



Dear Customer

**Branch Temporary Closure**

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

We are writing to inform you that, regrettably, following a fire at the premises, the above branch closed on Friday 7 April 2023. Please accept my apologies for the late notification on this occasion.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch premises and in the local area to inform customers.

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.

We would like to apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

If you are a local representative, we will write to you again once we have any news about the service provision.

Yours faithfully

*Zoe Hall*

**Zoe Hall  
Network Provision Lead**

How to contact us:  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](http://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.**

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

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### Vicarage Road Post Office

91 - 93 Vicarage Road  
Watford  
WD18 0EB

#### Opening times

Monday to Saturday	08:00 – 20:00
Sunday	Closed

#### Services

Offers the similar services, with Euros and Dollars On Demand Travel Money, however excluding, a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, On Demand Travel Insurance, and National Lottery.

#### Access

This branch has a wide automatic door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 0.7 miles away from The Pond branch, along varied terrain. There is limited parking available in the area, however, there are 3 pay and display parking bays on the road adjacent to the branch. There are local buses serving in the surrounding area.

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### North Watford Post Office

200 St Albans Road  
Watford  
WD24 4AS

#### Opening times

Monday to Friday	09:00 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

#### Services

Offers the same Post Office products and services.

#### Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 1 mile away from The Pond branch, along varied terrain. Pay and display parking available nearby. There is a regular bus service available between The Pond branch and this Post Office service. The nearest bus stop is approximately 300 metres away.

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### Watford Post Office

WHSmith Store  
165 The Harlequin  
Watford  
WD17 2WH

#### Opening times

Monday to Saturday	09:00 – 17:30
Sunday	11:00 – 15:00

#### Services

Offers the same Post Office products and services, however excluding National Lottery.

#### Access

The WHSmith store has an open plan entrance with level access. The branch is located within the store on the upper floor. This service can be accessed via stairs from within the store. Customers using a wheelchair, pushchairs, and customers with mobility issues, there are lifts accessible from the shopping mall to gain access to Post Office service on the upper floor. Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 0.6 miles away from The Pond branch, along varied terrain. There is a pay and display car park located within the shopping mall. There is a limited bus service available between The Pond branch and this Post Office service. The nearest bus stop is approximately 140 metres away.

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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, Citizens Advice 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, Citizens Advice 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.