



Dear Mr Burden

The Green Post Office®
65 The Green, Kings Norton, Birmingham, B38 8RU

Modernising your Post Office

I'm delighted to tell you that we've decided, with the Postmaster's agreement, to change the above Post Office branch to one of our new **main** style branches.

This change is part of a major programme of modernisation and investment taking place across the Post Office network, the largest in the history of Post Office Ltd, which will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches. The programme is underpinned by Government investment, with the Government committing £1.34bn in 2010 to maintain and modernise the Post Office network and in November 2013 announcing a further £640m investment in the Post Office network until 2018. Our aim is to create a more modern and convenient retail experience for customers that will include longer opening hours.

What will this mean for customers?

- a newly refurbished branch providing a modern environment for customers
- the same products and services with the addition of Car tax
- longer opening hours
- selected Post Office services will also be available at the retail counter during shop opening hours

Your new-look Post Office is scheduled to open at the current location on Monday 26 January 2015 at 13:00 - it will need to close for refurbishment on Tuesday 06 January 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. I've included details of other Post Office branches in the area that customers can use during the refurbishment and some useful information about the change.

Posters will now be displayed in branch so customers are aware of the change and leaflets will also be available containing more information.

Getting in touch

I'm happy to answer any questions you may have about the new service. Please email or write to me via our Communication & Consultation team, whose contact details are provided overleaf.

We look forward to welcoming customers to their new **main** Post Office branch.

Yours sincerely

Caroline Pritchard

Caroline Pritchard
Area Manager

How to contact us:

 comments@postoffice.co.uk

 FREEPOST Your Comments

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



Customer Helpline: 08457 22 33 44

Textphone: 08457 22 33 55



www.postoffice.co.uk
















www.postoffice.co.uk

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

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 in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office. 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.

The Green Post Office information sheet				
Post Office opening hours	Current		New	
	Mon	08:45 - 17:30	Mon	08:45 - 17:30
	Tue	08:45 - 17:30	Tue	08:45 - 17:30
	Wed	08:45 - 17:30	Wed	08:45 - 17:30
	Thu	08:45 - 17:30	Thu	08:45 - 17:30
	Fri	08:45 - 17:30	Fri	08:45 - 17:30
	Sat	08:45 - 13:00	Sat	08:45 - 17:30
	Sun	Closed	Sun	Closed
	New Opening times of Post Office service at retail counter offering selected services	Mon - Sat		08:00 - 21:00
Sun		08:00 - 19:00		
Products & Services	The same wide range of products and services will still be available with the addition of Car tax.			
Serving positions	There will be three serving positions. These will be a mixture of two screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.			
Current Post Office branch closes for refurbishment		New style Post Office branch opens		
17:30 on Tuesday 06 January 2015		13:00 on Monday 26 January 2015		

Alternative branches:

<p>The Fold Post Office 16 The Fold Birmingham B38 9BL</p> <p> Opening times</p> <table border="1" data-bbox="92 385 469 613"> <tbody> <tr> <td>Monday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 13:00</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Friday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 13:00</td> </tr> </tbody> </table>	Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 13:00	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 13:00	<p> Services The same range of services will continue to be available with the exclusion of Euro/Dollar On Demand facilities.</p> <p> Access and facilities This branch has a wide door and level access.</p>	<p> Transport/parking Roadside parking is available nearby. There is a frequent bus service available between The Green Post Office branch and this Post Office branch. The nearest bus stop is approximately 430 metres away.</p> <p> Route This Post Office service is located approximately 0.72 miles away from The Green Post Office branch, along varied terrain.</p>
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Wednesday	09:00 – 13:00													
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<p>Cotteridge Post Office 32 Walford Road Cotteridge Birmingham B30 1JA</p> <p> Opening times</p> <table border="1" data-bbox="92 1102 469 1330"> <tbody> <tr> <td>Monday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Friday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 14:00</td> </tr> </tbody> </table>	Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 14:00	<p> Services The same range of services will continue to be available.</p> <p> Access and facilities This branch has a wide door and level access.</p>	<p> Transport/parking Roadside parking is available nearby. There is a frequent bus service available between The Green Post Office branch and this Post Office branch. The nearest bus stop is approximately 10 metres away.</p> <p> Route This Post Office service is located approximately 0.76 miles away from The Green Post Office branch, along varied terrain.</p>
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<p>Lindsworth Post Office 7 Lindsworth Approach Birmingham B30 3HQ</p> <p> Opening times</p> <table border="1" data-bbox="92 1706 469 1935"> <tbody> <tr> <td>Monday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 19:30</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 19:30</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Friday</td> <td>09:00 – 19:30</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 19:30</td> </tr> </tbody> </table>	Monday	09:00 – 17:30	Tuesday	09:00 – 19:30	Wednesday	09:00 – 19:30	Thursday	09:00 – 17:30	Friday	09:00 – 19:30	Saturday	09:00 – 19:30	<p> Services The same range of services will continue to be available with the exclusion of Dollar On Demand facilities.</p> <p> Access and facilities This branch has a wide door and a ramp.</p>	<p> Transport/parking Roadside parking is available nearby. There is a frequent bus service available between The Green Post Office branch and this Post Office branch. The nearest bus stop is approximately 600 metres away.</p> <p> Route This Post Office service is located approximately 0.95 miles away from The Green Post Office branch, along varied terrain.</p>
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