



Dear Customer

**St Georges Road Post Office®
73 Vicarage Road, Hastings, TN34 3LZ**

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 JN Convenience Store, 9 Whitefriars Road, Hastings, TN34 3LA, where it will operate as one of our new local style Post Office branches.

We received 07 individual responses from customers and local representatives during the local public consultation period. The main feedback commented about the availability of space and privacy in the proposed store to accommodate a Post Office. 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 elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store via a permanent ramp and a wide 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 and a wheelchair 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 a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

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.

Although the Post Office external cash machine will not be transferring to the new site, customers will still be able to access cash from their Post Office Card Account and obtain everyday banking services at the Post Office serving point over the extended opening hours from 06:30 to 21:00 Monday to Sunday. For any customer who requires access to Post Office card account outside of these hours, there is an external Post Office cash machine at Ore Post Office approximately 1.2 miles away, which can be reached by a direct bus service.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Wednesday 07 February 2018, with the new branch opening, at JN Convenience Store, 9 Whitefriars Road, at 13:00 on Thursday 08 February 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:

- Ore Post Office, 488 Old London Road, Hastings, TN35 5BL
- St Leonards on Sea Post Office, 12-14 London Road, St Leonards On Sea, TN37 6AA

This information is also available on the Post Office Consultation Hub at 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, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

- 🖨 postofficeviews.co.uk
- ✉ comments@postoffice.co.uk
- ☎ Customer Helpline: 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.**

Want to tell us what
you think right here and
now – scan here.

If you don't have a QR
code scanner on your
phone, you can find one
in your app 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.

St Georges Road Post Office information sheet

Address	JN Convenience Store 9 Whitefriars Road Hastings TN34 3LA														
Opening hours	<table border="1"><tr><td>Monday</td><td>06:30 – 21:00</td></tr><tr><td>Tuesday</td><td>06:30 – 21:00</td></tr><tr><td>Wednesday</td><td>06:30 – 21:00</td></tr><tr><td>Thursday</td><td>06:30 – 21:00</td></tr><tr><td>Friday</td><td>06:30 – 21:00</td></tr><tr><td>Saturday</td><td>06:30 – 21:00</td></tr><tr><td>Sunday</td><td>06:30 – 21:00</td></tr></table>	Monday	06:30 – 21:00	Tuesday	06:30 – 21:00	Wednesday	06:30 – 21:00	Thursday	06:30 – 21:00	Friday	06:30 – 21:00	Saturday	06:30 – 21:00	Sunday	06:30 – 21:00
Monday	06:30 – 21:00														
Tuesday	06:30 – 21:00														
Wednesday	06:30 – 21:00														
Thursday	06:30 – 21:00														
Friday	06:30 – 21:00														
Saturday	06:30 – 21:00														
Sunday	06:30 – 21:00														
Distance	110 metres away from the current branch, along hilly terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises would have a wide door and ramp at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby to the new premises.</p>														
Retail	Convenience store														
Date of Relocation	Thursday 08 February 2018 at 13:00														

St Georges Road 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
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	✓
Withdrawals, deposits and payments	
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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	✓
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	x
Payment by cheque	
Products marked x are available at Ore Post Office, 488 Old London Road, Hastings, TN35 5BL	Opening times: Mon – Sat 09:00 – 17:30
Or	
St Leonards On Sea Post Office, 12-14 London Road, St Leonards On Sea, TN37 6AA	Mon – Sat 09:00 – 17:30 Sun Closed