



Dear Sir/Madam

Purley Centre Post Office®
No.9-11, Purley Centre, Marsh Farm, Luton, LU3 3SR

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 Nisa Local, Unit 6/7, Marsh Farm Shopping Centre, Luton, LU3 3FH.

We received 3 individual responses from customers and local representatives during the consultation period. The main feedback welcomed the relocation of Post Office services to Marsh Farm Shopping Centre. Other feedback commented on parking in the area.

I have carefully considered our original proposal and the feedback received during the local public consultation period. Having also reviewed parking at the new site, I am confident that the new branch is suitably located and will continue to meet customer needs.

The current branch will close on Monday 14 August 2017, with the new branch opening, at Nisa Local Unit 6/7, Marsh Farm Shopping Centre, on Wednesday 23 August 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. Details of two alternative Post Office branches are provided below for your convenience:

- Limbury Mead Post Office, 66 Calverton Road, Luton, LU3 2SZ
- Sundon Park Post Office, 154/156 Sundon Park Road, Luton, LU3 3AH

Further details of the new service are provided at the end of this letter.

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: 59645899




Thank you for considering our proposal.

Yours sincerely

Philippa Newey

Michael Brennan
Network Operations Area 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**

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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/liveconsultation. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03452 66 01 15.

Details of the new service:

Purley Centre Post Office information sheet				
Proposed new Post Office location (subject to local public consultation)				
Address	Nisa Local Unit 6/7 Marsh Farm Shopping Centre Luton LU3 3FH			
Post Office Opening hours		Mon	08:00 - 20:00	
		Tue	08:00 - 20:00	
		Wed	08:00 - 20:00	
		Thu	08:00 - 20:00	
		Fri	08:00 - 20:00	
		Sat	08:00 - 20:00	
		Sun	08:00 - 16:00	
Distance	200 metres away from the current branch, along level terrain.			
Products & Services	The same range of services will continue to be available.			
Accessibility & Accessibility works	<p>Access and facilities The new premises has wide automatic door and level access at the entrance.</p> <p>Transport/parking There is a car park with designated disabled spaces in front of the new Premises.</p>			