Dear Customer

Branch Unplanned Closure

Royal Hillsborough Post Office
8 Ballynahinch Street, Hillsborough, County Down, BT26 6AW

We are writing to inform you that, regrettably, due to unforeseen circumstances the above branch will be closing on Friday 4 December 2026 at 17:00.

As a result of the closure Derrytrasana Outreach Service, 19 Pier Rampart, Derryadd, Craigavon, County Armagh, BT66 6QH operated by the postmaster from Royal Hillsborough Post Office will also be closing on Friday 4 December 2026 at 15:30.

When a Post Office branch closes, through postmaster resignation or as in this instance, unexpectedly, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Royal Hillsborough Post Office and Derrytrasana Outreach Service at this time.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of possible alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

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If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

Yours faithfully

Janese Sung

Janese Sung
Retail Change Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Alternative branches for Royal Hillsborough

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Culcavy Road Post Office	**Services available**
Centra 61 Culcavy Road Hillsborough County Down BT26 6HH	Offers similar services, however excluding Vehicle Tax and On Demand Travel Insurance.

Opening times		**Access**
Mon - Fri	09:00 – 18:00	This branch has a wide automatic door and level access at the entrance.
Sat & Sun	09:00 – 13:00	

Getting there

Approximately 1.1 miles from Royal Hillsborough Post Office branch, along varied terrain. Parking is available with a disabled parking bay outside the branch. Public transport is available to and from the surrounding area.

Hillsborough Road Post Office	**Services available**
EuroSpar 75-81 Hillsborough Road Lisburn County Antrim BT28 1JN	Offers similar services, with the addition of Euro/Dollar Travel Money, however excluding Vehicle Tax and On Demand Travel Insurance.

Opening times		**Access**
Mon - Sun	08:00 – 20:00	This branch has a wide automatic door and level access at the entrance.

Getting there

Approximately 3.4 miles from Royal Hillsborough Post Office branch, along varied terrain. Praking is available with a disabled parking bay outside the branch. There is a bus service available between Royal Hillsborough branch and this Post Office service. The nearest bus stop is approximately 150 metres away.

Alternative branches for Derrytrasana Outreach Service

Derrymacash Post Office	Services available
9 Derrymacash Road Lurgan Craigavon County Armagh BT66 6LG	Offers the same services.

Opening times		Access
Mon, Tue, Thu & Fri	09:00 – 13:00 14:00 – 17:00	Access is level at the entrance to the premises.
Wed	09:00 – 13:00	
Sat	09:00 – 12:30	
Sun	Closed	

Getting there

Approximately 3.7 miles from Derrytrasana Outreach Service, along varied terrain. Parking is available outside the branch. Public transport is available to and from the surrounding area.

Silverwood Road Post Office	Services available
62 Silverwood Road Craigavon Lurgan BT66 6NA	Offers the same services, with the addition of Euro/Dollar Travel Money.

Opening times		Access
Mon - Sun	08:00 -20:00	Access is level at the entrance to the premises.

Getting there

Approximately 4.6 miles from Derrytrasana Outreach Service, along varied terrain, Parking is available outside the branch. Public transport is available to and from the surrounding area.

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will ***Notify*** *- where we are informing customers of changes around:*

- Opening hours
- Unplanned closure[1]/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk
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FREEPOST Your Comments
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[1]Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.