



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, Chart Sutton, Doddington, Selling, Grafty Green and Charing

We recently communicated that we will be 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.

We are now writing to let you know that due to unforeseen circumstances the services are now **due to reopen week commencing 13 July 2026**. Please accept our apologies for any inconvenience this may cause.

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, Chart 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 13 July 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 Monday 13 July 2026 at 10:00

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

If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

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

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.