



Dear Customer

**Branch Temporary Closure**

**Pembury Post Office  
37 High Street, Pembury, Tunbridge Wells, TN2 4PH**

We are writing to inform you that due to extensive building work at the above location, the branch has closed temporarily.

The safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, it was necessary for the service to close, temporarily, on Thursday 3 February 2022 at 17:30.

It is envisaged that the work will take approximately 4 weeks to complete, following which the service will re-open Monday 7 March 2022 at 13:00.

The branches listed below will be happy to provide customers with Post Office services during this period and this information will be made available locally. Should the dates change, posters will be displayed in branch 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.

We would like to apologise for the inconvenience the temporary 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.

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.

Yours faithfully

*Emily Clive*

**Emily Clive  
Network Provision Lead**

How to contact us:

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

## Alternative branches

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](http://www.postoffice.co.uk/branch-finder)

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### Hawkenbury Post Office

1 Nelson Road  
Hawkenbury  
Tunbridge Wells  
TN2 5AW

#### Opening times

Monday - Tuesday	09:00 – 16:00
Wednesday - Friday	09:00 – 13:45
Saturday	09:00 – 12:00
Sunday	Closed

#### Services

The same range of services will continue to be available, however excluding Vehicle Tax and Dollars Travel Money.

#### Access

Access is via stairs or a ramp with a handrail at the entrance.

### Getting there

This Post Office service is located approximately 2.3 miles away from Pembury branch, along varied terrain. Time restricted parking is available nearby. There are local buses serving the surrounding area.

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### Five Ways Post Office

18 Grosvenor Road  
Tunbridge Wells  
TN1 2AD

#### Opening times

Monday - Thursday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

#### Services

The same range of services will continue to be available with the addition of comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance, however excluding National Lottery.

#### Access

This branch has a wide door and level access at the entrance.

### Getting there

This Post Office service is located approximately 2.7 miles away from Pembury branch, along varied terrain. Several Pay & Display car parks are available nearby. There is a regular bus service available between Pembury branch and this Post Office service. The nearest bus stop is approximately 300 metres away.

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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.

## **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](https://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 closure<sup>1</sup> / 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.