



Dear Customer

**Whitstable Post Office®**  
**St Peters Church, Sydenham Street, Whitstable, CT5 1HL**

**Local Public Consultation Decision**

We are writing to confirm that we will be proceeding with the relocation of the above branch to Southern Co-op, 134 Cromwell Road, Whitstable, CT5 2AA, where it will operate as one of our new main style Post Office branches.

We received 7 individual responses from customers during the local public consultation period. The main feedback centred on parking and the location of the new premises. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new branch.

I appreciate that the proposed premises are approximately 450 metres from the current site, and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the premises is slightly closer and more convenient than at present.

It is clear that the Post Office plays an important part in the lives of customers, particularly to older customers and disabled customers and we want to make our services as accessible as possible. I am pleased to confirm that the new Post Office branch will provide level access and wide automatic doors at the entrance. I am also pleased to confirm that before the new Post Office opens, the new operator will plan to install a bicycle rack outside their premises and customers will still be able to tie their pets to the posts outside at the front of the shop should they wish.

While I acknowledge the concerns raised about parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers. As I am sure you will understand, the availability of parking spaces is an issue outside the direct control of Post Office Ltd. However I have conducted a further review of this matter. I can confirm that there is a car park, including one disabled bay in the car park. I am therefore satisfied that there is adequate parking at and in the vicinity of the new branch to meet customer requirements following the move.

Internally, the new main style branch will be built in line with Post Office specifications with a dedicated Post Office area, incorporating two security screened, with low level facilities and separate queuing area for Post Office customers. We have been working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty. This will ensure the Post Office counter area is easily accessible and customers including a wheelchair user, have sufficient space to move around whilst conducting their business.

Customers will be able to transact the same wide range of products and services as currently, whilst benefitting from longer opening times on Saturdays.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer significantly longer opening times than the main Post Office counter outside of main counter opening times, allowing customers to transact the majority of Post Office products and services alongside retail transactions across seven days a week and at times that are more convenient for them. Full details of the new branch are at the end of this letter.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Tuesday 30 January 2018, with the new branch opening at Southern Co-op, 134 Cromwell Road, Whitstable, CT5 2AA at 13:00 on Friday 02 February 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 branches are provided below for your convenience:

- Tankerton Post Office, 141 Tankerton Road, Tankerton, Whitstable, CT5 2AW
- Herne Bay Post Office, 160 Mortimer Street, Herne Bay, CT6 5DU

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 can use the search function to find this letter either by entering branch name, postcode or the unique branch code 268909

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](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



**Suzanne Richardson**  
**Regional Network 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.**

This document is also available to view online, 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.



**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:

Whitstable Post Office information sheet															
<b>Address</b>	Southern Co-op 134 Cromwell Road Whitstable CT5 2AA														
<b>Post Office Opening hours</b>	<table> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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Fri	09:00 - 17:30														
Sat	09:00 - 17:30														
Sun	Closed														
<b>New Opening times of Post Office service at retail counter offering selected services</b>	<table> <tr> <td>Mon - Sat</td><td>07:00 - 09:00 17:30 - 22:00</td></tr> <tr> <td>Sun</td><td>07:00 - 22:00</td></tr> </table>	Mon - Sat	07:00 - 09:00 17:30 - 22:00	Sun	07:00 - 22:00										
Mon - Sat	07:00 - 09:00 17:30 - 22:00														
Sun	07:00 - 22:00														
<b>Distance</b>	450 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The same wide range of products and services will still be available.														
<b>Serving positions</b>	There will be three serving positions, which will be a mixture of two screened and a Post Office serving point provided for use at the retail counter, which is available outside main counter times offering selected services.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The new premises will have a wide automatic doors and level access. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p><b>Parking/Buses</b> Dedicated car park including one designated disabled bay.</p>														
<b>Retail</b>	Convenience store														
<b>Date of relocation</b>	13:00 on Friday 02 February 2018														

## Alternative branches:

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### Tankerton Post Office

141 Tankerton Road  
Tankerton  
Whitstable  
CT5 2AW

### Services

The same range of services will continue to be available with the addition of National Lottery, however excluding a comprehensive range of Travel Money and Passport Check & Send.

### Access and facilities

This branch has a wide door and level access at the entrance.

### Opening times

Monday	08:00 – 20:00
Tuesday	08:00 – 20:00
Wednesday	08:00 – 20:00
Thursday	08:00 – 20:00
Friday	08:00 – 20:00
Saturday	08:00 – 20:00
Sunday	08:00 – 20:00

### Transport/parking

Time restricted roadside parking is available nearby. There is a frequent bus service available between Whitstable branch and this Post Office service. The nearest bus stop is within 20 metres.

### Route

This Post Office service is located approximately 0.9 miles away from Whitstable branch, along varied terrain.

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### Herne Bay Post Office

160 Mortimer Street  
Herne Bay  
CT6 5DU

### Services

The same range of services will continue to be available with the addition of National Lottery.

### Access and facilities

This branch has a wide automatic door and level access at the entrance.

### Opening times

Monday	08:30 – 17:30
Tuesday	08:30 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	Closed

### Transport/parking

Time restricted roadside parking is available nearby. There is a frequent bus service available between Whitstable branch and this Post Office service. The nearest bus stop is within 130 metres.

### Route

This Post Office service is located approximately 5.0 miles away from Whitstable branch, along varied terrain.

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