



Dear Customer

Red Lodge Post Office®
14 Bennett Road, Red Lodge, Bury St Edmunds, IP28 8JT

Local Public Consultation Decision

I'm writing to confirm that we have moved the above Post Office branch to Nisa Stores, Unit 1, Bellflower Crescent, Red Lodge, Bury St Edmunds, IP28 8XQ, where it is now operating as one of our new local style Post Office branches. As explained previously, the previous premises are due to be redeveloped later this year and were no longer available for Post Office use. The branch on Bennet Road closed on Wednesday 21 June 2017 at 17:30 and the new branch opened at Nisa Stores, Unit 1, Bellflower Crescent, at 09:00 on Monday 26 June 2017.

We received 10 individual responses from customers and local representatives during the local public consultation period. The main feedback welcomed the move to the new location, in particular the easier parking and longer opening hours that is available. Other feedback commented on privacy at the new branch and the extra distance some may have to travel. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the new premises are located approximately 800 metres from the current site. With any relocation it is inevitable that whilst some customers will now have an easier journey to the new location, regrettably others will have further to travel. However, having reviewed pedestrian and vehicular access to the new site, I am satisfied that access to the new location, including parking availability, will meet customer requirements.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level and via a wide door at the entrance. Internally the new branch is in line with Post Office specifications, with sufficient space for the Post Office service to operate alongside the retail offer. We have worked closely with the new operator on the internal layout and some fixtures and fittings have been re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We have worked with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discussed issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there are strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office operates 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 alongside retail transactions. Customers can also access the full range of Post Office products and services at Mildenhall Post Office which can be reached by a regular bus service.

The change also means that local residents now benefit from significantly longer opening hours, including lunchtimes, Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

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: 084112.

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 sincerely



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

This document is also available to view online, 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 03457 22 33 44 or Textphone 03457 22 33 55.

Red Lodge Post Office information sheet

Address	<p align="center">Nisa Stores Unit 1 Bellflower Crescent Red Lodge Bury St Edmunds IP28 8XQ</p>														
Opening hours	<table border="1" data-bbox="788 734 1171 972"> <tr><td>Mon</td><td>07:00 – 22:00</td></tr> <tr><td>Tue</td><td>07:00 – 22:00</td></tr> <tr><td>Wed</td><td>07:00 – 22:00</td></tr> <tr><td>Thu</td><td>07:00 – 22:00</td></tr> <tr><td>Fri</td><td>07:00 – 22:00</td></tr> <tr><td>Sat</td><td>07:00 – 22:00</td></tr> <tr><td>Sun</td><td>07:00 – 22:00</td></tr> </table>	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	07:00 – 22:00	Sun	07:00 – 22:00
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Distance	<p align="center">800 metres away from the current branch, along varied terrain.</p>														
Products & Services	<p align="center">The majority of Post Office products and services will still be available.</p>														
Accessibility & accessibility works	<p>Access and facilities The proposed premises has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking There is a car park outside the proposed premises.</p>														
Retail	<p align="center">Convenience store</p>														
Date of Relocation	<p align="center">09:00 on Monday 26 June 2017</p>														

Red Lodge Post Office® services available

Our Customer Helpline on 03457 223344 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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Products marked x are available at Kentford Post Office, 45 Moulton Avenue, Kentford, Newmarket, CB8 8QX and Mildenhall Post Office, Co-op Mildenhall, King Street, Mildenhall, Bury St Edmunds, IP28 7EZ	Opening times: Mon – Fri 09:00 – 13:00 & 14:00 – 17:30 Sat 09:00 – 12:00 Opening times: Mon – Sat 09:00 – 17:30