



«Name» - «TitlePosition»
«Organisation»
«Add1»
«Add2»«Add3»«Add4»
«Add5»
«Postcode»

02 October 2017

Dear «u_name»

Tower Road Post Office®
Previously located at: 93 Tower Road, Newquay, TR7 1LX

Local Public Consultation Decision

I'm writing to confirm our final plans and let you know of the outcome of our local public consultation for the above branch, which I'm pleased to confirm opened on Thursday 21 September 2017 at Londis, 12 Central Square, Newquay, TR7 1EU, where it is known as Central Square Post Office and is operating as one of our new local style Post Office branches.

We received 1 individual response from a customer during the consultation period. The feedback welcomed the restoration of Post Officer services to the local community.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service. The transactions are automated making the service easy for customers and operators and helping to alleviate queuing.

The change also means that Post Office services will be available during shop opening times. Local residents will therefore benefit from longer opening hours, so they can spread their visits and access our services seven days a week and at times that suit them better. 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.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 42055599





This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours sincerely

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  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.



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.

Central Square Post Office information sheet															
Address	Londis 12 Central Square Newquay TR7 1EU														
Opening hours	<table><tr><td>Monday</td><td>07:00 – 23:00</td></tr><tr><td>Tuesday</td><td>07:00 – 23:00</td></tr><tr><td>Wednesday</td><td>07:00 – 23:00</td></tr><tr><td>Thursday</td><td>07:00 – 23:00</td></tr><tr><td>Friday</td><td>07:00 – 23:00</td></tr><tr><td>Saturday</td><td>07:00 – 23:00</td></tr><tr><td>Sunday</td><td>07:00 – 23:00</td></tr></table>	Monday	07:00 – 23:00	Tuesday	07:00 – 23:00	Wednesday	07:00 – 23:00	Thursday	07:00 – 23:00	Friday	07:00 – 23:00	Saturday	07:00 – 23:00	Sunday	07:00 – 23:00
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Friday	07:00 – 23:00														
Saturday	07:00 – 23:00														
Sunday	07:00 – 23:00														
Distance	700 metres away from the previous branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities</p> <p>The new premises has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking</p> <p>There are several car parks in the town centre.</p>														
Retail	Convenience store														
Date of Relocation	Thursday 21 September 2017														

Central Square Post Office® services available

Our Customer Helpline on 03452 66 01 15 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 www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	✗
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Products marked ✗ are available at Newquay Post Office, 31 – 33 East Street, Newquay, TR7 1BU	Opening times: Mon, Wed, Thu & Fri 09:00 – 17:30 Tue 09:30 – 17:30 Sat 09:00 – 12:30

