



Post Office Limited  
1<sup>st</sup> Floor, Finsbury Street  
20 Finsbury Street  
LONDON  
EC2Y 9AQ  
Tel: 033 665 3950

Our reference: ECT 1357/14

Mr R Massey  
73, Belper Road  
Bargate  
Belper  
DERBYSHIRE  
DE56 0SU

29 June 2015

Dear Mr Massey

**Re: Holbrook Post Office®**

Thank you for your letter of 11 June addressed to Paula Vennells, Chief Executive of Post Office Limited about Holbrook Post Office. I do apologise that you have not received a response, I have been asked to look into your concern and to reply directly on behalf of Ms Vennells.

I'm really sorry you are disappointed with our decision not to proceed with the relocation of Holbrook Post Office to Holbrook Village Store. As you know we held a local public consultation for six weeks which gave the local community the opportunity to feedback their thoughts of the proposed move.

During the period of the local public consultation, we received positive and negative comments on our proposal. People that supported the move commented on the proposed new premises having better parking and being able to provide longer opening hours to offer our services. We also received concerned comments about access into the Holbrook Village Store and lack of space inside. As I'm sure you are aware access into the proposed premises is via a step; which some people said they find difficult to use.

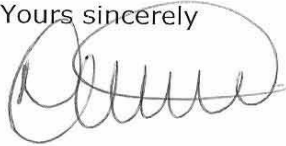
Following feedback we received and after careful consideration, we decided not to proceed.

Our field team were working with the proposed premises owner to identify solutions around the concerns of the step into the building. Unfortunately we were not able to obtain an agreement to alter the entrance of the shop.

We do share your views about how important it is for our customers to have continued access to our services, particularly the elderly and more vulnerable members of the community and we are doing everything we can to maintain services in the area. I can assure you we are committed to ensuring that the community of Holbrook continues to have access to Post Office services and are doing all we can to find a workable solution.

Thank you for taking the time to highlight your concerns with us, I trust I have clarified our position on this matter

Yours sincerely

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

Angela Tanner  
Office of the Chief Executive  
ECT@postoffice.co.uk