

SPAXTON COMMUNITY STORES

AND POST OFFICE

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 Spaxton Community Stores

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POST OFFICE OPEN!

Spaxton's new Post Office opened on February 16th. We have had to consider how to provide good service in a situation where nearly all staff are volunteers and cannot be expected to work long hours behind the PO counter. Even our ever-patient manager, Karen, has to fit in her responsibilities for running the shop. Everyone involved has shown commitment to keeping a Post Office in Spaxton by spending many hours training (and we're still learning). It's worth pointing out that no-one gets paid by the Post Office for running our kind of branch. Payments are made only for transactions so the more you use it the more income is available to recycle back to our community.

Post Office Services: We are a Post Office Local. The most commonly used services are

- A full range of postal services
- PO card and current account
- Chip and Pin cash withdrawals and deposits
- Postal Orders
- Moneygrams
- Travel money cards and foreign currency
- Mobile phone top-ups
- Bill payments
- Gift cards
- Rod licences
- Electric meter top-ups

The Post Office provides many other services such as insurances for just about anything, a telecom service, ISAs, savings, loans and even mortgages. We don't discuss these with you but we can give you the right phone number (there's a leaflet available) or you can find these services on-line at www.postoffice.co.uk. When you contact the Post Office please quote our branch code

4285492 as then we get paid!

Times: The Post Office counter is open **Mon – Fri 9-12 & 1-4, Sat 9-12**

The mail is collected at about 3.45 on weekdays and 11 on Saturday. There is no post box but we'll put your mail in the sack ready for collection. We can't accept special delivery items after 3.30.

Outside PO opening times you can leave stamped mail if a PO trained staff is present. Otherwise a shop volunteer may be willing to take your mail for safekeeping but we cannot accept responsibility for it until the post office re-opens. Please remember that most volunteers are not trained to work at the post office counter. The nearest post box is at the almshouses in Splatt Lane.

You can collect parcels only during PO opening times as we have tell the computer!

ANNUAL GENERAL MEETING

The AGM of Spaxton Community Shop Society will be held in the village hall at **7.30 on Wednesday April 20th**. This meeting is for shareholders only. If you would like to become a shareholder and have a voice in running your Community Shop application forms are available in the stores.

Finally, thanks to all those who returned the questionnaire. The results will help to improve our service. We have a box for suggestions for more ideas.