



Dear Customer

Park Avenue Post Office®
Previously Located at: 10 Academy Terrace, Londonderry, BT48 7LB

Local Public Consultation Decision

We will be proceeding with our proposal to re-open the above branch in: Gill's Spar Newsagent Ltd, 5-7 Park Avenue, Londonderry, BT48 0EH, where it will operate as one of our new local style Post Office branches.

We received 62 individual responses from customers during the local public consultation period. The feedback welcomed the restoration of Post office services in the local community and the longer opening hours. Some feedback commented that the proposed new branch would be closer and easier to access. I have carefully considered my original proposal and the feedback received. I am confident that the new branch is suitably located and will meet the needs of our customers in the local community.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail counter. 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, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

This information is also available on the Post Office Consultation Hub at www.postofficeviews.co.uk.

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

Janese Sung

Janese Sung
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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

Details of the new service:

Park Avenue Post Office information sheet				
Address	Gill's Spar Newsagent Ltd 5-7 Park Avenue Londonderry BT48 0EH			
Post Office Opening hours		Mon	07:00 – 22:00	
		Tue	07:00 – 22:00	
		Wed	07:00 – 22:00	
		Thu	07:00 – 22:00	
		Fri	07:00 – 22:00	
		Sat	08:00 – 22:00	
		Sun	08:00 – 22:00	
Distance	30 metres away from the previously closed branch, along level terrain.			
Products & Services	The majority of Post Office products and services will still be available.			
Accessibility & Accessibility works	Access and facilities The new premises will have a wide door and level access. Internally, there will be a hearing loop and space for a wheelchair.			
	Parking Roadside parking is available nearby.			
Retail	Convenience Store			
Proposed Date of re-opening	To be confirmed in branch			

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.