



Dear Customer

**Wandsworth Bridge Road Post Office®
314 Wandsworth Bridge Road, Fulham, London, SW6 2UA**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to 308 Wandsworth Bridge Road, Fulham, London, SW6 2UA, where it will operate as one of our new local style Post Office branches.

We have received 17 individual responses from customers during the local public consultation period. Feedback welcomed the move to the new premises which was said to provide better access, an improved layout, more space inside and longer opening hours. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. Access will be level with a wide door at the entrance. Internally, the new branch will be in line with Post Office specifications making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures, fittings and retail will be re-aligned or removed to make sure there is clear access into the premises. The entrance, queuing area, as well as aisle width and turning space for a wheelchair, will be compliant with Post Office guidelines and kept free from obstructions ensuring customers have adequate room to move around without difficulty.

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. Staffing levels will be carefully aligned to meet customer demand and the staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality, safeguarding privacy and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

The new local style Post Office will operate from two open plan tills, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. I am also pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. The change also means that the Post Office hours are aligned to the shop so local residents will benefit from longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, so they have more flexibility and can use our services at times that suit them better.

Details of the new service are provided at the end of this letter together with a product list, which lets you know which services will be available at your new branch.

The current branch will close on Saturday 23 June 2018, with the new branch opening, at 308 Wandsworth Bridge Road, at 13:00 on Thursday 26 July 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- New Kings Road Post Office, 305 New Kings Road, Fulham, London, SW6 4RF

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

Krina Shah

Krina Shah
Area Network Change Manager

How to contact us:



postofficeviews.co.uk



comments@postoffice.co.uk



FREEPOST Your Comments

Wandsworth Bridge Road Post Office information sheet															
Address	308 Wandsworth Bridge Road Fulham London SW6 2UA														
Opening hours	<table> <tr><td>Monday</td><td>07:00 – 21:00</td></tr> <tr><td>Tuesday</td><td>07:00 – 21:00</td></tr> <tr><td>Wednesday</td><td>07:00 – 21:00</td></tr> <tr><td>Thursday</td><td>07:00 – 21:00</td></tr> <tr><td>Friday</td><td>07:00 – 21:00</td></tr> <tr><td>Saturday</td><td>07:00 – 21:00</td></tr> <tr><td>Sunday</td><td>07:00 – 21:00</td></tr> </table>	Monday	07:00 – 21:00	Tuesday	07:00 – 21:00	Wednesday	07:00 – 21:00	Thursday	07:00 – 21:00	Friday	07:00 – 21:00	Saturday	07:00 – 21:00	Sunday	07:00 – 21:00
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Distance	16 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Pay and display parking is available on Hugon Road.</p>														
Retail	Convenience store														
Date of Relocation	Thursday 26 July at 13:00														

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.

Your postmaster or our Customer Helpline on 03452 66 01 15 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

	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	✓
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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
Products marked x are available at New Kings Road Post Office, 305 New Kings Road, Fulham, London, SW6 4RF	
Opening times: Mon – Fri 08:30 – 18:00 Sat 09:00 – 17:00	