



Ms Helen Ball - Town Clerk
Shrewsbury Town Council
Guildhall
Frankwell Quay
SHREWSBURY
SY3 8HR

2 February 2015

Dear Ms Ball

Shrewsbury Town Council
TO:
3 FEB 2015
Action:

Maesbrook Road Post Office®
Maesbrook Road, Shrewsbury, SY3 9NL

Changes to Maesbrook Road Post Office®

We recently asked your views about our plans to change the above Post Office to one of our new-look local branches.

We've now finalised our plans for the branch and I am pleased to confirm that the new-look Post Office is scheduled to open at the current location on Monday 9 March 2015 at 13:00. The branch will need to close for refurbishment on Thursday 26 February 2015 at 17:30. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. The following branches will be happy to provide customers with Post Office services during this period.

- Sutton Farm Post Office, The Shopping Parade, Tilstock Crescent, Shrewsbury, SY2 6HW
- Abbeyforegate Post Office, 166 Abbey Foregate, Shrewsbury, SY2 6AL

When the new branch opens customers will benefit from the following longer opening hours:

Monday - Friday	06:30 - 18:00
Saturday	07:00 - 18:00
Sunday	07:00 - 13:00

I've also enclosed with this letter a leaflet which summarises the comments we received on our plans and sets out our responses. This leaflet will be available in branch and posters will also be displayed in branch to let customers know about the change.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 19864199

Thank you for your time in this matter.

Yours sincerely

Jim Doran

James Doran
Area Manager

www.postoffice.co.uk



Maesbrook Road Post Office® is changing

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look local branches. Although we received no comments about the possible changes, we have now reviewed and finalised our plans for the change to your branch. A summary of some of the main changes for you are provided below.

Your Post Office

You'll be glad to know that most of what you like about your branch won't change. Your existing operator is keen to provide the same high standard of service as is currently received and will be trained to the same high Post Office standards.

The changes to your branch

The new style Post Office will operate from an open plan counter, located at the retail till, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

Your new opening hours

We already have over 1000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

The availability of Post Office products and services

The new-style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly. You may need to go to an alternative Post Office for a small number of transactions which are more complex or manual, paper based transactions, like Parcelforce Worldwide International Parcels. But the majority of services will still be available, including the acceptance of Royal Mail international letters, parcels up to 2kg and printed papers up to 5kg.

The small number of services that will no longer be available at Maesbrook Road Post Office will continue to be offered at Abbeyforegate Post Office.

www.postoffice.co.uk

Accessing alternative branches during the refurbishment

We've been working with the operator to keep the refurbishment closure to a minimum and a poster is displayed in branch with details of the nearest alternative branches you can use. We're sorry for any inconvenience caused to you during this period.

How to contact us:

🌐 postofficeviews.co.uk

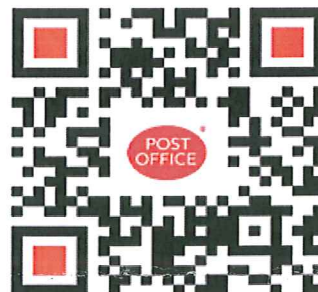
✉️ comments@postoffice.co.uk

☎️ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

✉️ FREEPOST Your Comments

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.



Please note this is the full address to use and no further address details are required

Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44.

