



Dear Customer

Northfield Post Office®
231 Willowbrae Road, Edinburgh, EH8 7ND

Branch Temporary Closure

I am writing to advise you that, for operational reasons, the above branch closed on Wednesday 23 May 2018. I am sorry for the late notification of the closure on this particular occasion.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website www.runapostoffice.co.uk and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. If others in your organisation are interested in the proposal, please feel free to let them know about it.

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

I will write to you again once I have any news about our plans for future service provision.

Yours faithfully

A handwritten signature in black ink that reads "Kenny Lamont".

Kenny Lamont
Regional Network Change Manager

How to contact us:

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

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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 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.

Alternative branches:

Craightinny Avenue Post Office

2A Craightinny Avenue
Edinburgh
EH7 6PX

Services

The same range of services will continue to be available with the addition of comprehensive range of Travel Money and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and a step at the entrance.

Opening times

Monday	06:00 – 22:00
Tuesday	06:00 – 22:00
Wednesday	06:00 – 22:00
Thursday	06:00 – 22:00
Friday	06:00 – 22:00
Saturday	06:00 – 22:00
Sunday	06:00 – 22:00

Transport/parking

Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.8 miles away from Northfield branch, along varied terrain.

Milton Road West Post Office

4-4A Milton Road West
Edinburgh
EH15 1LF

Services

The same range of services will continue to be available however excluding Car tax, and Euro Travel Money.

Access and facilities

This branch has a wide door and a step at the entrance.

Opening times

Monday	08:00 – 17:30
Tuesday	08:00 – 17:30
Wednesday	08:30 – 17:30
Thursday	09:00 – 17:30
Friday	08:00 – 17:30
Saturday	08:30 – 12:30
Sunday	Closed

Transport/parking

Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.9 miles away from Northfield branch, along varied terrain.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.