



Dear Customer

South Brent Post Office®
South Brent Old Community Centre, Totnes Road, South Brent, TQ10 9BP

We are delighted to let you know that the temporary Hosted service from South Brent Old Community Centre which commenced on 17 January 2018 will become permanent from 25 July 2018.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the branch. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

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 communication in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

Thank you for supporting the Post Office service.

Yours faithfully

Andy Healey

Andy Healey
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.**

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Details of the Outreach service:

South Brent Hosted service

South Brent Old School Community
Centre
Totnes Road
South Brent
TQ10 9BP

Proposed opening times

Wednesday	09:00 - 13:00
Friday	09:00 - 12:00
Saturday	09:00 - 12:00

Services

A wide range of services are available.

Access and facilities

The premises has a wide door and level access at the entrance.

Transport/parking

There is a car park outside the premises.

Route

The service is located approximately 110 metres away from closed branch.

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

What are the Principles of Community Engagement?

The Principles of Community Engagement are guidelines we follow. They explain how and when we will tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland it is the Consumer Council.

What kind of situations does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell?

You and your locally elected representatives (such as MPs, local authorities or councils).

How will we tell you what's happening?

If there's a change – like opening a new branch, a temporary closure or a change in opening times we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office or permanently close one then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue a press release and the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control, but we'll try to keep you as up-to-date about what's happening as we can. We try to make sure you have four weeks' notice before anything happens and if we are going to re-open a temporarily closed branch in a new location or franchise a directly managed branch, in its existing site, we will ask for your feedback. If we're going to permanently relocate or close a Post Office there will be a 'consultation period' which lasts six weeks. This means that you have time to share your views with us.

It's easy to let us know what you think

We want to hear what you and your representatives think about change. To make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us via our Consultation Hub or email, letter or phone.

How will you find out about the final plans?

We'll let you know in as many ways as possible. There will be posters in branch or locally, letting customers know what's going on. We'll also write to local representatives and the information will be on our website. If you let us know what you think we'll make sure you know about our final plans either on our Consultation Hub or by writing to you, or in branch.

What can you do if you think we haven't followed the Principles of Community Engagement?

If you don't think we've followed the Principles, please contact us and let us know why.

To have a look at the full Principles of Community Engagement, please see our website at postofficeviews.co.uk