



Dear Customer

**The Grange Post Office®**  
**105 London Road, Rayleigh, SS6 9AX**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Grange Food Stores, 111 London Road, Rayleigh, SS6 9AX, where it will operate as one of our new local style Post Office branches.

During the public consultation period we received 79 individual responses from customers and local representatives. Some feedback commented about the availability of space in the proposed store and expressed concerns about privacy. We also had comments in support of retaining a Post Office service in the local community and welcomed the longer opening hours the branch will provide. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

We have carefully considered my original proposal and the feedback received during the public consultation period. 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 provide future sustainability for the branch.

The current branch will close at 17:30 on Friday 23 February 2018, with the new branch opening, at Grange Food Stores, 111 London Road, Rayleigh, SS6 9AX, at 13:00 on Wednesday 28 February 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Rayleigh Post Office, 71 High Street, Rayleigh, Essex, SS6 7EJ
- Hambro Post Office, 53 Hullbridge Road, Rayleigh, Essex, SS6 9NL

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 103140




Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

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](mailto: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](https://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.**

The Grange Post Office information sheet															
<b>Address</b>	Grange Food Stores 111 London Road Rayleigh SS6 9AX														
<b>Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>06:30 – 19:00</td></tr> <tr><td>Tue</td><td>06:30 – 19:00</td></tr> <tr><td>Wed</td><td>06:30 – 19:00</td></tr> <tr><td>Thu</td><td>06:30 – 19:30</td></tr> <tr><td>Fri</td><td>06:30 – 19:30</td></tr> <tr><td>Sat</td><td>06:30 – 19:30</td></tr> <tr><td>Sun</td><td>07:30 – 14:30</td></tr> </table>	Mon	06:30 – 19:00	Tue	06:30 – 19:00	Wed	06:30 – 19:00	Thu	06:30 – 19:30	Fri	06:30 – 19:30	Sat	06:30 – 19:30	Sun	07:30 – 14:30
Mon	06:30 – 19:00														
Tue	06:30 – 19:00														
Wed	06:30 – 19:00														
Thu	06:30 – 19:30														
Fri	06:30 – 19:30														
Sat	06:30 – 19:30														
Sun	07:30 – 14:30														
<b>Distance</b>	20 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The branch will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Time-restricted roadside parking is available nearby.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	Wednesday 28 February 2018														

The Grange Post Office® services available	
<p><b>Our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a></b></p>	
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Ainsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	<b>Car tax only</b>
<p>Products marked x are available at <b>Rayleigh Post Office</b>, 71 High Street, Rayleigh, SS6 7EJ</p>	
<p>Opening times: Mon – Sat      09:00 – 17:30</p>	