



Your new branch

The Broadway Post Office

Previously located at: McColls Retail Group, 47 - 49 The Broadway, Loughton, IG10 3SX

We are writing to update you about our plans to restore the Post Office service in the local community. We received 2 responses and this feedback was in support of our plans and welcomed the return of the Post Office service to the local community in Loughton.

Due to unforeseen circumstances the new service did not open, as previously advised. We apologise for any inconvenience caused by the on-going temporary closure.

We are working hard to reinstate the above Post Office service to our customers. Your new Post Office branch is now planned to open on Tuesday 12 October 2021 at 13:00, at the M11 Local Store, 16 The Broadway, Loughton, IG10 3ST.

If there are any unforeseen changes to the opening date, posters will be displayed in the M11 Local store to let customers know.

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

In the interim customers may continue to use any Post Office branch for everyday Post Office products and services. Details of possible alternative Post Office branches in the area are provided below for your convenience:

- Loughton Post Office, 197 High Road, Loughton, IG10 4LF
- Goldings Hill Post Office, 11 Englands Lane, Loughton, IG10 2QX

Key points raised:

- Access
- Space inside the store

Response to key points:

Access into the new premises

We are mindful of the needs of all our customers, including those with mobility concerns. The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a 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 will be made to accommodate this.

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