



Dear Customer

Ocker Hill Post Office®
Previously located at - 55D Toll End Road, Tipton, DY4 0EU

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch at Powis Avenue Stores, 134 Powis Avenue, Ockerhill, Tipton, DY4 0RL, where it will be known as Powis Avenue Post Office and will operate as one of our new local style Post Office branches.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal. I am confident that the new branch is suitably located and will continue to meet the needs of the local community.

I'm delighted that this branch is part of the modernisation of our Post Office network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability for the branch. Currently we have over 3470 local branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access will be level with a wide door at the entrance. Inside the shop, the new branch will be 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 shop and access Post Office services.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better.

Details of the new service are provided at the end of this letter together with a product list, which lets you know which services which will be available.

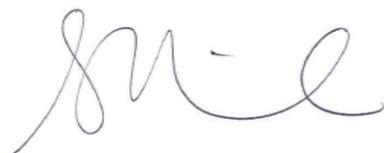
The new branch will be re-opening, at Powis Avenue Stores, 134 Powis Avenue, at 13:00 on Tuesday 7 November 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

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: 175208

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, 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
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
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.



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.

Powis Avenue Post Office information sheet

Address	Powis Avenue Stores 134 Powis Avenue Tipton DY4 0RL														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 – 20:00</td></tr><tr><td>Tuesday</td><td>07:00 – 20:00</td></tr><tr><td>Wednesday</td><td>07:00 – 20:00</td></tr><tr><td>Thursday</td><td>07:00 – 20:00</td></tr><tr><td>Friday</td><td>07:00 – 20:00</td></tr><tr><td>Saturday</td><td>07:00 – 20:00</td></tr><tr><td>Sunday</td><td>09:00 – 14:00</td></tr></table>	Monday	07:00 – 20:00	Tuesday	07:00 – 20:00	Wednesday	07:00 – 20:00	Thursday	07:00 – 20:00	Friday	07:00 – 20:00	Saturday	07:00 – 20:00	Sunday	09:00 – 14:00
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Sunday	09:00 – 14:00														
Distance	650 metres away from the previously closed branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities There is a wide door and level access. Internally, there will be a hearing loop and space for a wheelchair. Parking Roadside parking is available nearby.														
Date of Relocation	Tuesday 7 November 2017 at 13:00														

Powis Avenue Post Office® services available

Our Customer Helpline on 03452 66 01 15 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 www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	
National Lottery Terminal	✓
Payment by cheque	
Payment by cheque	x
Products marked x are available at Great Bridge Post Office, 79 Great Bridge, Tipton, DY4 7HF	Opening times: Mon – Sat 09:00- 17:30