



Reigate Post Office®
22 Church Street, Reigate, RH2 0AN

Your new branch has opened

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received 12 responses which welcomed the return of Post Office services to the community and we are pleased to let you know that your new branch is planned to open on Friday 21 August 2020 at 09:00.

Key points raised:

- Access
- Space inside the store
- Counters, Queues and Staff

Response to key points:

Access into the new premises

We are mindful of the needs of all our customers including those with mobility issues. The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.

Internal layout

We will work closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings will be made to accommodate this. Aisles and the queuing area will be kept free from obstructions ensuring adequate space for all customers to move around the store and access the Post Office services with ease.

Counters, Queues and Staff

We will work closely with the new operator to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers have sufficient space to move around the store. Also staffing levels are aligned to meet customer demand particularly at peak times. There will be three serving positions, which will be a mixture of two screened and a Post Office serving point provided for use at the retail counter and available during shop opening hours. The full range of Post Office products and services will be available. We'd also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services over longer opening hours.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

We hope that you will enjoy using the new Post Office.