



Dear Sir/Madam

**Woodcote Post Office®**  
**Previously located at - Whitehouse Road, Woodcote, Reading, RG8 0RX**

**Service Re-opening**

I am pleased to inform you that we will be restoring Post Office services to Woodcote on Monday 21 May 2018. The branch closed temporarily in May 2017 due to operational reasons. We are pleased to be able to reinstate the service as a Mobile service while we continue to seek a permanent solution.

The new service will be operated from St. Leonard's Church lay-by, South Stoke Road, Woodcote, Reading, RG8 0PG and will offer a wide range of Post Office products and services. Full details of the new temporary service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the facility. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter. If you have any questions about the new service, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this change in line with our Code of Practice. You can find more information about the Code at the end of this letter. I would like to thank you for your patience at this time.

We hope that you and our customers support your local Post Office service.

Yours faithfully

*Carlos Pereira*

**Carlos Pereira**  
**Area Network Change Manager**

How to contact us:



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

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 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.

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#### **Details of the temporary Mobile service:**

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##### **Woodcote Mobile service**

St. Leonard's Church lay-by  
South Stoke Road  
Woodcote  
Reading  
RG8 0PG

##### **Opening times**

Monday	13:15 – 15:15
Thursday	13:15 – 15:15

##### **Services**

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

##### **Access and facilities**

There are steps into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

##### **Transport/parking**

Parking is available in the lay-by where the van stops.

##### **Route**

This Post Office service is located approximately 300 metres away from the previous branch, along level terrain.

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**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.**