



Dear Customer

Branch Temporary Closure

Ottery St Mary Post Office 2 - 4 Yonder Street, Ottery St Mary, EX11 1HD

We are writing to inform you that due to extensive building work at the above location, the branch and store will need to close temporarily. When the store re-opens it will be operated by One Stop Stores and will retain the Ottery St Mary Post Office.

We will also be changing the service we provide at Ottery St Mary branch with the introduction of a Post Office local service. Customers will still be able to get most of the Post Office products and services they are used to, however, for a small number of services they may need to go on-line, call us or visit an alternative Post Office. For information about product availability call 03457 22 33 44 or for details of maximum value of transactions please speak to the branch operator.

Customers will access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Working with our partner, we'd adapt the current store layout, fixtures, and fittings to accommodate the Post Office till. The new branch will offer a similar range of offer products and services, so customers can access their branch when it's convenient. Customer satisfaction with local style branches is high, and many customers visit outside traditional opening hours. When the new branch opens, the new opening hours will be Mondays to Sundays, between 08:00 and 20:00.

Your new branch will offer the same Post Office products and services with the exception of the paper-based manual transactions, Travel Money: Passport Check & Send; and On Demand Travel Insurance, however, will be available at the branches detailed below:

- West Hill Post Office, West Hill Road, West Hill, Ottery St Mary, EX11 1TY
- Sidmouth Post Office, 132 High Street, Sidmouth, EX10 8EE
- Honiton Post Office, 109 High Street, Honiton, EX14 1PE

The safety of our customers is of paramount importance to us, therefore, to allow for the changes and the building work to take place, it will be necessary for the service to close, temporarily, on Friday 5 May 2023 at 17:30.

It is envisaged that the work will take approximately 3 weeks to complete, following which the service will re-open on Friday 26 May 2023 at 08:00.

Posters will now be displayed in branch, so customers are aware of the change. Full details of the new service and details of product availability are provided at the end of this letter.

We would like to apologise for any inconvenience the temporary closure may cause. In the interim, customers requiring Post Office facilities during this closure, may use any convenient Post Office service. Details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Should the dates change, posters will be displayed in branch and the store 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.

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

We hope that you and our customers will continue to support your new style Post Office service.

Yours faithfully

Daniel Rooney

Daniel Rooney
Partner Account Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

New Service Details at Ottery St Mary Post Office:

Ottery St Mary Post Office

2 - 4 Yonder Street

Ottery St Mary

EX11 1HD

New opening times

Monday to Sunday	08:00 – 20:00
------------------	---------------

Services

The new branch will offer a similar range of Post Office services, including Vehicle Tax, Euros and Dollars on Demand Travel Money, however, excluding, a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

Access

The new branch will have a wide automatic door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

The Post Office service will be located at the same Post Office premises on Yonder Street in Ottery St Mary. Roadside parking will be available on Yonder Street and nearby.

Ottery St Mary Post Office services available

For information about product availability call 03457 22 33 44.

For details of maximum value of transactions, please speak to the operator.

	Current branch	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	✓	✓
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. Tracked & Signed)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	✓
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
Withdrawals, deposits and payments		
Post Office Card Account	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Driving		
Vehicle tax	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	✓	Euros & Dollars
Travel insurance referral	x	✓
On demand travel insurance	✓	x
Passport Check & Send	✓	x
Mobile Top-ups & E vouchers		
Mobile Top-ups & E vouchers	✓	✓
Payment by cheque		
Other Products are available at West Hill Post Office, West Hill Road, West Hill, Ottery St Mary, EX11 1TY	Opening times: Mon to Sun 07:00 – 20:00	
Sidmouth Post Office, 132 High Street, Sidmouth, EX10 8EE	Mon to Fri 09:00 – 17:00 Sat 09:00 – 13:00	
Honiton Post Office, 109 High Street, Honiton, EX14 1PE	Mon to Fri 09:00 – 17:30 Sat 09:00 – 14:00	

Details of alternative Post Office branches in the area are shown below

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

West Hill Post Office

West Hill Road
West Hill
Ottery St Mary
EX11 1TY

Services

Offers the similar services, with the addition of Euros and Dollars On Demand Travel Money and National Lottery, however excluding, a comprehensive range of Travel Money, Passport Check & Send, On Demand Travel Insurance, National Lottery.

Opening times

Monday to Sunday	07:00 – 20:00
------------------	---------------

Access

This branch has a wide door at the entrance and access is via a ramp or step with handrails from the footpath. Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 2.3 miles away from Ottery St Mary branch, along varied terrain. There is a dedicated customer car park adjacent to the branch. There is a limited bus service available between Ottery St Mary branch and this Post Office service. The nearest bus stop is opposite the branch.

Feniton Outreach Post Office

Feniton Village Hall
Feniton
Honiton
EX14 3BB

Services

Offers the similar services, however excluding, a comprehensive range of Travel Money, and Passport Check & Send.

Opening times

Monday & Tuesday	No service
Wednesday	11:00 – 13:00
Thursday	No service
Friday	13:15 – 15:15
Saturday & Sunday	No service

Access

The Feniton Village Hall has a wide door and access is via a ramp at the entrance. Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 3.2 miles away from Ottery St Mary branch, along varied terrain. There is a car park outside Feniton Village Hall. There is a limited bus service available between Ottery St Mary branch and this Post Office service. The nearest bus stop is approximately 350 metres away.

Talaton Outreach Post Office

Talaton Community Shop
Talaton
Exeter
EX5 2RQ

Services

Offers the similar services, however excluding, a comprehensive range of Travel Money, and Passport Check & Send.

Opening times

Wednesday	14:00 – 16:00
-----------	---------------

Access

The Talaton Community Shop has a wide door and access is via ramp or step with a handrail at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3.7 miles away from Ottery St Mary branch, along varied terrain. Roadside parking is available nearby. There is a limited bus service available between Ottery St Mary branch and this Post Office service. The nearest bus stop is approximately 20 metres away.

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

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 watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.