



Helen Whately MP
Member of Parliament for Faversham and Mid Kent

Dear Ms Whately

Detling Post Office[®]
Previously located at: 16-20 The Street, Maidstone, ME14 3JT

As you may be aware the Post Office at Detling closed on a temporary basis in February 2011. Since that time we have, unfortunately, been unable to restore a service and I am now pleased to let you know that from 12 November 2015 we will be introducing a Home Service to the area.

The Home Service is designed to provide customers living in small remote communities access to certain Post Office products and services. Customers who register for the Home Service can telephone the neighbouring Postmaster to order or request Post Office products and services, including stamps, mails acceptance, travel money and manual bill payments and have these delivered direct to their door during a designated delivery slot.

The Postmaster from Watlingbury branch will provide this Home Service to Detling. Their contact details are provided below. Customers wishing to use the new service should contact the Postmaster directly to register.

Watlingbury Post Office,
192 Tonbridge Road, Watlingbury, Maidstone, ME18 5NL
Telephone: 01622 812291

We remain committed to establishing a Post Office service in Detling and we will continue to monitor for any opportunities but we believe that introducing the Home service can be an effective interim measure that will help those customers who find it difficult to get to their nearest Post Office and will enable them to access some key services provided by the Post Office. Details of product availability are provided overleaf.

The introduction of this service will also help us to assess the demand for Post Office services in the area, which may create opportunities to enhance the service going forward and we would seek to review the position as the service develops.

We will be working with the Postmaster to make customers aware of the new service and posters and leaflets will be available locally.

Thank you for taking the time to read this letter. Other people in your organisation may be interested to hear about the new service, so please feel free to share this information with them.


Yours sincerely





Caroline A Hoare
Field Change Advisor

How to contact us:

 comments@postoffice.co.uk

 Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

 FREEPOST Your Comments
Please note this is the full address to use and no further address details are required.

 www.postoffice.co.uk

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Home service products & services available

Mail

Stamps
First & Second Class mail
Signed For & Special Delivery
Inland small, medium & large parcels
International letters & postcards
International parcels up to 2kg
Collection of mail over 2kg
Drop & Go card top-up

Banking services & bill payments

Cash & Cheque deposits (Partner banks only)
Bill payments by transcash
Postal orders
HMRC cash cheques
Post Office Financial Services Leaflets

Driving

Car tax

Travel

Travel money
Travel insurance

Other services

Mobile Top-ups, E vouchers & Phonecards
Post Office gift cards
Rod fishing licences (if applicable)

Cash and cheque payment only accepted

The Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability. Customers can also shop online at:
www.postoffice.co.uk