



Hazel MacKinnon - Secretary
Scone & District Community Council
20 Spoutwells Road
Scone
PERTH
PH2 6RW

22 March 2017

Dear Ms MacKinnon

Scone Post Office®
26 Perth Road, Scone, Perth, PH2 6JJ

Changes to your Post Office® - tell us what you think

We're talking to the Postmaster about making some changes to the above Post Office and we'd like you to tell us what you think about the changes before we finalise our plans.

What's happening?

There's an exciting programme of investment and transformation taking place across the Post Office network, helping to make our branches more modern and convenient for you and for the Postmasters who run them. We're talking to the Postmaster about changing to one of our new-style local branches and if the change goes ahead:

- Post Office services would be offered from two low-screened, open plan style service points, integrated into the retail counter
- The branch would be open for longer:
Mon - Fri 07:00 - 19:00, Sat 08:00 - 17:00 and Sun 08:00 - 13:00.
(Current opening times are: Mon, Tue, Thu & Fri 09:00 - 13:00, 14:00 - 17:30, Wed 09:00 - 13:00 & Sat 09:00 - 12:30)
- Customers will still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to visit an alternative Post Office, go on-line or, telephone our customer helpline. Details of product availability are provided overleaf
- To get the new branch ready, it may need to close for up to seven days during June/July 2017 for refurbishment

What's next?

We want to know what's important to you and would like you to tell us what you think, particularly on the following areas:

- Why you use this Post Office and what you like about it
- What you think about the proposed new-look Post Office. For example the Post Office service point would be on the retail counter, so is there anything you'd like to ask us or would like us to take into consideration about the proposed location of the Post Office till; the queuing area or access to services inside the premises
- What you think about any changes to the opening hours
- If you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead
- If you have any comments about the potential closure period during the refurbishment or access to other branches in the area

There's also a list of frequently asked questions provided at the end which you may find useful.

It's easy to let us have your feedback by completing our convenient online survey via the following link postofficeviews.co.uk and entering the unique code for this branch 22082099