



Dear Customer,

Changes to Turriff Mobile Service
Affecting Rothienorman, Cuminestown & Fyvie Mobile Services and Blairdaff, Greeness & Rathen Home Services

We are writing to inform you that, regrettably, the postmaster from Turriff branch will no longer be operating Blairdaff, Greeness and Rathen Home services, due to low customer usage. These services, will therefore, be closing week commencing Monday 30 June 2025.

When a Post Office branch closes, unexpectedly, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Blairdaff, Greeness and Rathen Home services at this time.

There will need to be some changes to the current services offered by Turriff Mobile service, to accommodate these changes affecting the opening times and some visiting days at; Rothienorman, Cuminestown and Fyvie Mobile services. These changes will also take effect week commencing Monday 07 July 2025. Further details of the changes to these services are provided at the end of this letter.

We will display posters to tell customers about these changes. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We apologise for the inconvenience the closure may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are also provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

Yours faithfully,

David Duff

David Duff
Area Change Manager

Details of alternative branches for Blairdaff Home Service:

Monymusk Post Office		Services
The Square Monymusk Inverurie AB51 7HJ		Offers the same services.
Opening times		Access
Mon - Fri	09:30 – 12:30	Access is level at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
This branch is approximately 3.4 miles from Blairdaff Home service, along varied terrain. Parking is available nearby.		

Kemnay Post Office		Services
Morrisons Daily 28-30 Aquithie Road Kemnay Inverurie AB51 5SS		Offers similar services, with the addition of Vehicle Tax and Euro/Dollar Travel Money.
Opening times		Access
Mon - Sat	07:00 – 22:00	Access is a step at the entrance to the premises.
Sun	08:00 – 22:00	
Getting there		
This branch is approximately 3.2 miles from Blairdaff Home service, along varied terrain. Parking is available outside the branch.		

Details of alternative branches for Greeness Home Service:

Cuminstown Mobile Service		Services
Parking Area Cuminstown Turriff AB53 5JZ		Offers similar services, with the addition of Passport Check & Send and Vehicle Tax.
Opening times		Access
Mon & Wed	13:30 – 15:30	There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.
Fri	13:00 – 14:00	
<u>Times changing from 07/07/2025</u>		
Wed	13:30 – 15:30	
Fri	13:00 – 14:00	
Getting there		
This Mobile service is approximately 2.3 miles from Greeness Home service, along varied terrain. Parking is available close to where the Mobile van will be parked.		

Fyvie Mobile Service		Services
Outside Fyvie Co-op Main Street Fyvie Turriff AB53 8PB		Offers similar services, with the addition of Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon & Wed	11:30 – 12:30	There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.
Fri	09:00 – 10:00	
<u>Times changing from 07/07/2025</u>		
Wed	11:30 – 12:30	
Fri	09:00 – 10:00	
Getting there		
This Mobile service is approximately 6.8 miles from Greeness Home service, along varied terrain. Parking is available close to where the Mobile van will be parked.		

Turriff Post Office		Services
35 High Street Turriff AB53 4EJ		Offers similar services, with the addition of a comprehensive range of Travel Money, On Demand Travel Insurance, Passport Check & Send and Vehicle Tax.
Opening times		Access
Mon - Fri	07:30 – 20:00	Access is level at the entrance to the premises.
Sat	07:30 – 17:30	
Sun	Closed	
Getting there		
This branch is approximately 7.2 miles from Greeness Home service, along varied terrain. Parking is available nearby.		

Details of alternative branches for Rathen Home Service:

Cairnbulg Post Office		Services
2 Main Street Cairnbulg Fraserburgh AB43 8YJ		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Sun	07:00 – 20:00	Access is level at the entrance to the premises.
Getting there		
This branch is approximately 1.7 miles from Rathen Home service, along varied terrain. Parking is available outside the branch.		

St Combs Post Office		Services
Mid Street St Combs Fraserburgh AB43 8YX		Offers similar services, with the addition of Vehicle Tax.
Opening times		Access
Mon – Wed	07:00 – 17:00	Access is steps at the entrance to the premises.
Thu & Sat	07:30 – 20:00	
Fri	07:00 – 20:00	
Sun	09:00 – 20:00	
Getting there		
This branch is approximately 2.7 miles from Rathen Home service, along varied terrain. Parking is available outside the branch.		

Details of the change to existing Mobile service opening hours:

Rothienorman Mobile Service		Public Car Park, Rothienorman, Inverurie, AB51 8UD	
Current opening times		New opening times	
Monday	09:00 – 11:00	Monday	No Service
Tuesday	No Service	Tuesday	No Service
Wednesday	09:00 – 11:00	Wednesday	09:00 – 11:00
Thursday	No Service	Thursday	No Service
Friday	10:30 – 11:30	Friday	10:30 – 11:30
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to existing Mobile service opening hours:

Cuminestown Mobile Service	Parking Area, Cuminestown, Turriff, BT55 7PU																												
<p>Current opening times</p> <table> <tr><td>Monday</td><td>13:30 – 15:30</td></tr> <tr><td>Tuesday</td><td>No Service</td></tr> <tr><td>Wednesday</td><td>13:30 – 15:30</td></tr> <tr><td>Thursday</td><td>No Service</td></tr> <tr><td>Friday</td><td>13:00 – 14:00</td></tr> <tr><td>Saturday</td><td>No Service</td></tr> <tr><td>Sunday</td><td>No Service</td></tr> </table>	Monday	13:30 – 15:30	Tuesday	No Service	Wednesday	13:30 – 15:30	Thursday	No Service	Friday	13:00 – 14:00	Saturday	No Service	Sunday	No Service	<p>New opening times</p> <table> <tr><td>Monday</td><td>No Service</td></tr> <tr><td>Tuesday</td><td>No Service</td></tr> <tr><td>Wednesday</td><td>13:30 – 15:30</td></tr> <tr><td>Thursday</td><td>No Service</td></tr> <tr><td>Friday</td><td>13:00 – 14:00</td></tr> <tr><td>Saturday</td><td>No Service</td></tr> <tr><td>Sunday</td><td>No Service</td></tr> </table>	Monday	No Service	Tuesday	No Service	Wednesday	13:30 – 15:30	Thursday	No Service	Friday	13:00 – 14:00	Saturday	No Service	Sunday	No Service
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Fyvie Mobile Service	Outside Fyvie Co-op, Main Street, Fyvie, Turriff, BT55 7PU																												
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Details of the existing Mobile service opening hours:

Udny Station Mobile service	The Village Hall, Sheen, Buxton, SK17 0ES		
<p>Opening times</p> <table> <tr> <td>Tuesday</td><td>15:00 – 16:00</td></tr> </table>		Tuesday	15:00 – 16:00
Tuesday	15:00 – 16:00		

Details of the existing Mobile service opening hours:

Newburgh Mobile Service	The Village Hall, Sheen, Buxton, SK17 0ES				
<p>Opening times</p> <table> <tr> <td>Tuesday</td><td>12:30 – 14:30</td></tr> <tr> <td>Thursday</td><td>11:00 – 13:00</td></tr> </table>		Tuesday	12:30 – 14:30	Thursday	11:00 – 13:00
Tuesday	12:30 – 14:30				
Thursday	11:00 – 13:00				

Details of the existing Mobile service opening hours:					
Pitmedden Mobile Service	The Village Hall, Sheen, Buxton, SK17 0ES				
<div><p>Opening times</p><table border="1"><tr><td>Tuesday</td><td>09:30 – 11:30</td></tr><tr><td>Thursday</td><td>14:00 – 16:00</td></tr></table></div>		Tuesday	09:30 – 11:30	Thursday	14:00 – 16:00
Tuesday	09:30 – 11:30				
Thursday	14:00 – 16:00				

Tuesday	09:30 – 11:30
Thursday	14:00 – 16:00

Details of the existing Mobile service opening hours:			
Potterton Mobile Service	Panmure Gardens, Potterton, BT55 7PU		
<div><p>Opening times</p><table border="1"><tr><td>Thursday</td><td>09:30 – 10:30</td></tr></table></div>		Thursday	09:30 – 10:30
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Thursday	09:30 – 10:30
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To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.