



Dear Customer

Selsdon Post Office®
6 The Broadway, Addington Road, South Croydon, CR2 8LH

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Tudor Library, 224 Addington Road, South Croydon, CR2 8LD, where it will operate as one of our new local style Post Office branches.

We received 12 individual responses from customers and local representatives during the local public consultation period. The main feedback welcomed the move to the new location which was said to be closer for some customers, offering a more spacious premises and longer opening times. However, some customers expressed reservations about parking and access at the new premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

With regards to parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited, however I have reviewed this further. This has confirmed that there is a marked disabled bay within 15 metres of the new premises as well as time-restricted roadside parking nearby and further along Addington Road. I am therefore satisfied that following the move parking will meet the requirements of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Like the current branch the new location does not have level access and there is a step at the entrance, however, grab rails and a portable ramp will be available for any customer who is unable to manage the step. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance explaining how to request the portable ramp, a bell for people to ring for assistance and both this and the sign will be accessible to wheelchair users. To further assist customers to access the new branch, the new operator will ensure that both entrance doors are secured open at all times.

Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will be kept free from obstructions, with adequate room provided for customers to queue and move around the shop and access Post Office services without difficulty.

The new local style Post Office will operate from two Post Office serving points located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, alongside retail transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based, won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at South End Post Office, which provides the full range of services and can be reached by a direct bus service.

The change also means that local residents will benefit from longer opening hours, including lunch times, Wednesday and Saturday afternoons, Sunday and longer opening times throughout the week, giving customers greater flexibility to use our services throughout store opening hours, seven days a week and 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.

I have carefully considered our original proposal, the feedback received during the public consultation period along with 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 continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 12:30 on Saturday 14 October 2017, with the new branch opening, at Tudor Library, 224 Addington Road, at 13:00 on Monday 16 October 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 an alternative Post Office branch are provided below for your convenience:

- South End Post Office, 129 South End, Croydon, CR0 1BJ

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: 110013

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: 03457 22 33 44
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 03457 22 33 44 or Textphone 03457 22 33 55.

Selsdon Post Office information sheet

Address	Tudor Library 224 Addington Road South Croydon CR2 8LD														
Opening hours	<table border="1"><tr><td>Monday</td><td>06:00 – 18:00</td></tr><tr><td>Tuesday</td><td>06:00 – 18:00</td></tr><tr><td>Wednesday</td><td>06:00 – 18:00</td></tr><tr><td>Thursday</td><td>06:00 – 18:00</td></tr><tr><td>Friday</td><td>06:00 – 18:00</td></tr><tr><td>Saturday</td><td>06:00 – 18:00</td></tr><tr><td>Sunday</td><td>06:00 – 13:00</td></tr></table>	Monday	06:00 – 18:00	Tuesday	06:00 – 18:00	Wednesday	06:00 – 18:00	Thursday	06:00 – 18:00	Friday	06:00 – 18:00	Saturday	06:00 – 18:00	Sunday	06:00 – 13:00
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Distance	160 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities</p> <p>There is a step at the entrance. However a portable ramp would be provided on request. A bell and signage would be installed.</p> <p>Parking</p> <p>Time-restricted pay & display roadside parking is available near the new premises.</p>														
Retail	Cards and stationery														
Date of Relocation	Monday 16 October 2017 at 13:00														

Selsdon Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 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 www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
Withdrawals, deposits and payments	
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	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	
National Lottery Terminal	✓
Payment by cheque	
Products marked * are available at South End Post Office, 129 South End, Croydon, CR0 1BJ	Car tax only Opening times: Mon – Sat 08:30 – 18:00