



Nabbs Lane Post Office®
Imaan Pharmacy, 63 Nabbs Lane, Hucknall, Nottingham, NG15 6NT

Your new branch

We recently asked your views on some key areas about our plans to restore the Post Office service in Nabbs Lane, Hucknall. We received 5 responses which welcomed the return of Post Office services to the community and we are pleased to let you know that your new branch is planned to open on Tuesday 24 September 2019 at 13:00.

Key points raised:

- Access into the new premises
- Parking
- Hours
- Post Box

Response to key points:

Access into the new premises

We are mindful of the needs of all our customers including those with mobility issues. Currently there is a wide door and a step at the entrance to the new premises. A bell and signage will be installed for customers to request assistance and a portable ramp will be available on request. Internally, there will be a hearing loop and space for a wheelchair.

We have worked closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings have been made to accommodate this.

Parking

It is fair to say that parking is a problem faced generally in many locations nationwide. I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. We can confirm there is a car park located adjacent to Imaan Pharmacy and roadside parking is available nearby.

Hours

We do understand that for some customers the opening times may be less convenient than for others. However, we do consider that the new opening times reflect customer usage, and will allow us to maintain a Post Office service to the community for the longer term. We will continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Post Box

With regards to the post box, we follow normal procedure and inform Royal Mail of our proposals however the decision on whether to relocate or install a new Post Box is for them to make. I would not be able to specify time scales as Royal Mail have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

Please note that customers would also be able to hand their mail over the counter at the new branch, during all the extended opening hours, where it will be securely held until collection by Royal Mail.

We hope that you will enjoy using the new Post Office.