



Dear Customer

Tranent Post Office®
Spar, 43 High Street, Tranent, EH33 1LN

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Spar, 22b Winton Place, Tranent, EH33 1AE, where it will operate as one of our new main style Post Office branches.

We received a very small amount of feedback during the local public consultation period, fully supportive of the move. Respondents welcomed the easier access the new branch would provide and nearby parking facilities. This feedback helped me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new branch.

The new premises will undergo a major refurbishment to incorporate a new main style Post Office with a spacious Spar store offering a brighter and more modern environment for customers. We will be working closely with the operator to plan the interior layout of the Post Office counter area and to optimize the use of the space within the store. This will ensure that access into and inside the store is level throughout, kept clear and free of obstacles and the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space and privacy whilst conducting their business. As well as this, our robust safety and security procedures will be in place that all operators must adhere to, which include safeguard of customers, staff and the cash and stock entrusted to the operator's care.

Internally, new main style Post Office branch will be built to our high specification with two screened counter positions and incorporating low-level facilities. Customers will be able to access the same range of Post Office products and services, with the addition of a selection of on demand travel money, while benefitting from longer opening times on Saturday.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week, in line with store opening hours, and will offer significantly longer hours than the main Post Office counter, providing customers more flexibility and the option of visiting the Post Office at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. Full details of the new branch are provided at the end of this letter.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new premises, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide for long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 13:00 on Friday 5 April 2019, with the new branch opening, at Spar, 22b Winton Place, at 13:00 on Friday 5 April 2019. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

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: 212824

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.postoffice.co.uk/transforming-post-office, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03457 22 33 44
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 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service:

Tranent Post Office information sheet															
Address	Spar 22b Winton Place Tranent EH33 1AE														
Post Office opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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Sat	09:00 – 17:30														
Sun	Closed														
New opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sun</td><td>06:00 – 22:00</td></tr> </table>	Mon - Sun	06:00 – 22:00												
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Distance	40 metres from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available with the addition of a selection of on demand travel money.														
Serving positions	There will be three serving positions. These will be a mixture of two screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses Restricted roadside parking is available near the premises.</p>														
Retail	Convenience store														
Date of relocation	Friday 3 March 2017 at 13:00														