



31 January 2018

Dear Sir/Madam

Ashover Post Office®
Moor Road, Ashover, S45 0AE

Branch Refurbishment

I am pleased to announce that our Postmaster, who operates the above service on our behalf, will be undertaking refurbishment in the near future.

The safety of our customers is of paramount importance to us. Therefore, to allow for the refurbishment to take place it will be necessary for the service to close, temporarily, from Saturday 17 February 2018.

It is envisaged that the work will take approximately two to three weeks to complete, following which the service will re-open on Monday 05 March 2018.

I am sorry for any inconvenience caused to our customers during this period. However, I am sure that the planned improvements to the service will, in time, compensate for any disruption caused in the short term.

A poster will be displayed at the service to ensure our customers are made aware of our plans. You may, additionally, want to share this information with those people within your organisation who you feel would have an active interest in this matter. If you have any further questions, please feel free to contact our National Consultation Team at the address shown below, who will co-ordinate all responses on my behalf. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

During the temporary closure of this service, we hope that our customers will continue to conduct their business with Post Office Limited. Full details of alternative Post Office services in the area are shown at the end of this letter.

If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

We're communicating this change in line with our Code of Practice. There's more information about the Code at the end of this letter.

Thank you for your patience at this time.

Yours faithfully

Lisa Marshall

Lisa Marshall
Network Operations Manager

How to contact us:

- 🖥️ postofficeviews.co.uk
- ✉️ 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.

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.



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.

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 on our website at: 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.

Alternative branches:**Holmgate Post Office**

55 Harewood Crescent
Old Tupton
Chesterfield
S42 6HS

Opening times

Monday	07:00-21:00
Tuesday	07:00-21:00
Wednesday	07:00-21:00
Thursday	07:00-21:00
Friday	07:00-21:00
Saturday	07:00-21:00
Sunday	07:00-21:00

Services

The same range of services will continue to be available however excluding Euro Travel Money, Car Tax and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and a threshold strip at the entrance.

Transport/parking

Roadside parking is available outside the branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 3 miles away from Ashover branch, along varied terrain.

New Tupton Post Office

1 Nethermoor Road
New Tupton
Chesterfield
S42 6EF

Opening times

Monday	06:00-22:00
Tuesday	06:00-22:00
Wednesday	06:00-22:00
Thursday	06:00-22:00
Friday	06:00-22:00
Saturday	06:00-22:00
Sunday	07:00-22:00

Services

The same range of services will continue to be available however excluding Car Tax and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and a step at the entrance.

Transport/parking

Roadside parking is available nearby. There is a regular bus service between Ashover branch and this Post Office service. The nearest bus stop is approximately 85 metres away.

Route

This Post Office service is located approximately 3.8 miles away from Ashover branch, along varied terrain.
