



Dear Customer,

Branch Temporary Closure

**Southfields Post Office
10-12 Replingham Road, Southfields, London, SW18 5LS**

We're writing to let you know that we're refurbishing the counters at Southfields Post Office. To complete the refurbishment, the branch will temporarily close on Tuesday 18 October 2022 at 17:00 and reopen on Friday 4 November 2022 at 08:30.

From 4 November, there will also be some additional services available to customers - On Demand Travel Insurance, Post Office Savings Accounts and change giving services for business banking customers.

Customers will be able to access Post Office services at a screened counter and at a second serving point where the Post Office till is integrated with the retail counter. Working with the postmaster, we will adapt the current store layout, fixtures and fittings to accommodate the changes if this is needed. The branch will continue to operate the same hours as it currently does.

If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

The following branches will be happy to provide customers with Post Office services during this period:

- Merton Road Post Office, 179-181 Merton Road, London, SW18 5EF
- Earlsfield Post Office, 591 Garratt Lane, London, SW18 4ST

It would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We hope that you and our customers will continue to support your new style Post Office service.

Yours faithfully,

Samantha Coe

**Samantha Coe
Network Provision Lead**

How to contact us:

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

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.