



MR. T. RIORDAN
20 JUL 2011
CHIEF EXECUTIVE



Chief Executive
Leeds City Council
Civic Hall, 3rd Floor
LEEDS
LS1 1UR

19 July 2011

Dear Sir/Madam

Adel Post Office®
425 Otley Road, Adel, Leeds, LS16 6AJ

Premises Refurbishment

The Co-operative Group, who operates the above service on our behalf, will be undertaking an extensive refurbishment of their store 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 20 July 2011.

It is envisaged that the work will take just over 2 weeks to complete and it is planned that the service will re-open on Tuesday 9 August 2011.

I am sorry for any inconvenience caused to our customers during this period. However, I am sure that the planned improvements to the store 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. Customers are free to visit the service most convenient for them. Full details of alternative Post Office services in the area, including opening times, facilities available, details of parking, route and access, are shown at the end of this letter.



www.postoffice.co.uk

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



Liz Morgan
Field Change Advisor

How to contact us:

✉ National Consultation Team
Post Office Limited
PO Box 1138
ST. ALBANS
AL1 9UN

✉ consultation@postoffice.co.uk






For further information contact:

☎ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

🌐 www.postoffice.co.uk

Post Office Limited can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the customer helpline on 08457 22 33 44 or textphone 08457 22 33 55.

Alternative access to Post Office services:

<p>Ireland Wood branch 72 Otley Old Road Leeds LS16 6LQ</p> <p> Opening times</p> <table border="1"><tr><td>Monday</td><td>09:00 - 17:30</td></tr><tr><td>Tuesday</td><td>09:00 - 17:30</td></tr><tr><td>Wednesday</td><td>09:00 - 17:30</td></tr><tr><td>Thursday</td><td>09:00 - 17:30</td></tr><tr><td>Friday</td><td>09:00 - 17:30</td></tr><tr><td>Saturday</td><td>09:00 - 12:30</td></tr></table>	Monday	09:00 - 17:30	Tuesday	09:00 - 17:30	Wednesday	09:00 - 17:30	Thursday	09:00 - 17:30	Friday	09:00 - 17:30	Saturday	09:00 - 12:30	<p> Services The same range of services will continue to be available, with the addition of DVLA, Passport Checking, external ATM, but excluding On Line Lottery facilities. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities This service has a ramp with a handrail and a wide door. Internally, there is a hearing loop, low-level serving counter, and space for a wheelchair.</p>	<p> Transport/parking There is lay-by parking outside the premises.</p> <p> Route This Post Office service is located 1 mile away from Adel branch, along varied terrain.</p>
Monday	09:00 - 17:30													
Tuesday	09:00 - 17:30													
Wednesday	09:00 - 17:30													
Thursday	09:00 - 17:30													
Friday	09:00 - 17:30													
Saturday	09:00 - 12:30													



Butcher Hill branch
179 Butcher Hill
Leeds
LS16 5DA



Opening times

Monday	09:00 - 17:30
Tuesday	09:00 - 17:30
Wednesday	09:00 - 17:30
Thursday	09:00 - 17:30
Friday	09:00 - 17:30
Saturday	09:00 - 12:30



Services

The same range of services will continue to be available, with the exclusion of Euro/Dollar On Demand Bureau De Change facilities. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

This service has a step and a wide door. Internally, there is a hearing loop.



Transport/parking

There is a small car park in front of the premises.



Route

This Post Office service is located 1.8 mile away from Adel branch, along hilly terrain.

Cookridge Village branch
91-93 Green Lane
Cookridge
Leeds
LS16 7EY



Opening times

Monday	09:00 - 13:00 14:00 - 17:30
Tuesday	09:00 - 13:00
Wednesday	09:00 - 13:00 14:00 - 17:30
Thursday	09:00 - 13:00 14:00 - 17:30
Friday	09:00 - 13:00 14:00 - 17:30
Saturday	09:00 - 12:30



Services

The same range of services will continue to be available, with the exclusion of Dollar On Demand Bureau De Change and On Line Lottery facilities. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

This service has level access and a wide door. Internally, there is a hearing loop and space for a wheel chair.



Transport/parking

Roadside parking is available outside the premises.



Route

This Post Office service is located 1.9 mile away from Adel branch, along hilly terrain.

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice are guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with Consumer Focus (a national organisation) on these guidelines.

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, or closing a branch permanently, 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 week's 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. If we're closing a Crown Office, (*one of our larger offices that we run ourselves*), it's a 12 week consultation period.

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.

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 write to us to 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/networkchange and select 'Network changes'.