



Dear Customer

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

We are proposing to re-open the above Post Office branch in a new location – Gill's Spar Newsagent Ltd, 5-7 Park Avenue, Londonderry, BT48 0EH. I am also pleased to tell you that, if the proposal goes ahead, it will change to one of our new local style branches.

As you may be aware, this branch closed temporarily in November 2017, following the resignation of the postmaster and the withdrawal of the premises for Post Office use. We are now in a position to restore a service to our customers in the local community.

Our priority is to safeguard Post Office services to the local community in the longer term. The re-opening of the branch will create a more secure Post Office service to the local Park Avenue community for the future.

Consulting on the proposed new location

We're carrying out a local public consultation and we'd welcome your views on the proposal. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed is there anything we could do to make it easier for customers?

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please contact our National Consultation team, whose contact details are overleaf. Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 174711

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	26 April 2018
Local Public Consultation ends	7 June 2018
Proposed month of change	July/August 2018

I've included information about the Code of Practice over the page and a copy of the Code will also be available to view in the branch.

Thank you for considering our proposal. At the end of the consultation we'll put a poster in branch to let you know our final plans.

Yours faithfully

Janese Sung

Janese Sung
Area Network Change 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

**This is all you need to add to your
envelope for your letter to reach us**

Want to tell us what
you think right here and
now – scan here.

If you don't have a QR
code scanner on your
phone, you can find one
in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Park Avenue Post Office information sheet				
	Proposed new Post Office location (subject to local public consultation)			
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	<p>Access and facilities The proposed premises would have a wide door and level access. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>			
Retail	Convenience Store			
Local Public Consultation starts	26 April 2018			
Local Public Consultation ends	7 June 2018			
Proposed month of change	July/August 2018			

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.

Park Avenue Post Office® services available

Your postmaster or 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	✗
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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
On demand travel insurance	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✗
<div> <div> Products marked ✗ are available at Londonderry Post Office, 3 Custom House Street, Londonderry, BT48 6AA </div> <div> Opening times: Mon, Wed, Thu, Fri 09:00 – 17:30 Tue 09:30 – 17:30 Sat 09:00 – 12:30 </div> </div>	

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk