



Dear Customer

Wormelow Post Office®
Previously located at: Wormelow, Hereford, HR2 8EJ

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch to Carrot and Wine Stores Ltd, 1 Queens Close, Wormelow, Hereford, HR2 8FD, where it will operate as one of our new local style Post Office branches.

We received 18 individual responses from customers during the consultation period, all in support as customers welcomed the restoration of Post Office services to the local community.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the support for the move and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability.

We recognise 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 at the new premises will be via level access and as part of the access improvements there will also be a new door at the entrance. Inside, 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 existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoons and Sunday opening. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better. 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.

Your new branch will open, at Carrot and Wine Stores Ltd, 1 Queens Close, at 13:00 on Friday 26 January 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

You can also find a copy of this letter on our website at 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 257618

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



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  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.**

We've published our final plan on-line, 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.

Wormelow Post Office information sheet

Address	Carrot and Wine Stores Ltd 1 Queens Close Wormelow Hereford HR2 8FD														
Opening hours	<table border="1"><tr><td>Mon</td><td>07:00 – 21:00</td></tr><tr><td>Tue</td><td>07:00 – 21:00</td></tr><tr><td>Wed</td><td>07:00 – 21:00</td></tr><tr><td>Thu</td><td>07:00 – 21:00</td></tr><tr><td>Fri</td><td>07:00 – 21:00</td></tr><tr><td>Sat</td><td>07:00 – 21:00</td></tr><tr><td>Sun</td><td>07:00 – 21:00</td></tr></table>	Mon	07:00 – 21:00	Tue	07:00 – 21:00	Wed	07:00 – 21:00	Thu	07:00 – 21:00	Fri	07:00 – 21:00	Sat	07:00 – 21:00	Sun	07:00 – 21:00
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Sun	07:00 – 21:00														
Products & Services	The majority of Post Office products and services will be available.														
Accessibility & accessibility works	Access and facilities The new premises will have a wide door and level access at the entrance. Internally, there would be a hearing loop and space for a wheelchair. Parking Parking is available on the forecourt of the new premises.														
Retail	Convenience store														
Date of Relocation	13:00 on Friday 26 January 2018														

Wormelow Post Office® services available

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	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓