



Dear Customer

Elford Post Office®
Village Hall, Church Road, Elford, B79 9DA

Service Temporary Closure

We are writing to inform you that, regrettably, following the resignation of the postmaster, the above service closed temporarily on Tuesday 26 June 2018. Please accept my apologies for the late notification on this occasion.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be an outreach service where a postmaster from a nearby branch offers the facility with hours of opening set to reflect the likely number of customers who will use the service.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

It would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters please let us know.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

We will write to you again once I have any news about our plans for future service provision.

Yours faithfully

Karen Coles

Karen Coles
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://www.postoffice.co.uk/privacy)

The Principles of Community Engagement have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

A full copy of these Principles are available on [postofficeviews.co.uk](https://www.postofficeviews.co.uk)

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant Consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response.

Alternative branches:

Harlaston Post Office

Main Road
Harlaston
B79 9JU

Services

The same range of services will continue to be available with the addition of Car tax and Euro Travel Money.

Access and facilities

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

Opening times

Monday	09:00 – 13:30 14:30 – 17:30
Tuesday	09:30 – 13:00
Wednesday	09:00 – 13:30 14:30 – 17:30
Thursday	09:00 – 13:30 14:30 – 17:30
Friday	09:00 – 13:30 14:30 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Roadside parking is available nearby. There is a limited bus service available between Elford branch and this Post Office service. The nearest bus stop is 230 metres away.

Distance

This Post Office service is located approximately 2.3 miles away from Elford branch, along varied terrain.

Masefield Drive Post Office

150 Masefield Drive
Tamworth
B79 8JA

Services

The same range of services will continue to be available with the addition of National Lottery, Euro/Dollar Travel Money and On Demand Travel Insurance.

Access and facilities

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

Opening times

Monday	06:00 – 21:00
Tuesday	06:00 – 21:00
Wednesday	06:00 – 21:00
Thursday	06:00 – 21:00
Friday	06:00 – 21:00
Saturday	06:00 – 21:00
Sunday	07:00 – 21:00

Roadside parking is available nearby. There is a limited bus service available between Elford branch and this Post Office service. The nearest bus stop is 400 metres away.

Distance

This Post Office service is located approximately 3.7 miles away from Elford branch, along varied terrain.

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.