



Dear Customer

Wincheap Post Office®
Previously located at: 56 Wincheap, Canterbury, CT1 3RS

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 Londis, 70 Zealand Road, Canterbury, CT1 3QB, where it will be known as Zealand Road Post Office and will operate as one of our new local style Post Office branches.

We received 12 individual responses from customers during the consultation period. This main feedback was in support of the re-opening of the branch, however some concerns were raised about the availability of parking in the area. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

While I acknowledge the concerns raised about the difficulties with 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. However, as I am sure you will understand the availability of parking spaces are outside the direct control of Post Office Limited. I have conducted a further review of this proposal and I am satisfied that there is adequate parking in the vicinity of the proposed branch to meet customers' requirements.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. Access at the store is level with a wide door at the entrance. However, the new operator will engage with the Local Authority to see if any further improvements can be made to assist vehicular access for parade users without impeding local resident access. 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 and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around the shop and access Post Office services.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The new branch will be opening, at Londis, 70 Zealand Road, at 13:00 on Tuesday 29 May 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

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

Sarah Lambert

Sarah Lambert
Regional Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

Zealand Road Post Office information sheet															
Address	Londis 70 Zealand Road Canterbury CT1 3QB														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Tuesday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Wednesday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Thursday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Friday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Saturday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Sunday</td> <td>06:00 – 14:00</td> </tr> </tbody> </table>	Monday	06:00 – 21:00	Tuesday	06:00 – 21:00	Wednesday	06:00 – 21:00	Thursday	06:00 – 21:00	Friday	06:00 – 21:00	Saturday	06:00 – 21:00	Sunday	06:00 – 14:00
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Sunday	06:00 – 14:00														
Distance	600 metres away from the previously closed branch, along varied 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. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of Relocation	13:00 Tuesday 29 May 2018														

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.

Zealand Road Post Office® services available

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	Express 24 & 48
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	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✗
Products marked ✗ are available at Canterbury Post Office, 19 St George Street, Canterbury, CT1 2LB	Opening times: Mon – Sat 09:00 – 17:30 Sun 10:30 – 14:30