



Dear Sir/Madam

**Walgrave Post Office®**  
**Previously located at: Gold Street, Walgrave, Northampton, NN6 9QE**

Further to my letter dated 15 August 2017, I am writing to confirm the introduction of a Hosted service at the Village Hall and Playfield Association, Newlands Road, Walgrave, Northampton, NN6 9PZ which commenced on Thursday 14 September 2017.

We received 6 individual responses from customers during the consultation period. Feedback welcomed the introduction of a hosted service in Walgrave however some feedback said that the proposed visiting times may not be sufficient to meet the needs of the local community. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account in finalising our plans for the new service.

Our priority is to safeguard Post Office services to local community and it is therefore important that the new service is sustainable for our operator, who provides the service on our behalf. We do understand that for some customers the new hosted service times may be less convenient, however, we do consider that the hours for the new service will meet the needs of our customers in Walgrave and allow us to maintain a sustainable service in the longer term. We will, however, continue to review and monitor the service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

As previously advised the new hosted service commenced on Thursday 14 September 2017. Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 23422699

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in dark ink, appearing to read "Sarah Cottrell".

**Sarah Cottrell**  
**Network Operations Area Manager**

## How to contact us:

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

## Details of the new service:

### Walgrave Hosted Service

Village Hall and Playfield Association  
Newland Road  
Walgrave  
Northampton  
NN6 9PZ

### Proposed Opening times

Thursday	12:30 – 14:30
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### Services

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

### Access and facilities

The Village Hall has level access. Internally, there is a hearing loop and space for a wheelchair.

### **Parking**

There is a car park directly outside the Village Hall.

### **Route**

Located approximately 480 metres from the previous service, along varied terrain.