



Dear Customer

**Stratford St Mary Post Office®**  
**Previously located: at Upper Street, Stratford St Mary, Colchester, CO7 6LN**

**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 Vale Garage, Upper Street, Stratford St Mary, Colchester, CO7 6LN, where it will operate as one of our new local style Post Office branches. In our consultation materials we advised that this branch would open on 6 April 2018, however due to technical issues this did not take place for which we apologise.

We received 22 individual responses from customers and local representatives during the consultation period, the feedback welcomed the restoration of Post Office services in the community. However some respondents were concerned with the loss of the Royal Mail Sorting Office.

We recognise that the Post Office plays an important part in the lives of customers, particularly for our older and disabled customers, and we want to make our services as accessible as possible. There is a step at the main entrance of the new premises, however a portable ramp will be made available and a grab rail will be installed along with a bell and signage to enable customers with mobility issues to summon assistance. Additionally, the new operator will mark out a pedestrian walkway on the garage forecourt to provide a clear route to the shop and the Post Office.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer.

We will be working closely with the new operator in the internal layout and some fixtures, fittings and displays will be re-aligned or removed to make sure there is unimpeded access into the premises. Aisles will be kept free from obstructions and adequate room will be provided for customers and wheelchair users to manoeuvre, with a separate queuing area provided at the Post Office till points. Consequently these arrangements will help to ensure that adequate privacy is provided to customers, ensuring that they feel comfortable when using the new branch.

With regard to the loss of the Sorting Office, Royal Mail is a separate business from Post Office Limited and as a result of the move of this Post Office service they have decided not to retain the facility to collect undeliverable items of mail. However, if you would like further clarification on this matter, you can contact Royal Mail by post at: Royal Mail Customer Experience, FREEPOST, PO Box 740, Plymouth PL9 7YB, online at: [www.royalmail.com/customer-services](http://www.royalmail.com/customer-services) or by telephone on 03457 740 740 (Textphone 03456 000 606).

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 new branch will open on Tuesday 8 May 2018 at 13:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

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

*Wendy Hamilton*

Wendy Hamilton  
**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

<b>Stratford St Mary Post Office information sheet</b>			
<b>Address</b>	Vale Garage Upper Street Stratford St Mary Colchester CO7 6LW		
<b>Post Office opening hours</b>		Mon	08:00 - 17:30
		Tue	08:00 - 17:30
		Wed	08:00 - 17:30
		Thu	08:00 - 17:30
		Fri	08:00 - 17:30
		Sat	08:00 - 13:00
		Sun	Closed
<b>Distance</b>	Opposite the previously closed branch along level terrain.		
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> There is a step at the entrance to the new premises, however a portable ramp will be made available and a grab rail, bell and signage installed to alert staff if customers need assistance. Internally, there will be space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available nearby.</p>		
<b>Retail</b>	Forecourt Garage/Shop		
<b>Date of re-opening</b>	8 May 2018 at 13:00		

**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.**

Stratford St Mary 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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	
	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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	✓
Other Products are available at <b>Dedham</b> Post Office, Dedham Pharmacy, High Street, Dedham, Colchester, CO7 6DE	
Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 13:00	