



Dear Customer

Rye Post Office®
Unit 2, Station Approach, Rye, TN31 7AB

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Jempson's, Station Approach, Rye, TN31 7AX, where it will operate as one of our new main style Post Office branches.

We received 8 individual responses from customers and local representatives during the local public consultation period. Some of the feedback centered on parking charges, the proposed longer opening hours and staffing. Other feedback welcomed the change, and the easier access at the new location. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new branch.

In regards to parking, I can confirm that pay and display parking continues at a charge of £1 for up to an hour, refundable when spending £5 or more on retail goods in the store. The parking charge applies between the hours of 09:00 and 16:00, with parking being free for up to two hours outside these hours. As the new Post Office will open from 06:00 - 22:00, Monday to Saturday, customers will have greater flexibility to access Post Office services at times that are more convenient to them.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. I'm pleased to confirm that the operator has extended and refurbished the existing premises to incorporate the new main style Post Office, providing a modern fresh environment for customers. Access will be level with a wide automatic door at the entrance.

Internally, the new main style branch will be built in line with Post Office specifications with a dedicated Post Office area, incorporating one security screened and two open plan serving positions, with low level facilities and separate queuing area for Post Office customers. We have been working closely with the new operator to plan the interior layout, 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 that customers including wheelchair users have sufficient space to move around with ease.

Staff fully trained in Post Office transactions will be on hand to make sure high service standards are maintained in an open plan environment. Their training will include areas such as Data Protection, Mail Handling and the need to respect customer privacy and confidentiality. As well as this, our robust safety and security procedures will be in place that all operators must adhere to, which include safeguard of customers, staff and the cash and stock entrusted to the operator's care.

Customers will be able to transact the same wide range of products and services as currently and benefit from longer opening hours on Saturdays. I acknowledge that some customers may not wish to use the extended opening times, however, I am confident that for many residents the flexibility to use our services at times that suit them better will be very welcome. Full details of the new branch are provided at the end of this letter.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch. The move will also enable us to offer an enhanced service in Rye and customers will benefit from modern bright premises that will offer extended opening hours for the Post Office service.

The current branch will close at 17:30 on Wednesday 22 November 2017, with the new branch opening at Jempson's, Station Approach at 13:00 on Saturday 25 November 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Iden Post Office, Church Lane, Rye, TN31 7PU
- Ore Post Office, 490 Old London Road, Ore, TN35 5BL

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: **183925**

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 faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  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.**

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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Rye Post Office information sheet															
Address	Jempson's Station Approach Rye TN31 7AX														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>06:00 - 22:00</td></tr> <tr><td>Tue</td><td>06:00 - 22:00</td></tr> <tr><td>Wed</td><td>06:00 - 22:00</td></tr> <tr><td>Thu</td><td>06:00 - 22:00</td></tr> <tr><td>Fri</td><td>06:00 - 22:00</td></tr> <tr><td>Sat</td><td>06:00 - 22:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	06:00 - 22:00	Tue	06:00 - 22:00	Wed	06:00 - 22:00	Thu	06:00 - 22:00	Fri	06:00 - 22:00	Sat	06:00 - 22:00	Sun	Closed
Mon	06:00 - 22:00														
Tue	06:00 - 22:00														
Wed	06:00 - 22:00														
Thu	06:00 - 22:00														
Fri	06:00 - 22:00														
Sat	06:00 - 22:00														
Sun	Closed														
Distance	10 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be three serving positions. These will be a mixture of one screened and two open plan counters.														
Accessibility & Accessibility works	<p>Access and facilities</p> <p>The new premises will have a wide automatic door and level access. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses</p> <p>Pay and display car park with dedicated disabled bays outside the new premises. £1 fee for first hour, refundable when spending £5 or more on retail goods in the store.</p>														
Retail	Supermarket														
Date of relocation	13:00 on Saturday 25 November 2017														