



Dear Customer

Changes to Turriff Mobile service

Local Public Consultation

We are writing to confirm that we have proceeded with our proposal to restore and change Post Office services to the communities of Fyvie and Udney with the introduction of a Mobile service and some minor changes to the current hours of service at Udney Station, Rothiemorman and Cuminestown.

These services commenced for Fyvie on Monday 30 January 2017 and on Tuesday 16 May 2017 for Udney, Udney Station, Rothiemorman and Cuminestown. Details of the new services are provided at the end of this letter.

We received 1 individual response from a customer during the consultation period. There was concern about the proposed opening times of the Mobile services, which might be insufficient to meet the needs of customers in the area. We do understand that for some customers the service times may be less convenient. However, we believe that these hours will meet the needs of our customers, whilst allowing us to maintain a sustainable service in the longer term.

The feedback provided has enabled me to improve my understanding of customers' concerns, and ensured that all such information was taken into account before we finalised our plans for the new service. I am confident that the introduction of these three Hosted Outreach services will meet the needs of our customers in the local communities.

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 one of the following unique branch codes:

Fyvie 129801, Udney 183801
Udney Station 709801, Rothiemorman 708801, Cuminestown 707801

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.postoffice.co.uk/transforming-post-office. 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 03457 22 33 44 or Textphone 03452 66 01 15.

Details of the new Mobile services:

Fyvie Mobile service:

Fyvie British Legion
School Hill
Main Street
Fyvie
AB53 8QB

New opening times

Monday	11:30 – 12:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Car park opposite Co-op Store
Main Street
Fyvie
AB53 8PB

New opening times

Wednesday	11:30 – 12:30
Friday	09:00 – 10:00

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Udny Mobile service:

Tarves Road
Pitmedden
AB41 7NY

Proposed opening times

Tuesday	09:30 – 11:30
Thursday	14:00 – 15:00

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Details of the changes to existing Mobile services:

Udny Station Mobile Service Udny Station car park Udny Station Hotel Udny Station Ellon AB41 6QJ	New Opening times <table><tr><td>Tuesday</td><td>15:00 – 16:00</td></tr></table>	Tuesday	15:00 – 16:00
Tuesday	15:00 – 16:00		

Rothienorman Mobile Service Public car park Main Street Rothienorman Inverurie AB51 8UD	New Opening times <table><tr><td>Monday</td><td>09:00 – 11:00</td></tr><tr><td>Wednesday</td><td>09:00 – 11:00</td></tr><tr><td>Friday</td><td>10:30 – 11:30</td></tr></table>	Monday	09:00 – 11:00	Wednesday	09:00 – 11:00	Friday	10:30 – 11:30
Monday	09:00 – 11:00						
Wednesday	09:00 – 11:00						
Friday	10:30 – 11:30						

Cuminestown Mobile Service Parking area Cuminestown Turriff AB53 5JZ	New Opening times <table><tr><td>Monday</td><td>13:30 – 15:30</td></tr><tr><td>Wednesday</td><td>13:30 – 15:30</td></tr><tr><td>Thursday</td><td>09:00 – 10:00</td></tr><tr><td>Friday</td><td>13:00 – 14:00</td></tr></table>	Monday	13:30 – 15:30	Wednesday	13:30 – 15:30	Thursday	09:00 – 10:00	Friday	13:00 – 14:00
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