



Dear Customer

**Snodland Post Office®**  
**Co-operative Group Food Ltd, 46 High Street, Snodland, ME6 5DA**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with the relocation of the above branch to the premises previously known as - The Bull, 1 Holborough Road, Snodland, ME6 5DQ.

We received 15 individual responses from customers and local representatives during the local public consultation period. The main feedback centered on access to the new location, parking and also access into the new premises. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new branch.

I appreciate that the new premises are some 60 metres from the current site along level terrain and some customers will have to cross the road to access the new location. There is a zebra crossing on Malling Road not far from the new location and given the close proximity of the new branch to the current site, we remain satisfied that customer access to Post Office services will not be significantly impeded after the move.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand, these matters are outside the direct control of Post Office Ltd, however I have conducted a further review of parking and I can confirm there will be a customer car park to the rear of the new premises. There is also time restricted roadside parking available on nearby side streets. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

It's clear 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 we possibly can. The new premises, which is currently empty, will undergo a full refurbishment to incorporate a convenience store and a Post Office. The current operator, Co-operative Group Food Ltd, will continue to operate this service from these new premises. The new branch will have a wide automatic door and level access at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair. The new branch will also offer the same range of products and services as the current branch and the opening hours will remain unchanged.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The current branch will close at 12:30 on Saturday 22 September 2018, with the new branch opening at the new premises at 09:00 on Thursday 27 September 2018. 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:

- Lower Halling Post Office, 95 High Street, Halling, Rochester, ME2 1BS
- Larkfield Post Office, 24 - 28 Martin Square, Larkfield, Aylesford, ME20 6QJ

Thank you for considering our proposal. We hope that you and our customers will continue to support your local Post Office branch.

Yours faithfully

*Mike. J. Ball*

**Multiples Account Executive**

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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)

**Details of the new service:**

Snodland Post Office information sheet				
Address	Previously known as - The Bull, 1 Holborough Road Snodland ME6 5DQ			
Post Office Opening hours		Mon	09:00 - 17:30	
		Tue	09:00 - 17:30	
		Wed	09:00 - 17:30	
		Thu	09:00 - 17:30	
		Fri	09:00 - 17:30	
		Sat	09:00 - 17:30	
		Sun	Closed	
Opening times of Post Office service at retail counter offering selected services		Mon	07:00 - 23:00	
		Tue	07:00 - 23:00	
		Wed	07:00 - 23:00	
		Thu	07:00 - 23:00	
		Fri	07:00 - 23:00	
		Sat	07:00 - 23:00	
		Sun	10:00 - 16:00	
Distance	60 metres away from the current branch, along level terrain.			
Products & Services	The same range of services will continue to be available.			
Accessibility & Accessibility works	<b>Access and facilities</b> This branch will have a wide automatic door and level access at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.  <b>Transport/parking</b> There will be a car park to the rear of the new premises.			
Retail	Convenience store			
Date of relocation	Thursday 27 September 2018			

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