



Dear Customer

Penrith Road Post Office®
3 Langley Court, Penrith Road, Middlesbrough, TS3 7JE

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to – One Stop Store, 5-6 Langley Court, Penrith Road, Middlesbrough, TS3 7JE, where it 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 3800 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 a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services. The change also means that local residents will benefit from significantly longer opening hours, including Friday and Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better.

The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based, won't be available at the new branch. However, the new branch will still cater for the vast majority of products and services and the very small number of services not offered will continue to be available at Norfolk Place Post Office which provides the full range of Post Office products and services and can be reached by a direct bus service.

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 at your new branch.

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.

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: 215327

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.

Penrith Road Post Office information sheet															
Address	One Stop Store 5-6 Langley Court Penrith Road Middlesbrough TS3 7JE														
Opening hours	<table> <tr> <td>Monday</td><td>06:00 – 22:00</td></tr> <tr> <td>Tuesday</td><td>06:00 – 22:00</td></tr> <tr> <td>Wednesday</td><td>06:00 – 22:00</td></tr> <tr> <td>Thursday</td><td>06:00 – 22:00</td></tr> <tr> <td>Friday</td><td>06:00 – 22:00</td></tr> <tr> <td>Saturday</td><td>06:00 – 22:00</td></tr> <tr> <td>Sunday</td><td>07:00 – 21:00</td></tr> </table>	Monday	06:00 – 22:00	Tuesday	06:00 – 22:00	Wednesday	06:00 – 22:00	Thursday	06:00 – 22:00	Friday	06:00 – 22:00	Saturday	06:00 – 22:00	Sunday	07:00 – 21:00
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Saturday	06:00 – 22:00														
Sunday	07:00 – 21:00														
Distance	Two doors away from the current 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 new premises will have a wide door and level access Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Parking is available outside the new premises.</p>														
Retail	Convenience store														
Date of Relocation	To be confirmed in branch														

Penrith Road 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	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	✓
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Norfolk Place Post Office, 9a Norfolk Place, Middlesbrough, TS3 7PB	Opening times: Mon – Sat 09:00 -17:30