



Dear Customer

Bleddfa Post Office®
Opposite Hundred House Inn, Bleddfa, LD7 1PA

We are writing to confirm that we have re-opened the service at Bleddfa, as a Mobile service. The new service commenced on Friday 20 October 2017 and operates on Friday from 15:50 – 16:50.

We received one individual response during the consultation period which was in support of our plans for the restoration of Post Office services to Bleddfa.

I have carefully considered our original proposal and I am confident that the new service can meet the needs of our customers in the local community.

Full details of the mobile service are provided at the end of this letter. You can also find a copy of this letter on our website at postofficeviews.co.uk.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments
Please note this is the full address to use and no further address details are required.

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Details of the new service:

Bleddfa Post Office

Lay-by
Opposite Hundred House Inn
Bleddfa
Knighton
LD7 1PA

Proposed opening times

Friday	15:50 – 16:50
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Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking available close to the Mobile Van.

Route

Located approximately 15 metres from the previous branch, along level terrain.
