



Dear Customer

**Tresillian Post Office®
Tresillian, Truro, TR2 4BA**

Public Consultation – Branch Relocation

I'm writing to let you know that we are proposing, to move the above Post Office branch to a new location – S&M Tyres Ltd t/a Elite Garages, Fal Garage, Tresillian, Truro, TR2 4BA, approximately 70 metres from the current branch.

As you may be aware, this branch has been operated on our behalf by a temporary agent. Whilst these arrangements have ensured that our customers have had continued access to Post Office services what we want for our customers in Tresillian is a long-term permanent solution for the provision of Post Office services. I am, therefore, pleased to inform you that an application has been received from S&M Tyres Ltd who want to incorporate the branch into their convenience store, which will offer longer opening hours alongside a modern convenience store.

Customers would benefit from the following facilities at the new service:

- A modern open plan branch in newly refurbished premises
- Longer opening hours

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

Consulting on the proposed change

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on this proposal particularly on the following areas:

- How suitable do you think the new location and premises are?
- How easy is it to get there?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Do you have any concerns about the new location?
- If so, do you have any suggestions that could help us make it better for you?
- Are there any local community issues which you think could be affected by the proposed move?
- Is there anything you particularly like about the proposed change?

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 189555

postofficeviews.co.uk

Dates for the local public consultation:

Local Public Consultation starts	07 June 2016
Local Public Consultation ends	19 July 2016
Proposed month of change	August 2016

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

We will inform our customers of the final decision by displaying a poster locally.




Thank you for considering our proposal

Yours sincerely



Colin Pound
Field Change Advisor

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.

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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.

Details of the proposed service:

<p>S&M Tyres Ltd t/a Elite Garages Fal Garage Tresillian Truro TR2 4BA</p> <p> Opening times</p> <table border="1"><tr><td>Mon to Sat</td><td>06:00 – 21:00</td></tr><tr><td>Sun</td><td>07:00 – 20:00</td></tr></table>	Mon to Sat	06:00 – 21:00	Sun	07:00 – 20:00	<p> Services The same range of services will continue to be available with the addition of On Line Lottery. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities The premises will have level access with a wide door. Internally, there will be a hearing loop and space for a wheelchair.</p>	<p> Transport/parking There is parking on the Village forecourt and roadside parking is also available nearby.</p> <p> Route These premises are located approximately 70 metres away from the current service, along level terrain.</p>
Mon to Sat	06:00 – 21:00					
Sun	07:00 – 20:00					

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postoffice.co.uk/transforming-post-office