the premises.
Sat	09:00 - 13:00	
Sun	Closed	

Getting there

Approximately 1.1 miles from Mutley Post Office branch, along varied terrain. There is time restricted parking available outside of the branch, including dedicated disabled parking. There is a regular bus service available between Mutley branch and this Post Office service. The nearest bus stop is approximately 270 metres away.

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.

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

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[1]/ 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

FREEPOST Your Comments

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[1]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.