



Rt Hon John Redwood MP - Member of Parliament for Wokingham

13 June 2016

Dear Mr Redwood

Mortimer Common Post Office®
3 West End Road, Mortimer Common, Reading, RG7 3TB

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Budgens Stores, 9-15 Victoria Road, Mortimer Common, Reading, RG7 3SH, where it will operate as one of our new local style Post Office branches.

We received a number of comments from customers during the local public consultation period. Many comments were supportive of the move as the proposed premises were said to be easier to access, would offer more space inside, convenient parking facilities and longer opening times. However, it was also said that the new Post Office would be slightly further away for some people than at present and commented about staff expertise and the level of service that would be provided following the change. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

I acknowledge that the proposed premises are some 140 metres from the current site and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the proposed location is more convenient than at present. Whilst we are satisfied that the new branch will remain accessible, the new operator will be approaching the relevant authority to ask if they will consider providing a safe road crossing point near their store.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that the new branch will have level access with a wide automatic 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 in 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 the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from two Post Office serving points, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, alongside retail transactions. I am also pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. Customers can access the full range of Post Office products and services at Mulfords Hill Post Office.

The change also means that the Post Office hours are aligned to the store so customers will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, so they have more flexibility and can use our services seven days a week and at times that suit them better. Details of the new branch are provided at the end of this letter together with a list of products and services that will be available.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on customers. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office services in the local community.

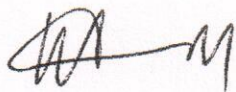
Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 10193999

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 sincerely





Will Russell
Regional Network Manager

Mortimer Common Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 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 & Aisured)	✓
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	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
On demand travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Alternative branch: Mulfords Hill Post Office, 18a Mulfords Hill, Tadley, RG26 3JE	Opening times: Mon, Tue, Thu, Fri 09:00 - 13:00 & 14:00 - 17:30 Wed 09:00 - 13:00 Sat 09:00 - 12:30

How to contact us:

-  postofficeviews.co.uk
-  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.

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 03457 22 33 44 or Textphone 03457 22 33 55.

Mortimer Common Post Office information sheet															
Address	Budgens Stores 9-15 Victoria Road Mortimer Common Reading RG7 3SH														
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>10:00 - 16:00</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	10:00 - 16:00
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Sun	10:00 - 16:00														
Distance	140 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be level with a wide automatic door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a disabled bay outside the premises and customer parking available at the rear of the store.</p>														
Retail	Convenience store														
Date of Relocation	Date to be confirmed														