



Dear Customer

**Reading Street Post Office® branch  
Previously located at 30 Reading Street, Broadstairs, CT10 3AZ**

**Decision - move to new premises & branch modernisation**

We are writing to inform that we will be re-opening the Post Office branch at The Village Newsagents, 12 High Street, St Peters, Broadstairs, CT10 2TQ.

We received 16 individual responses from customers during the consultation period. The feedback welcomed the restoration of Post Office service in the local community and the ease of access the new branch would provide.

We have carried out a final review of our original proposal and the feedback received during the local public consultation period. We were pleased to learn of the positive feedback from customers.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. There is a step at the entrance, but a sign will clearly be displayed and a bell will be installed to enable customers requiring assistance to alert staff.

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. If there are any unforeseen schedule changes which mean this date changes, posters will be displayed in branch to let customers know. Full details of the new branch are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://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](http://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

*Sarah Lambert*

**Sarah Lambert  
Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

**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.**

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.postofficeviews.co.uk](http://www.postofficeviews.co.uk). 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.

<b>Reading Street Post Office information sheet</b>															
	<b>New Post Office branch location</b>														
<b>Address</b>	The Village Newsagents 12 High Street St Peters Broadstairs CT10 2TQ														
<b>Post Office opening hours</b>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Mon</td><td>05:30 – 18:00</td></tr> <tr><td>Tue</td><td>05:30 – 18:00</td></tr> <tr><td>Wed</td><td>05:30 – 18:00</td></tr> <tr><td>Thu</td><td>05:30 – 18:00</td></tr> <tr><td>Fri</td><td>05:30 – 18:00</td></tr> <tr><td>Sat</td><td>05:30 – 13:00</td></tr> <tr><td>Sun</td><td>05:30 – 12:00</td></tr> </table>	Mon	05:30 – 18:00	Tue	05:30 – 18:00	Wed	05:30 – 18:00	Thu	05:30 – 18:00	Fri	05:30 – 18:00	Sat	05:30 – 13:00	Sun	05:30 – 12:00
Mon	05:30 – 18:00														
Tue	05:30 – 18:00														
Wed	05:30 – 18:00														
Thu	05:30 – 18:00														
Fri	05:30 – 18:00														
Sat	05:30 – 13:00														
Sun	05:30 – 12:00														
<b>Distance</b>	1 mile away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	A wide range of Post Office products and services will be available.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> There is a step at the entrance. A bell with signage will be provided at the entrance to facilitate access.</p> <p><b>Parking</b> There is roadside parking available outside the premises. There are local buses serving the surrounding area.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	Friday 16 March 2018														