



Dear Customer,

Engaging with our customers - Share your views

Restoring Services under Tenterden Mobile Service

Affecting, Harrietsham, Challock, Charing, Horam, Nutley, High Halden, Chelwood Gate, Broad Oak, Danehill, Frittenden, The Moor, Hollingbourne, Egerton, Christ Sutton, Doddington, Selling Grafty Green and Charing

We are pleased to advise that we are restoring Post Office services, with the introduction of Mobile services, to the communities of Harrietsham, Challock, Charing, Horam, Nutley, High Halden, Chelwood Gate, Broad Oak and Danehill, opening week commencing Monday 29 June 2026.

Since the closure of these services, we have continued to work to identify a solution to restore Post Office services to the local community. A Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of maintaining service to smaller communities.

There will need to be some changes to the current services offered by Tenterden Mobile van to accommodate the new mobile services. There will be changes to the opening times and locations for the services at Frittenden, The Moor, Hollingbourne, Egerton, Christ Sutton, Doddington, Selling and Grafty Green outreach services as they have been merged with the Tenterden Mobile van route and will take effect week commencing 29 June 2026.

Additionally, we are continually looking to refresh our network and ensure we meet our customer needs. The Postmaster at Tenterden Post Office has also agreed to formally operate a Mobile service in your area at Bowls Lodge Care Home, Hawkhurst, Cranbrook Kent, TN18 4PQ on Friday 03 July 2026 at 10:00

Full details of these service changes are provided at the end of this letter.

We would like to hear from you

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the proposed days and opening hours?

We will be accepting comments until Tuesday 14 July 2026. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on the reopening of this Post Office service through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this service either by branch name, postcode or the unique branch code: **260909**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully,

Emily Clive

Emily Clive
Retail Change Lead

Details of the new Mobile Services:

Harrietsham Mobile Service		Services available
Harrietsham Village Hall Car Park Church Rd Harrietsham Maidstone ME17 1AP		A range of services will be available.
Opening times		Access
Monday	12:35 – 16:05	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Wednesday	09:35 – 14:05	
Friday	12:15 – 16:15	
Getting there		

Approximately 0.5 miles from the previous service location, along varied terrain
Parking is available close to where the mobile van will be parked. Public transport is available to and from the surrounding area.

Challock Mobile Service		Services available
The Village Hall Car Park Blind Lanen Ashford TN25 4AU		A range of services will be available.
Opening times		Access
Monday	09:40 – 10:10	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		

Approximately 0.3 miles from the previous service location, along varied terrain. Parking is available close to where the mobile van will be parked. Public transport is available to and from the surrounding area

Details of the new Mobile Services (continued)

Doddington Mobile Service		Services available
The Chequers Pub car Park Chequers Inn The Street ME9 0BG		A range of services will be available.
Opening times		Access
Monday	11:20 – 11:50	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Outside the previous service location. Parking will be available close to where the mobile van will be parked.		

Selling Mobile Service		Services available
White Lion Pub car park The White Lion The Street ME13 9RQ		A range of services will be available.
Opening times		Access
Monday	10:25 – 10:55	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Outside the previous service location. Parking will be available close to where the mobile van will be parked.		

Frittenden Mobile Service		Services available
The Memorial Hall car park The Street Frittenden Cranbrook TN17 2DD		A range of services will be available.
Opening times		Access
Friday	10:50 – 11:20	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Outside the previous service location. Parking will be available close to where the mobile van will be parked.		

Details of the new Mobile Services (continued)

The Moor Mobile Service	<u>Services available</u>		
Park on Road The Moor Hawkhurst Cranbrook TN18 4NX	A range of services will be available.		
Opening times	Access		
<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0f2f1;">Friday</td> <td style="background-color: #e0f2f1;">09:25 – 09:55</td> </tr> </table>	Friday	09:25 – 09:55	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Friday	09:25 – 09:55		
Getting there			
Approximately 0.3 miles from the previous service location, along varied terrain. Parking will be available close to where the mobile van will be parked.			
Hollingbourne Mobile Service	<u>Services available</u>		
The Windmill Pub Car Park 32 Eyhorne Street Hollingbourne ME17 1TR	A range of services will be available.		
Opening times	Access		
<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0f2f1;">Tuesday</td> <td style="background-color: #e0f2f1;">11:10 – 11:40</td> </tr> </table>	Tuesday	11:10 – 11:40	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tuesday	11:10 – 11:40		
Getting there			
Approximately 200 metres from the previous service location, along varied terrain. Parking will be available close to where the mobile van will be parked.			

Details of the new Mobile Services (continued)

Grafty Green Mobile Service		Services available
<p>Grafty Green Village Hall car park Church Road Grafty Green Maidstone ME17 2BA</p>		<p>A range of services will be available.</p>
Opening times		Access
Tuesday	11:55 – 12:40	<p>There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p>
Getting there		
<p>Outside the previous service location. Parking will be available close to where the mobile van will be parked.</p>		

Egerton Mobile Service		Services available
<p>Egerton Millenium Village Hall car park Elm Close Egerton Ashford TN27 9DS</p>		<p>A range of services will be available.</p>
Opening times		Access
Tuesday	13:20 – 14:05	<p>There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p>
Getting there		
<p>Outside the previous service location. Parking will be available close to where the mobile van will be parked.</p>		

Details of the new Mobile Services (continued)

Chart Sutton Mobile Service	<u>Services available</u>
Layby outside of the Shop on the green, Chart Corne Chart Sutton Maidstone ME17 3SB	A range of services will be available.

Opening times	Access		
<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0f2f1;">Tuesday</td> <td style="background-color: #e0f2f1;">09:30 – 11:00</td> </tr> </table>	Tuesday	09:30 – 11:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tuesday	09:30 – 11:00		

Getting there

Outside the previous service location. Parking will be available close to where the mobile van will be parked.

High Halden Mobile Service	<u>Services available</u>
Village Hall car park Memorial Hall Ashford Road High Halden Ashford TN26 3LY	A range of services will be available.

Opening times	Access		
<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0f2f1;">Thursday</td> <td style="background-color: #e0f2f1;">15:15 – 15:45</td> </tr> </table>	Thursday	15:15 – 15:45	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Thursday	15:15 – 15:45		

Getting there

Outside the previous service location. Parking will be available close to where the mobile van will be parked.

Details of the new Mobile Services (continued)

Charing Mobile Service	<u>Services available</u>
Surgery Close Charing Ashford TN27 0AW	A range of services will be available.

Opening times	Access
Tuesday	14:15 – 15:45
There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.	

Getting there

Approximately 350 metres from the previous service location, along varied terrain. Parking will be available close to where the mobile van will be parked.

Horam Mobile Service	<u>Services available</u>
Outside Horam Chapel High St Horam Heathfield TN21 0ER	A range of services will be available.

Opening times	Access
Thursday	13:45 – 14:15
There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.	

Getting there

Approximately 190 metres from the previous service location, along varied terrain. Parking will be available close to where the mobile van will be parked.

Details of the new Mobile Services (continued)

Nutley Mobile Service	Services available
Nutley War Memorial Hall car park High St Nutley Uckfield TN22 3NE	A range of services will be available.

Opening times	Access		
<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0f2f1;">Thursday</td> <td style="background-color: #e0f2f1;">11:00 – 11:30</td> </tr> </table>	Thursday	11:00 – 11:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Thursday	11:00 – 11:30		

Getting there

Outside the previous service location. Parking will be available close to where the mobile van will be parked

Chelwood Gate Mobile Service	Services available
Chelwood Gate Village Hall car park Beaconsfield Road Chelwood Gate Haywards Heath RH17 7LF	A range of services will be available.

Opening times	Access		
<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0f2f1;">Thursday</td> <td style="background-color: #e0f2f1;">11:35 – 12:05</td> </tr> </table>	Thursday	11:35 – 12:05	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Thursday	11:35 – 12:05		

Getting there

Outside the previous service location. Parking will be available close to where the mobile van will be parked

Details of the new Mobile Services (continued)

Broadoak Mobile Service		Services available
Broad Oak Inn Chitcombe Rd Broad Oak Rye TN31 6EU		A range of services will be available.
Opening times		Access
Thursday	09:30 - 10:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Approximately 3.5 mile from the previous service location, along varied terrain. Parking will be available close to where the mobile van will be parked. There are local buses serving the surrounding area.		

Danehill Mobile Service		Services available
Danehill Village Hall car park London Rd Haywards Heath RH17 7HS		A range of services will be available.
Opening times		Access
Thursday	12:10 – 12:40	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Approximately 0.1 mile from the previous service location, along varied terrain. Parking will be available close to where the mobile van will be parked. There are local buses serving the surrounding area.		

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact locally elected representatives³, the Consumer Advocacy Bodies and selected charities⁴, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern

Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.