

Dear Customer

### **Changes to Windmill Drive Outreach Services**

#### **Affecting: Broad Oak, Nutley, Chelwood Gate, Danehill and Horam outreach services**

We are writing to inform you that, regrettably, the postmaster of Windmill Drive Outreach Service has resigned, and therefore all the above Outreach services closed on the week commencing Monday 15 September 2025. Please accept my apologies for the late notification on this occasion.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

We apologise for the inconvenience the unplanned closures may have caused. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the local area to inform customers.

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

*Emily Clive*

**Emily Clive**  
**Area Change Manager**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

## Alternative branches

There are times our branches may need to make changes to its opening hours.

The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the branch postmaster.

### Alternatives Post Office services for Broad Oak Outreach Service

Previously located at: Udimore Road, Broad Oak, Rye, East Sussex, TN31 6DG

Westfield Post Office	Services available
1 Robertson House Main Road Wesfield Hastings TN35 4QE	Offers similar services, however excluding Vehicle Tax.
Opening times	Access
Mon - Sat 09:00 – 17:30 Sun 10:00 – 14:00	This branch has a wide door and a ramp at the entrance.

### Getting there

This Post Office service is located approximately 3.2 miles away from Broad Oak Outreach Service, along varied terrain. Time roadside parking is available directly outside the branch. There is a frequent bus service available between Broad Oak Outreach and this Post Office service. The nearest bus stop is approximately 10 metres away.

Northiam Post Office	Services available
Stonecourt Mews Mains Street Northiam Rye TN31 6AF	Offers similar services, with the addition of Euro & Dollars Travel Money.
Opening times	Access
Mon - Sat 07:00 – 20:00 Sun Closed	This branch has a wide automatic door and level access at the entrance.

### Getting there

This Post Office service is located approximately 3.6 miles away from Broad Oak Outreach Service, along varied terrain. Parking is available with a disabled bay at the branch. There is a frequent bus service available between Broad Oak Outreach and this Post Office service. The nearest bus stop is approximately 240 metres away.

**Alternatives Post Office services for Nutley Outreach Service**  
**Previously located at: High Street, Nutley, East Sussex, TN22 3NE**

<b>Five Ash Down Post Office</b>	<b>Services available</b>
Five Ash Down Uckfield East Sussex TN22 3AH	Offers similar services, with the addition of Euro & Dollars Travel Money.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   08:00 – 17:30 Sat - Sun   09:00 – 12:30	This branch has a wide door and a step at the entrance.

<b>Uckfield Post Office</b>	<b>Services available</b>
33 High Street Uckfield East Sussex TN22 1AG	Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
<b>Opening times</b>	<b>Access</b>
Mon - Sat   09:00 – 17:30 Sun   Closed	This branch has a wide door and level access at the entrance.

<b>Getting there</b>
This Post Office service is located approximately 4.1 miles away from Nutley Outreach Service, along varied terrain. Time roadside parking is available nearby. There are local buses serving the surrounding area.

<b>Getting there</b>
This Post Office service is located approximately 5.3 miles away from Nutley Outreach Service, along varied terrain. Time restricted roadside parking is available nearby. There is a frequent bus service available between Nutley Outreach and this Post Office service. The nearest bus stop is approximately 80 metres away.

### Alternatives Post Office services for Chelwood Gate Outreach Service

Previously located at: Chelwood Gate Village Hall, Beaconsfield Road, Chelwood Gate, Haywards Heath, West Sussex, RH17 7LF

<b>Forest Row Post Office</b>	<b>Services available</b>
19 Hartfield Road Forest Row RH18 5DN	Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
<b>Opening times</b>	<b>Access</b>
Mon - Sat   09:00 – 17:30 Sun   Closed	This branch has a wide automatic door and level access at the entrance.
<b>Getting there</b>	

This Post Office service is located approximately 3.9 miles away from Chelwood Gate Outreach Service, along varied terrain. Time restricted roadside parking is available nearby. There is a regular bus service available between Chelwood Gate Outreach and this Post Office service. The nearest bus stop is approximately 350 metres away.

<b>West Hoathly Post Office</b>	<b>Services available</b>
Top Road Sharphorne East Grinstead RH19 4NU	Offers the similar services, with the addition of Euro Travel Money.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   08:00 – 17:00 Sat   08:30 – 18:00 Sun   08:30 – 14:30	This branch has a wide door and level access via a ramp at the entrance.
<b>Getting there</b>	

This Post Office service is located approximately 4.2 miles away from Chelwood Gate Outreach Service, along varied terrain. Parking is available at the branch. There are local buses serving the surrounding area.

### Alternatives Post Office services for Danehill Outreach Service

Previously located at: Danehill and Chelwood Gate Social Club, Lewes Road,  
Danehill, Haywards Heath, West Sussex, RH17 7HR

<b>Lindfield Post Office</b>	<b>Services available</b>
81 High Street Lindfield Haywards Heath RH16 2HL	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Mon - Sat   06:00 – 18:00 Sun   07:00 – 18:00	This branch has a wide door and steps at the entrance.

#### **Getting there**

This Post Office service is located approximately 4.5 miles away from Danehill Outreach Service, along varied terrain. Time restricted roadside parking is available nearby. There are no direct bus services available between Danehill Outreach and this Post Office.

<b>West Hoathly Post Office</b>	<b>Services available</b>
Top Road Sharphorne East Grinstead RH19 4NU	Offers the similar services, with the addition of Euro Travel Money.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   08:00 – 17:00 Sat - Sun   08:30 – 14:30	This branch has a wide door and level access via a ramp the entrance.

#### **Getting there**

This Post Office service is located approximately 4.8 miles away from Danehill Outreach Service, along varied terrain. Parking is available at the branch. There are no direct bus services available between Danehill Outreach and this Post Office.

**Alternatives Post Office services for Horam Outreach Service**  
**Previously located at: Horam Centre, High Street, Horam, Heathfield,**  
**East Sussex, TN21 0EH**

<b>Heathfield Post Office</b>	<b>Services available</b>
26 High Street Heathfield East Sussex TN21 8LS	Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   09:00 – 17:30 Sat   09:00 – 13:00 Sun   Closed	This branch has a wide door and level access at the entrance.

**Getting there**

This Post Office service is located approximately 2.9 miles away from Horam Outreach Service, along varied terrain. Time restricted roadside parking is available nearby. There is a regular bus service available between Horam Outreach and this Post Office service. The nearest bus stop is approximately 230 metres away.

<b>Broad Oak Post Office</b>	<b>Services available</b>
Broad Oak Heathfield East Sussex TN21 8SU	Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance, however excluding Vehicle Tax.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   09:00 – 17:00 Sat   09:00 – 12:00 Sun   Closed	This branch has a wide automatic door and level access at the entrance.

**Getting there**

This Post Office service is located approximately 4.1 miles away from Horam Outreach Service, along varied terrain. Parking is available directly outside the branch. There are no direct bus services available between Horam Outreach and this Post Office.

**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](http://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 closure<sup>1</sup>/ 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 Councilor's, 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](mailto:Comments@postoffice.co.uk)**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>Where 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. the area as soon as possible.