



Dear Customer

**Service Re-opening**

**The Pond Post Office  
145 The Parade, High Street, Watford, WD17 1NA**

We are writing to update you on our recent communication, regarding our plans to restore the Post Office services to the community in The Pond.

Please be advised there is a delay in opening the branch and the service will not open on Friday 20 October 2023 as previously advised.

The Post Office service is now scheduled to re-open on Tuesday 24 October 2023 at 09:00. We would like to apologise for the inconvenience caused by delay and the temporary closure.

Full details of the Post Office service are provided at the end of this letter and posters will now be displayed at the branch premises, so customers are aware of the change.

If there are any unforeseen changes to the opening date, posters will be displayed at the premises to let customers know.

In the interim customers may continue to use any Post Office branch for everyday Post Office products and services. The branches listed below will be happy to provide customers with Post Office services during this period and this information will be made available locally.

Vicarage Road Post Office, 91 - 93 Vicarage Road, Watford, WD18 0EB

North Watford Post Office, 200 St Albans Road, Watford, WD24 4AS

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service.

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 have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

We would like to thank you for your patience at this time.

Yours faithfully

*Zoe Hall*

**Zoe Hall  
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

### Details of the Post Office Service at: The Pond

**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](http://www.postoffice.co.uk/branch-finder)**

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#### The Pond Post Office

145 The Parade  
High Street  
Watford  
WD17 1NA

#### Services

The same range of Post Office products and services will continue to be available.

#### Opening times

Monday to Saturday	09:00 - 17:30
Sunday	Closed

#### Access

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.

#### Getting there

The Post Office service will be located at the same premises on The Parade, High Street, in Watford. There is a car park located 200 metres away from the branch.

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## **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](https://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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

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 watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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**

**Comments@postoffice.co.uk**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.