



Dear Customer

**Tullycarnet Post Office®
8 Granton Park, Belfast, BT5 7AH**

Decision - move to new premises & branch modernisation

I am writing to confirm that we have proceeded with our proposal to move the above Post Office branch to Hanwood Filling Station, 200 Old Dundonald Road, Antrim, Belfast, BT16 1DE, where it is operating as one of our new local style Post Office branches. I am pleased to confirm the service commenced on Monday 12 March 2018.

We received 30 individual responses from customers during the consultation period. This feedback was mainly in support of our plans, as the community welcomed the restoration of Post Office services to Tullycarnet. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

We have carried out a final review of my original proposal and the feedback received during the public consultation period. We are pleased to learn of customers support for the move and we are delighted that The Tullycarnet branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 280 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better.

Posters will now be displayed at Hanwood Filling Station to let customers know about this decision. You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 206704.

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.




Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

**Kenny Lamont
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.



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 in branch, or by contacting us or 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.

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.

Tullycarnet Post Office information sheet

Address	Hanwood Filling Station 200 Old Dundonald Road Antrim Belfast BT16 1DE														
Opening hours	<table border="1"><tr><td>Mon</td><td>06:30 – 23:00</td></tr><tr><td>Tue</td><td>06:30 – 23:00</td></tr><tr><td>Wed</td><td>06:30 – 23:00</td></tr><tr><td>Thu</td><td>06:30 – 23:00</td></tr><tr><td>Fri</td><td>06:30 – 23:00</td></tr><tr><td>Sat</td><td>06:30 – 23:00</td></tr><tr><td>Sun</td><td>06:30 – 23:00</td></tr></table>	Mon	06:30 – 23:00	Tue	06:30 – 23:00	Wed	06:30 – 23:00	Thu	06:30 – 23:00	Fri	06:30 – 23:00	Sat	06:30 – 23:00	Sun	06:30 – 23:00
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Sat	06:30 – 23:00														
Sun	06:30 – 23:00														
Distance	400 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 This premises has a wide automatic door and level access at the entrance.</p> <p>Parking There is a car park with disabled bays outside of the premises.</p>														
Retail	Convenience store														
Date of Relocation	12 March 2018														

Tullycarnet Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 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

	Current branch	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	✓	Express 24 & 48
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	✓	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Bill payments		
Automated bill payments (card or barcoded)	✓	✓
Key recharging	✓	✓
Transcash (without barcode)	✓	*
Travel		
Pre-order travel money	✓	✓
Mobile Top-ups & E vouchers		
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	*
Products marked * are available at Kings Road Post Office, Supervalu, 13 Kings Square, Belfast, BT5 7EA	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30	