



Dear Customer

Tivoli Post Office®
3 Matlock Road, Brighton, BN1 5BF

Branch Temporary Closure

I am writing to inform you that, regrettably, following the resignation of the postmaster the above branch will be closing temporarily on Friday 25 May 2018 at 18:00.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be an outreach service where a Postmaster from a nearby branch offers the facility with hours of opening set to reflect the likely number of customers who will use the service, or a new style branch known as a Post Office local. Post Office locals run alongside an established local shop and create a more modern and convenient retail experience for customers in newly refurbished premises.

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 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".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. If others in your organisation are interested in the proposal, please feel free to let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

I will write to you again once I have any news about our plans for future service provision.

Yours faithfully

Cheryl Sitch

Cheryl Sitch
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
FREEPOST Your Comments
www.postofficeviews.co.uk

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 on our website at: 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.

Alternative branches:**Goldstone Valley Post Office**

7 Woodland Parade
Hove
BN3 6DR

Services

The same range of services will continue to be available.

Access and facilities

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

Opening times

Monday	09:00 – 19:00
Tuesday	09:00 – 19:00
Wednesday	09:00 – 19:00
Thursday	09:00 – 19:00
Friday	09:00 – 19:00
Saturday	09:00 – 19:00
Sunday	Closed

Transport/parking

Time restricted roadside parking including a disabled bay is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1 mile away from Tivoli branch, along varied terrain.

Melville Road Post Office

20 Melville Road
Hove
BN3 1UB

Services

The same range of services will continue to be available with the addition of Car tax, a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance, however excluding National Lottery.

Access and facilities

This branch has a wide automatic door and a ramp with grab rails at the entrance.

Opening times

Monday	09:00 – 17:30
Tuesday	09:30 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Transport/parking

Pay & display roadside parking including a disabled bay is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1 mile away from Tivoli branch, along varied terrain.

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.