

## **AAVSA AGM – Post Office Report – 1<sup>st</sup> July 2019**

My apologies for my absence this evening.

Abbotts Ann Post Office continues to be as busy as ever. For the second year running **Post Office Ltd** has declared a profit although that has not yet been reflected in our monthly remunerations. The vast majority of the post office network is made up of private businesses including community businesses, as here in Abbotts Ann, run by sub postmasters. We all appreciate that in rural communities, post offices and village shops are an important hub. They are more than a link to essential services; they further social interaction. However, the fact is that many post offices face increasing challenges and uncertainty with regard to their long-term viability. Post Office Ltd present business model does expect the retail side of the business to subsidise the Post Office.

On a more positive note Post Office Ltd has confirmed that there will be increases in the monthly remuneration later this year and in comparison to other post offices our Abbotts Ann community traditional style post office does well in financial terms. The parcels and banking sides of the business are growing and I hope that extra work will be reflected in a better remuneration. Post Office Ltd is responsible for installation and maintenance costs of the alarm system, pays for the main telephone line and the shop does sell a lot of stationary. Most importantly the Post Office brings footfall to the business and for the present both sides of our business, shop and post office need each other.

The Post Office team is in good heart and continues the important job of providing excellent service and bringing customers to our community business. We have welcomed Judeth Dashwood to the team of Gail, Hazel and John. My thanks to our Shop Committee: (all of whom are volunteers) for their support, to the Post Office team and to all our customers who contribute so much to the success of our business.

Maureen Flood