



Roose Post Office® is changing

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look local branches. Although we received no comments about the possible changes, we have now reviewed and finalised our plans for the change to your branch. A summary of some of the main changes for you are provided below.

Your new-look Post Office is scheduled to open at the current location on 23 May 2018 at 13:00. To make this change happen, the branch will need to close for refurbishment on 12 May 2018 at 12:30.

Your Post Office

You'll be glad to know that most of what you like about your branch won't change. Your new Operator is keen to provide the same high standard of service as is currently received and will be trained to the same high Post Office standards.

The changes to your branch

The new style Post Office will operate from an open plan serving point, located at the retail till, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

Your new opening hours

When the new branch opens customers will benefit from longer opening hours:

Monday – Friday	08:00 – 17:30
Saturday	08:00 – 14:00
Sunday	08:00 – 11:30

We already have over 3000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

The availability of Post Office products and services

I am pleased to let you know that the range of products will remain the same and customers will still be able to transact manual banking and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

During the closure period you can continue to access Post Office services at Salthouse Post Office.

Accessing alternative branches during the refurbishment

We've been working with the Operator to keep the refurbishment closure to a minimum and a poster is displayed in branch with details of the nearest alternative branches you can use. We're sorry for any inconvenience caused to you during this period.

Please look at the poster displayed in branch for more details about the change.

How to contact us:



postofficeviews.co.uk



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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.