



Tudor Parade Post Office®
Welcome Convenience Store,
5-6 Moneyhill Parade, Rickmansworth, WD3 7BQ

Your new branch

We recently asked your views on some key areas about our plans to restore the Post Office service to the local community in Rickmansworth. We received 23 responses from customers and local representatives.

There is a delay with the re-opening of the Post Office. Your new Post Office branch is now scheduled to open on Tuesday 28 January 2020, where it will be known Moneyhill Parade Post Office. Please accept our apologies for any inconvenience this may cause.

Key points raised:

- Access at the new premises
- Space inside the store and Counter
- Parking

Response to key points:

Access at the new premises

We are mindful of the needs of all our customers including those with mobility issues. There is a wide automatic door at the entrance and access is via a ramp with a handrail. Internally, there will be a hearing loop and space for a wheelchair.

Space inside the store and Counter

We will work closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings will be made to accommodate this. Aisles and the queuing area will be kept free from obstructions ensuring adequate space for all customers to move around the store and access the Post Office services with ease.

The 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. This will also mean that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. The Post Office opening hours will be Monday to Sunday 07:00 – 22:00.

Parking

Generally parking is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited. We can confirm, there is time restricted roadside parking available on the road opposite the premises and nearby.

We hope that you will enjoy using the new Post Office.