



Dear Sir/Madam

**Pembury Post Office®**  
**47 Hastings Road, Pembury, TN2 4PB**

**Local Public Consultation Decision**

I am writing to confirm that we will be proceeding with our proposal to relocate this service to Village News, 37 High Street, Pembury, TN2 4PH.

We received 17 individual responses from customers and local representative during the local public consultation period. The main feedback commented about parking and availability of space in the proposed store to accommodate a Post Office. However some customers welcome the longer opening hours. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. Local representative made us aware that there are parking restrictions directly outside the new premises. We acknowledge this and it has been considered as part of the consultation process. However these restrictions operates between 08:30 and 18:30 and ceases approximately 100 metres away. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important role in the lives of customers, particularly to our elderly and disabled customers, and we want to make our services as accessible as possible. Access will be level and via a wide door at the entrance. I can confirm that the new premises will be refurbished and fitted out to a high standard, ensuring there is adequate space for both retail and Post Office customers and that the Post Office counter area is easily accessible.

I have carefully considered our original proposal and the feedback received during the public consultation period, and I am satisfied that following the move, customers will continue to have access to Post Office services and the move will help to provide long term viability and future sustainability for Post Office service provision 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.

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://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: 081948

Thank you for considering our proposal.

Yours faithfully

*Sarah Lambert*

**Sarah Lambert**  
**Network Operations Area Manager**

## How to contact us:

- 🖨️ [postofficeviews.co.uk](http://postofficeviews.co.uk)
- ✉️ [comments@postoffice.co.uk](mailto: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.



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

**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.**

**Details of the new service:**

<b>Pembury Post Office information sheet</b>			
<b>Address</b>	Village News 37 High Street Pembury TN2 4PH		
<b>Post Office Opening hours</b>	Mon	07:00 - 18:00	
	Tue	07:00 - 18:00	
	Wed	07:00 - 18:00	
	Thu	07:00 - 18:00	
	Fri	07:00 - 18:00	
	Sat	07:00 - 18:00	
	Sun	09:00 - 12:00	
<b>Distance</b>	550 metres away from the current branch, along varied terrain.		
<b>Products &amp; Services</b>	The same range of services will continue to be available.		
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The new premises has a wide door and level access at the entrance.</p> <p><b>Transport/parking</b> Roadside parking is available approximately 100 metres from the new premises. There is a frequent bus service available between Pembury branch and the proposed location. The nearest bus stop is 110 metres away.</p>		