



Dear Customer

**Borough Green Post Office®**  
70 Western Road, Borough Green, Sevenoaks, TN15 8AH

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Nisa, 50-54 High Street, Borough Green, Sevenoaks, TN15 8BJ, where it will operate as one of our new local style Post Office branches.

We received a number of comments from customers and local representatives during the local public consultation period. The main feedback centred on parking at the new location and the availability of space inside the store. Customers also expressed concerns about the level of customer service that would be available following the change. We also received comments in support of the move, with customers welcoming the more central location, improved access and longer opening hours. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

In view of the feedback above, it may be helpful to explain the background to our proposal. The move of this branch is part of our modernisation and investment plans for the Post Office network. As part of the programme, we asked our Postmasters whether they wished to stay with the network and, with the wish of the existing Postmaster to leave the network, it was important to find a sustainable location for the Post Office in the local community. Subsequently the vacancy was advertised and the new operator was the sole applicant. A number of factors are taken into account when considering an appointment; including access to the new location, the size of the premises and suitability of the operator. The processes we follow are established and robust to be fair to all applicants and the new operator was successfully appointed following the completion of our application process.

While I acknowledge the comments about parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we do consider the needs of our customers and although the availability of parking is outside the direct control of the Post Office, I have further reviewed this aspect of the proposal. I can confirm that there is time restricted parking available in the layby outside the Nisa store, including one space allocated for blue badge holders. Additionally, there is a time restricted car park within 50 metres of the premises. This is broadly comparable to parking at the current branch and I am therefore satisfied that parking at the new location will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of our customers and we want to make our services as accessible as possible. I am pleased to confirm that access at the new location is level via a wide automatic door, unlike the current branch which has a step. Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will also be kept free from obstructions and adequate room provided for customers and a wheelchair.

**[www.postoffice.co.uk](http://www.postoffice.co.uk)**

We know our customers value excellent customer service at the Post Office. Please be assured, staff training approaches used will be of the same high standard as those undertaken in all our branches, with staffing levels aligned to meet customer demand. This will include training on protecting customer confidentiality and on ways of working to help safeguard privacy in an open-plan environment. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Additionally, all our operators and their staff sign the Official Secrets Act. Similarly all operators are required to take all reasonable precautions to safeguard the mail in their care and procedures will be in place to ensure mail is segregated and held in a secure environment until it is collected by Royal Mail.

The new local style Post Office will operate from two Post Office serving points located at the shop counter, with a separate queuing area for Post Office customers during peak periods. This will enable customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that the Post Office hours are aligned to the store so local residents will benefit from longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week so they can use our services at times that suit them better. Details of the new service are provided at the end of this letter together with a product list, which lets you know which services will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for the branch.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 113948.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office), or by contacting us at the address provided at the end of this letter.





Thank you for your considering our proposal.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Will Russell', written in a cursive style.

**Will Russell**  
Regional Network Manager

How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 08457 22 33 44  
Textphone: 08457 22 33 55
-  FREEPOST Your Comments

We've published our final plan on-line, to see it scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Post Office Ltd 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.

Borough Green Post Office information sheet															
Address	Nisa 50-54 High Street Borough Green Sevenoaks TN15 8BJ														
Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Monday</td><td>08:00 – 21:00</td></tr> <tr><td>Tuesday</td><td>08:00 – 21:00</td></tr> <tr><td>Wednesday</td><td>08:00 – 21:00</td></tr> <tr><td>Thursday</td><td>08:00 – 21:00</td></tr> <tr><td>Friday</td><td>08:00 – 21:00</td></tr> <tr><td>Saturday</td><td>08:00 – 21:00</td></tr> <tr><td>Sunday</td><td>08:00 – 21:00</td></tr> </table>	Monday	08:00 – 21:00	Tuesday	08:00 – 21:00	Wednesday	08:00 – 21:00	Thursday	08:00 – 21:00	Friday	08:00 – 21:00	Saturday	08:00 – 21:00	Sunday	08:00 – 21:00
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Saturday	08:00 – 21:00														
Sunday	08:00 – 21:00														
Distance	350 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p><b>Access and facilities</b> Access will be level with a wide automatic door at the entrance. Internally, there will be a hearing loop and space for wheelchair users.</p> <p><b>Parking</b> There are free parking facilities within 50 metres of the proposed premises.</p>														
Retail	Convenience store														
Date of Relocation	To be confirmed in branch soon.														

**Borough Green Post Office® services available**

Your operator or our Customer Helpline on 08457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)

	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✗
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card & enveloped cheque deposits. Also barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✗
<b>Financial services</b>	
NS&I Premium Savings Bonds	✗
<b>Driving</b>	
Car tax (you can pay in cash, by cheque or debit card)	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	✓
Travel insurance referral	✓
On demand travel insurance	✗
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Payment by cheque	<b>Car tax only</b>

Products marked ✗ are available at **West Malling Post Office**,  
30 Swan Street, West Malling, ME19 6JZ

Opening times:  
 Mon – Fri    09:00 – 17:30  
 Sat            09:00 – 15:00