



Dear Customer

**Roxwell Post Office® branch**  
**The Reading Room, The Street, Roxwell, Chelmsford, CM1 4PA**

**Local Public Consultation Decision**

I'm writing to confirm the move the above Post Office service to Roxwell Village Store, The Street, Roxwell, Chelmsford, CM1 4PA, where it is operating as one of our new local style Post Office branches.

We received 3 individual responses from customers and local representatives during the consultation period, all in support of the move as customers welcomed the longer opening times that would be available at the village store.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, in line with shop opening times across seven days a week, so customers can use our services 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.

The outreach service at the Reading Room ceased at 12:00 on Wednesday 28 June 2017 and the new branch commenced at Roxwell Village store on Monday 3 July 2017.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 092124





Thank you for considering our proposal.

Yours faithfully

*Michael Brennan*

**Michael Brennan**  
**Network Operations Area Manager**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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 required.**

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.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.

**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.**

<b>Roxwell Post Office information sheet</b>															
<b>Address</b>	Roxwell Village Store The Street Roxwell Chelmsford CM1 4PA														
<b>Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>07:00 – 19:00</td></tr> <tr><td>Tue</td><td>07:00 – 19:00</td></tr> <tr><td>Wed</td><td>07:00 – 19:00</td></tr> <tr><td>Thu</td><td>07:00 – 19:00</td></tr> <tr><td>Fri</td><td>07:00 – 19:00</td></tr> <tr><td>Sat</td><td>07:00 – 19:00</td></tr> <tr><td>Sun</td><td>08:00 – 16:00</td></tr> </table>	Mon	07:00 – 19:00	Tue	07:00 – 19:00	Wed	07:00 – 19:00	Thu	07:00 – 19:00	Fri	07:00 – 19:00	Sat	07:00 – 19:00	Sun	08:00 – 16:00
Mon	07:00 – 19:00														
Tue	07:00 – 19:00														
Wed	07:00 – 19:00														
Thu	07:00 – 19:00														
Fri	07:00 – 19:00														
Sat	07:00 – 19:00														
Sun	08:00 – 16:00														
<b>Distance</b>	100 metres away from previous service, along level terrain														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> There is a slight threshold at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking nearby.</p>														
<b>Retail</b>	Convenience store.														
<b>Date of Relocation</b>	3 July 2017														

Roxwell Post Office® services available	
<b>Your Postmaster or our Customer Helpline on 03452 660115 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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a></b>	
	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euro
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	x
Products marked x are available at <b>Melbourne Avenue</b> Post Office, Melbourne Avenue, Chelmsford, CM1 2DW	Opening times: Mon, Tue 08:30 – 17:30 Wed - Fri 09:00 – 17:30 Sat 09:00 – 14:00