



Dear Customer

**Southfields Post Office®**  
**265 - 269 Wimbledon Park Road, Southfields, London, SW19 6NZ**

**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 Southfields Food and Wine, 10-12 Replingham Road, London, SW18 5LS, where it will operate as one of our new local style Post Office branches.

We have received 109 individual responses from customers and local representatives during the local public consultation period. The feedback centred on the availability of space in the proposed store to accommodate a Post Office and large queues. Some customer feedback welcomed the proposed parking facilities and longer opening hours the new premises would provide. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

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. Access at the store is via steps and a permanent ramp with hand rail and a wide automatic door at the entrance.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service 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, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers to move around without difficulty.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

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. There will be sufficient space to store mail until collection and the branch will continue to offer a Local Collect service.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services 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 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 17:30 on Wednesday 1 August 2018, with the new branch opening, at Southfields Food and Wine, 10-12 Replingham Road, at 13:00 on Friday 3 August 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:

- Wandsworth Post Office, 54/60 Wandsworth High Street, Wandsworth, London, SW18 4LD
- Merton Road Post Office, 197 Merton Road, London, SW18 5EF

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

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](http://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

*Deepak Valani*

**Deepak Valani**  
**Area Network Change Manager**

How to contact us:

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto: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)**

<b>Southfields Post Office information sheet</b>															
<b>Address</b>	Southfields Food and Wine 10-12 Replingham Road London SW18 5LS														
<b>Opening hours</b>	<table> <tr><td>Monday</td><td>24hrs</td></tr> <tr><td>Tuesday</td><td>24hrs</td></tr> <tr><td>Wednesday</td><td>24hrs</td></tr> <tr><td>Thursday</td><td>24hrs</td></tr> <tr><td>Friday</td><td>24hrs</td></tr> <tr><td>Saturday</td><td>24hrs</td></tr> <tr><td>Sunday</td><td>24hrs</td></tr> </table>	Monday	24hrs	Tuesday	24hrs	Wednesday	24hrs	Thursday	24hrs	Friday	24hrs	Saturday	24hrs	Sunday	24hrs
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Saturday	24hrs														
Sunday	24hrs														
<b>Distance</b>	150 metres away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p style="text-align: center;"><b>Access and facilities</b></p> <p>This premises has a wide automatic door, steps and a ramp with a handrail. Internally, there is a hearing loop and space for a wheelchair.</p> <p style="text-align: center;"><b>Parking</b></p> <p>Time restricted pay &amp; display roadside parking is available nearby.</p>														
<b>Retail</b>	Convenience store														

**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.**

## Southfields Post Office® services available

**Your postmaster or our Customer Helpline on 03452 66 01 15 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](http://www.postoffice.co.uk)**

	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	<b>Express 24 &amp; 48</b>
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	✓
<b>Withdrawals, deposits and payments</b>	
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	x
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	✓
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Products marked x are available at <b>Wandsworth Post Office</b> , 54/60 Wandsworth High Street, Wandsworth, London, SW18 4LD	
Opening times: Mon – Sat      09:00 – 17:30	