



Dear Customer

**Sherburn Mobile Post Office®**  
**18 Front Street, Sherburn, Durham, DH6 1HA**

**Service Changes**

We are restoring Post Office services to the community of Medomsley with the introduction of a Mobile service. Additionally, we will be establishing temporary Mobile Post office service in High Spen. Both these services will commence on Thursday 5 July 2018.

The Post Office services at Medomsley and High Spen have been closed for some time. Since the branches closed, we've continued to look at options to enable us to restore local access to Post Office services. I'm therefore pleased to inform you that the Postmaster from Sherburn Post Office is willing to extend mobile services to these locations. The establishment of Mobile service presents the best possible solution to restore Post Office services to these communities. Further details of the new services are provided in Appendix 1.

To accommodate these Mobile services there will be some minor changes to the current hours of service at East Rainton, Newfield, and Framwellgate Moor. These changes will commence on Thursday 5 July 2018. Further details of the changes to these services are provided in Appendix 2.

I know that the local community will join me in welcoming this good news and hope that and customers will continue to use these services. If you have any questions about the new service, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this change in line with our Code of Practice. You can find more information about the Code at the end of this letter. I would like to thank you for your patience at this time.

We hope that our customers support your local Post Office service.

Yours faithfully

*Gail Burnett*

**Gail Burnett**  
**Area Network Change Manager**

How to contact us:

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









Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

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 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.**







## Appendix 1

### Details of the temporarily Mobile services:

<p><b>Medomsley Mobile Post Office service</b>            Outside Magdelene Court            Medomsley            Consett            DH8 6RF</p> <p> <b>Proposed Opening times</b></p> <table border="1" data-bbox="140 1039 544 1077"> <tr> <td>Thursday</td> <td>12:00 - 13:00</td> </tr> </table>	Thursday	12:00 - 13:00	<p> <b>Services</b>            A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> <b>Access and facilities</b>            There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p> <b>Parking</b>            Parking available close to the Mobile Van.</p>
Thursday	12:00 - 13:00		
<p><b>High Spen Mobile Post Office service</b>            Outside Bute Arms            Hookergate Lane            High Spen            Rowlands Gill            NE39 2BD</p> <p> <b>Proposed Opening times</b></p> <table border="1" data-bbox="140 1630 544 1668"> <tr> <td>Thursday</td> <td>13:30 - 15:30</td> </tr> </table>	Thursday	13:30 - 15:30	<p> <b>Services</b>            A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> <b>Access and facilities</b>            There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p> <b>Parking</b>            Parking available close to the Mobile Van.</p>
Thursday	13:30 - 15:30		

## Appendix 2

### Details of the changes to existing Mobile services:

<p><b>East Rainton Mobile Post Office service</b>            Outside Angelos Strattoria Restaurant            Durham Road            East Rainton            Houghton Le Spring            Durham            DH5 9QT</p>	<p> <b>Current Opening times</b></p> <table border="1" data-bbox="555 322 995 400"> <tbody> <tr> <td>Tuesday</td> <td>15:30 – 16:30</td> </tr> <tr> <td>Thursday</td> <td>15:30 – 16:30</td> </tr> </tbody> </table>	Tuesday	15:30 – 16:30	Thursday	15:30 – 16:30	<p> <b>New Opening times</b></p> <table border="1" data-bbox="1026 322 1473 400"> <tbody> <tr> <td>Tuesday</td> <td>15:30 – 16:30</td> </tr> <tr> <td>Friday</td> <td>12:00 – 13:00</td> </tr> </tbody> </table>	Tuesday	15:30 – 16:30	Friday	12:00 – 13:00
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<p><b>Newfield Mobile Post Office service</b>            Roseberry Primary School            Car Park            Newfield            Pelton Lane Ends            Chester le Street            County Durham            DH2 1NP</p>	<p> <b>Current Opening times</b></p> <table border="1" data-bbox="555 665 995 743"> <tbody> <tr> <td>Tuesday</td> <td>12:15 – 13:15</td> </tr> <tr> <td>Thursday</td> <td>12:15 – 13:15</td> </tr> </tbody> </table>	Tuesday	12:15 – 13:15	Thursday	12:15 – 13:15	<p> <b>New Opening times</b></p> <table border="1" data-bbox="1026 665 1473 743"> <tbody> <tr> <td>Tuesday</td> <td>12:15 – 13:15</td> </tr> <tr> <td>Friday</td> <td>10:45 – 11:45</td> </tr> </tbody> </table>	Tuesday	12:15 – 13:15	Friday	10:45 – 11:45
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<p><b>Framwellgate Moor Mobile Post Office service</b>            C/O Community Centre            Care Park            Front Street            Framwellgate Moor            County Durham            DH1 5BL</p>	<p> <b>Current Opening times</b></p> <table border="1" data-bbox="555 1046 995 1124"> <tbody> <tr> <td>Tuesday</td> <td>13:45 – 15:15</td> </tr> <tr> <td>Thursday</td> <td>13:45 – 15:15</td> </tr> </tbody> </table>	Tuesday	13:45 – 15:15	Thursday	13:45 – 15:15	<p> <b>New Opening times</b></p> <table border="1" data-bbox="1026 1046 1473 1124"> <tbody> <tr> <td>Tuesday</td> <td>13:45 – 15:15</td> </tr> <tr> <td>Friday</td> <td>09:00 – 10:30</td> </tr> </tbody> </table>	Tuesday	13:45 – 15:15	Friday	09:00 – 10:30
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