



Chairman  
LSP - South Bucks Partnership  
South Bucks District Council  
Policy & Performance Team  
Capswood Oxford Road  
DENHAM  
UB9 4LH

01 February 2017

Dear Sir/Madam

**Lent Rise Post Office®**  
**3 Eastfield Road, Burnham, Slough, SL1 7EH**

**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 taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches. 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 open plan environment for customers
- the same products and services with the addition of Car tax and a wider selection of on demand Travel Money
- 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 20 March 2017 at 13:00 - it will need to close for refurbishment on Thursday 02 March 2017 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.

**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 faithfully

**Sue Whittall**  
**Area Manager**

**How to contact us:**

 [comments@postoffice.co.uk](mailto: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.**

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






**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.**






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.

**Lent Rise Post Office information sheet**

Post Office opening hours	Current		New	
	Mon	09:00 - 17:30	Mon	09:00 - 17:30
Tue	09:00 - 17:30	Tue	09:00 - 17:30	
Wed	09:00 - 17:30	Wed	09:00 - 17:30	
Thu	09:00 - 17:30	Thu	09:00 - 17:30	
Fri	09:00 - 17:30	Fri	09:00 - 17:30	
Sat	09:00 - 12:30	Sat	09:00 - 17:30	
Sun	Closed	Sun	Closed	
<b>New Opening times of Post Office service at retail counter offering selected services</b>	Mon - Sat		08:00 - 17:30	
<b>Products &amp; Services</b>	The same wide range of products and services will still be available with the addition of Car tax and a wider selection of on demand travel money.			
<b>Accessibility works</b>	There will be a low level serving counter and a hearing loop.			
<b>Serving positions</b>	There will be two serving positions. These will be a mixture of one screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.			
<b>Current Post Office branch closes for refurbishment</b>		<b>New style Post Office branch opens</b>		
Thursday 02 March 2017 at 17:30		Monday 20 March 2017 at 13:00		

**Alternative branches:**

<p><b>Burnham Post Office</b> 74 High Street Burnham Slough SL1 7JT</p> <p> <b>Opening times</b></p> <table border="1"> <tr><td>Monday</td><td>08:30 – 17:30</td></tr> <tr><td>Tuesday</td><td>09:30 – 17:30</td></tr> <tr><td>Wednesday</td><td>09:30 – 17:30</td></tr> <tr><td>Thursday</td><td>09:30 – 17:30</td></tr> <tr><td>Friday</td><td>09:30 – 17:30</td></tr> <tr><td>Saturday</td><td>09:30 – 17:30</td></tr> </table> <p>Selected services will be offered at the retail counter From:</p> <table border="1"> <tr><td>Mon – Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>10:00 – 16:00</td></tr> </table>	Monday	08:30 – 17:30	Tuesday	09:30 – 17:30	Wednesday	09:30 – 17:30	Thursday	09:30 – 17:30	Friday	09:30 – 17:30	Saturday	09:30 – 17:30	Mon – Sat	08:00 – 20:00	Sun	10:00 – 16:00	<p> <b>Services</b> The same range of services will continue to be available with the addition of Car tax, comprehensive range of Travel Money and Passport Check &amp; Send.</p> <p> <b>Access and facilities</b> This branch has a wide door and level access at the entrance.</p>	<p> <b>Transport/parking</b> Pay and display car park is available nearby. There are local buses serving the surrounding area.</p> <p> <b>Route</b> This Post Office service is located approximately 0.9 miles away from Lent Rise branch, along varied terrain.</p>
Monday	08:30 – 17:30																	
Tuesday	09:30 – 17:30																	
Wednesday	09:30 – 17:30																	
Thursday	09:30 – 17:30																	
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Saturday	09:30 – 17:30																	
Mon – Sat	08:00 – 20:00																	
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<p><b>Cippenham Post Office</b> 118 Cippenham Lane Slough SL1 5BE</p> <p> <b>Opening times</b></p> <table border="1"> <tr><td>Monday</td><td>09:30 – 17:30</td></tr> <tr><td>Tuesday</td><td>09:30 – 17:30</td></tr> <tr><td>Wednesday</td><td>09:30 – 17:30</td></tr> <tr><td>Thursday</td><td>09:30 – 17:30</td></tr> <tr><td>Friday</td><td>09:30 – 17:30</td></tr> <tr><td>Saturday</td><td>09:30 – 12:30</td></tr> </table>	Monday	09:30 – 17:30	Tuesday	09:30 – 17:30	Wednesday	09:30 – 17:30	Thursday	09:30 – 17:30	Friday	09:30 – 17:30	Saturday	09:30 – 12:30	<p> <b>Services</b> The same range of services will continue to be available however excluding National Lottery.</p> <p> <b>Access and facilities</b> This branch has a wide door and level access at the entrance.</p>	<p> <b>Transport/parking</b> Roadside parking is available nearby. There are local buses serving the surrounding area.</p> <p> <b>Route</b> This Post Office service is located approximately 2.2 miles away from Lent Rise branch, along varied terrain.</p>
Monday	09:30 – 17:30													
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