



PRO4

49

Mr Richard Farhall - Town Clerk  
Rye Town Council  
Town Hall  
Market Street  
RYE  
TN31 7LA



01 December 2015

Dear Mr Farhall

**Rye Post Office®**  
**Unit 2, Station Approach, Rye, TN31 7AB**

**Proposed move to new premises & branch modernisation**

As you may be aware in August 2013 we decided to proceed with our decision to move the above Post Office to a new location - Jempsons Ltd, Station Approach, Rye, TN31 7AF.

We are still working to finalise our plans and due to the length of time we have decided with the Postmaster's agreement, to carry out a further period of local public consultation and we would like to hear your views on the proposed location. I'm pleased to tell you that, if the move goes ahead, subject to consultation it will change to one of our new main style branches.

This change is part of a major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches.

**What will this mean for customers?**

- A modern open plan branch in newly refurbished premises
- Longer opening hours
- The same products and services
- Selected Post Office services will also be available at the retail counter during shop opening hours
- Improved accessibility

**Consulting on the proposed new location**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. We would really like to hear your views, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible?
- Do you have any concerns about the new location?
- If so, do you have any suggestions that could help us make it better for you?
- Any local community issues which you think could be affected by the proposed move
- Anything you particularly like about the proposed change

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch. Other people in your organisation may be interested in this proposal, so please let them know about it.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 18392599

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

**Dates for local public consultation:**

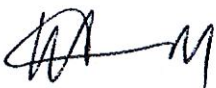
Local Public Consultation starts	02 December 2015
Local Public Consultation ends	25 January 2016
Proposed month of change	April/May 2016

In this instance we have extended public consultation by 10 calendar days to allow for the Christmas and New Year period.

Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views. I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

Thank you for considering our proposal. At the end of the consultation I'll be in touch again to let you know our final plans.

Yours sincerely



**Will Russell**  
**Regional Network Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

**Rye Post Office information sheet**

	<b>Current Post Office location</b>	<b>Proposed new Post Office location (subject to local public consultation)</b>																												
<b>Address</b>	Unit 2 Station Approach Rye TN31 7AB	Jempsons Ltd Station Approach Rye TN31 7AF																												
<b>Post Office Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>08:30 - 17:30</td></tr> <tr><td>Tue</td><td>08:30 - 17:30</td></tr> <tr><td>Wed</td><td>08:30 - 17:30</td></tr> <tr><td>Thu</td><td>08:30 - 17:30</td></tr> <tr><td>Fri</td><td>08:30 - 17:30</td></tr> <tr><td>Sat</td><td>08:30 - 13:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:30 - 17:30	Tue	08:30 - 17:30	Wed	08:30 - 17:30	Thu	08:30 - 17:30	Fri	08:30 - 17:30	Sat	08:30 - 13:00	Sun	Closed	<table border="1"> <tr><td>Mon</td><td>08:30 - 17:30</td></tr> <tr><td>Tue</td><td>08:30 - 17:30</td></tr> <tr><td>Wed</td><td>08:30 - 17:30</td></tr> <tr><td>Thu</td><td>08:30 - 17:30</td></tr> <tr><td>Fri</td><td>08:30 - 17:30</td></tr> <tr><td>Sat</td><td>08:30 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:30 - 17:30	Tue	08:30 - 17:30	Wed	08:30 - 17:30	Thu	08:30 - 17:30	Fri	08:30 - 17:30	Sat	08:30 - 17:30	Sun	Closed
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<b>New Opening times of Post Office service at retail counter offering selected services</b>	<table border="1"> <tr><td>Mon - Sat</td><td>06:00 - 22:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	06:00 - 22:00	Sun	Closed																									
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<b>Distance</b>	10 metres away from the current branch, along level terrain.																													
<b>Products &amp; Services</b>	The same wide range of products and services will still be available.																													
<b>Serving positions</b>	There will be three serving positions. These will be a mixture of two open plan counters and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.																													
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> Current branch has a wide door and raised threshold strip at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> A pay and display car park is available within 50 metres of the branch.</p>	<p><b>Access and facilities</b> The proposed premises would have a wide automatic door and level access. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p><b>Parking</b> A pay and display car park would shortly be introduced outside the proposed premises. Refund of first hour parking fee would be available upon a £5 purchase at Jempsons Ltd.</p>																												
<b>Retail</b>	Cards and stationery	Supermarket																												
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## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office)