



Dear Customer

**Swingate Lane Post Office®
141-147 Swingate Lane, London, SE18 2BZ**

Local Public Consultation Decision

We will be proceeding with our proposal to relocate this service to The Lane Barbers, 151 Swingate Lane, London, SE18 2BZ.

We received 18 individual responses from customers during the consultation period. The main feedback centred on space and manoeuvrability within the new premises. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

I am pleased to confirm we have been working closely with the new operator to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store, including the aisles and waiting area, are clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space and privacy whilst conducting their business.

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 maintain a Post Office service in Swingate Lane and provide future sustainability for the branch. I am therefore confident that this is the correct course of action to take.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

Further details of the new service are provided at the end of this letter.





You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 252007

Thank you for considering our proposal.

Yours faithfully

**Michael Brennan
Network Operations Area Manager**

How to contact us:

-  [postofficeviews.co.uk](https://www.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.

We've published our final plan on-line, to see it, scan here.

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



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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.

Details of the new service:

| Swingate Lane Post Office information sheet | | | | | | | | | | | | | | | |
|--|--|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|
| Address | The Lane Barbers 151 Swingate Lane London SE18 2BZ | | | | | | | | | | | | | | |
| Post Office Opening hours | <table><tr><td>Mon</td><td>09:00 - 18:30</td></tr><tr><td>Tue</td><td>09:00 - 18:30</td></tr><tr><td>Wed</td><td>09:00 - 18:30</td></tr><tr><td>Thu</td><td>09:00 - 18:30</td></tr><tr><td>Fri</td><td>09:00 - 18:30</td></tr><tr><td>Sat</td><td>09:00 - 18:30</td></tr><tr><td>Sun</td><td>09:00 - 16:30</td></tr></table> | Mon | 09:00 - 18:30 | Tue | 09:00 - 18:30 | Wed | 09:00 - 18:30 | Thu | 09:00 - 18:30 | Fri | 09:00 - 18:30 | Sat | 09:00 - 18:30 | Sun | 09:00 - 16:30 |
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| Sun | 09:00 - 16:30 | | | | | | | | | | | | | | |
| Distance | 30 metres away from the previous branch, along level terrain. | | | | | | | | | | | | | | |
| Products & Services | The same range of products and services would continue to be available. | | | | | | | | | | | | | | |
| Accessibility & Accessibility works | Access and facilities This branch has a wide door and a step at the entrance, however a permanent ramp would be installed. Parking Roadside parking is available nearby. | | | | | | | | | | | | | | |
| Date of relocation | Date to be confirmed | | | | | | | | | | | | | | |