



Dear Customer

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

**Proposed move to new premises & branch modernisation**

I'm writing to let you know that we are proposing, with the Postmaster's agreement, to move the above Post Office branch to a new location – Spar, 22b Winton Place, Tranent, EH33 1AE. I'm pleased to tell you that, if the move goes ahead, subject to consultation, the new premises, which is currently empty, will undergo a refurbishment to incorporate a convenience store and change to one of our new main style Post Office branches.

This change is part of a major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches.

**What will this mean for customers?**

- A modern open plan branch in newly refurbished premises
- Longer opening hours
- The same products and services with the addition a selection of on demand foreign currency
- Selected Post Office services will also be available at the retail counter during shop opening hours

**Consulting on the proposed new location**

We're now starting a period of local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Do you have any concerns about the new location?
- If so, do you have any suggestions that could help us make it better for you
- Any local community issues which you think could be affected by the proposed move
- Anything you particularly like about the proposed change.

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 212824

[postofficeviews.co.uk](https://postofficeviews.co.uk)

## Dates for local public consultation:

Local Public Consultation starts	16 March 2016
Local Public Consultation ends	25 May 2016
Proposed month of change	July/August 2016

I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.





Thank you for considering our proposal. At the end of the consultation we'll put a poster in branch to let you know our final plans.

Yours sincerely



**Suzanne Richardson**  
**Regional Network Manager**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

Want to tell us what  
you think right here and  
now – scan here.

If you don't have a QR  
code scanner on your  
phone, you can find one  
in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

# Tranent Post Office information sheet

	Current Post Office location				Proposed new Post Office location (subject to local public consultation)			
Address	Spar 43 High Street Tranent EH33 1LN				Spar 22b Winton Place Tranent EH33 1AE			
Post Office Opening hours		Mon	09:00 – 17:30			Mon	09:00 – 17:30	
		Tue	09:00 - 17:30			Tue	09:00 – 17:30	
		Wed	09:00 - 17:30			Wed	09:00 - 17:30	
		Thu	09:00 - 17:30			Thu	09:00 - 17:30	
		Fri	09:00 - 17:30			Fri	09:00 - 17:30	
		Sat	09:00 - 12:30			Sat	09:00 -17:30	
		Sun	Closed			Sun	Closed	
	New Opening times of Post Office service at retail counter offering selected services							
		Mon - Sun				06:00 – 22:00		
Distance	40 metres away 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	<b>Access and facilities</b> Current branch has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.				<b>Access and facilities</b> The proposed premises would have a wide door and level access. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.			
	<b>Parking</b> Restricted roadside parking is available nearby.				<b>Parking</b> Restricted roadside parking is available near the proposed premises.			
Retail	Convenience Store				Convenience store			
Local Public Consultation starts	16 March 2016							
Local Public Consultation ends	25 May 2016							
Proposed month of change	July/August 2016							

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council. .

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period'. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office)