

Blackness Post Office – electronic door entry #dundeewestend



Residents have reported concerns that the electronic door entry button at Blackness Post Office, to assist customers with mobility difficulties, is still not working and so I again took this up with Post Office Limited.

The company's External Affairs Manager has responded positively as follows

"Thank you for getting in touch in relation to the door entry button at Blackness Road Post Office.

I have asked the field team to raise this issue with the postmaster. You may know that the vast majority of our post offices are operated by independent agents. As such Post Office ltd is not responsible for the building.

Before we issue a contact which allows agents to provide services, we do insist on certain things such as the building being accessible for people with disabilities. This usually means that the branch needs to be DDA compliant. I don't believe such a button comes under this legislation.

Therefore whilst we can ask and encourage the postmaster to take action, we unfortunately cannot insist on such action being taken as it doesn't breach any contractual issues.

That said we will impress on the postmaster the importance of getting this fixed and the inconvenience it is causing customers."