



Dear Customer

Nitshill Post Office®
345 Nitshill Road, Nitshill, Glasgow, G53 7BL

Decision - Branch Relocation

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office service to the new premises 10 Craighbank Drive, Nitshill, Glasgow, G53 6RA.

We received 4 individual responses from customers during the consultation. The main feedback focused on concerns about parking difficulties and traffic congestion in the area surrounding the proposed new location. Some respondents also commented about the space and maneuverability inside. We also had some comments in support of the move. This feedback enabled me to improve my understanding of customers' concerns and was taken into account before finalising our plans.

While I acknowledge the concerns raised about parking and traffic congestion in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers and as I am sure you will understand, traffic congestion and the availability of parking are issues outside the direct control of Post Office Limited. I am however, satisfied that there is adequate parking in the vicinity of the proposed branch to meet customer requirements.

We are very aware of the importance a Post Office branch has in the lives of customers, particularly to elderly and disabled customers and our goal is to do everything we can to make Post Office services as accessible as possible for customers. I'm pleased to confirm that before the new branch opens, the operator plans to carry out improvements to provide customers with level access and subject to planning permission there will be a double electric door at the entrance.

Internally, the new branch will be built in line with Post Office specification with one security screened position and one open plan position. Some of the existing retail units will be re-aligned or removed to create space for the Post Office area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space and privacy whilst conducting their business.

A further Post Office serving point will be located at the retail counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. It also means that some people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located and can meet the needs of our customers in the local community. This move will enable us to offer Post Office services from bigger, brighter premises, with low-level counters and longer opening times. Details of the new branch are provided at the end of this letter.

The current branch will close at 17:30 on Monday 5 November 2018, with the new branch opening, at 10 Craighbank Drive, at 13:00 on Wednesday 14 November 2018. 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 two alternative Post Office branches are provided below for your convenience:

- Barrhead Post Office, 1357-1359 Barrhead Road, Glasgow, G53 7DA
- Pollock Post Office, Unit Z, Silverburn Shopping Centre, Glasgow, G53 6AG

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 227832

Thank you for considering our proposal.

Yours faithfully

Wendy Grant

Wendy Grant
Network Operations Manager

How to contact us:

- 🌐 postofficeviews.co.uk
- ✉ 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.

We've published our final plan on-line, 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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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.

Details of the new service:

Nitshill Post Office

10 Craighbank Drive
Nitshill
Glasgow
G53 6RA



Opening times

Monday	08:00 – 18:00
Tuesday	08:00 – 18:00
Wednesday	08:00 – 18:00
Thursday	08:00 – 18:00
Friday	08:00 – 18:00
Saturday	08:00 – 18:00
Sunday	Closed

Opening times of Post Office service at retail counter offering selected services

Monday	08:00 – 21:30
Tuesday	08:00 – 21:30
Wednesday	08:00 – 21:30
Thursday	08:00 – 21:30
Friday	08:00 – 21:30
Saturday	08:00 – 21:30
Sunday	10:00 – 21:30



Services

The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

The premises has level access. Subject to planning permission a double electric door will be installed. Internally, there is a low-level serving counter, a low-level writing desk, a hearing loop and space for a wheelchair.



Transport/parking

Roadside parking is available outside the new premises.

There is no direct bus service available between the current service and the new premises.



Route

These premises are located approximately 285 metres away from the current service, along varied terrain.