

Blackness Post Office – automated door concern



Residents have brought to my attention concerns that the automated front door at Blackness Post Office has not been working.

The electronic door is very helpful for people with mobility difficulties and those using wheelchairs to get into the Post Office, so I wrote to Post Office Limited about the concern raised.

I have received the following helpful response from the External Affairs Manager at Post Office Limited :

"I have made enquiries about the automatic door mechanism at Blackness Road Post Office. ... The premises and door are the responsibility of the shop owner and it is up to each individual retailer whether or not they have an automatic door but, in order that the requirements of the Equality Act are met, Post Office ask that the entrance door, access to the counter and turning spaces for a wheelchair meet our minimum specifications.

In this case, the agent at Blackness Road has advised that since he took over the door has not functioned automatically but he will look into the possibility of having the mechanism repaired. He has also advised that they are always on hand and happy to help any customer who requires assistance."