



Your new branch is due to open

Studley Post Office

Nisa Studley, 38A – 38B High Street, Studley, B80 7HJ

We are writing to update you about our plans to restore the Post Office service in the local community. We received 68 responses who welcomed the return of the Post Office service.

There has been a delay in opening the Post Office as the refurbishment works have not been completed. Therefore, the Post Office branch did not open at the Nisa store on Friday 7 July 2023 and Friday 19 May 2023, as previously advised. Please accept our apologies for any inconvenience caused by this delay.

We are pleased to confirm your new Post Office branch is now scheduled to open at the Nisa store on Friday 4 August 2023 at 13:00.

Key points raised:

- Parking
- Step at the entrance
- Space inside the store

Response to key points:

Parking

We can confirm parking is available at the rear of the Nisa stores. In addition, there is some time restricted roadside parking available in the layby outside the Nisa stores. There is a car park with designated disabled bays, located 150 metres away, on Pool Road.

Access into the new premises

We are mindful of the needs of all our customers, including those with mobility concerns. The footpath outside the new premises is on an incline and currently, there is a low step with wide automatic doors at the entrance to the Nisa stores.

The new agent will provide a portable ramp for customers with mobility issues, wheelchair users, and those with buggies or prams to be able to enter the premises. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance of the store explaining how to request the ramp. The new agent will also install a bell for customers to ring for assistance and both this and the sign will be accessible to customers to request further assistance from staff to gain access to the Post Office and the retail shop. Internally, there will be a hearing loop and space for wheelchair.

Internal layout

We will work closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings have been made to accommodate this.

We do hope that you will enjoy using the new Post Office.