



Dear Customer,

**Branch Refurbishment Closure**

**Cornwall Street Post Office  
54 Clare Road, Grangetown, Cardiff, CF11 6RT**

We are writing to inform you that, regrettably, due to the current premises experiencing structural damage, the above branch will be closing on Thursday 07 November 2024 at 18:00.

Due to extensive building work scheduled to start at the above location, the safety of our customers is of paramount importance to us, therefore, it is envisaged that the work will take approximately twelve months to complete, following which the service will re-open at the above location.

In the interim, the Postmaster has secured a temporary premises as to maintain a Post Office service for our customers within the local community. The service will continue operating from 45-47 Clare Road, Cardiff, CF11 6QP, on Tuesday 19 November 2024 at 09:00, offering a range of Post Office products and services. Full details of the new service are provided at the end of this letter.

Posters will be displayed in branch and at the temporary location.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Yours faithfully,

*Santosh Samudrala*

**Santosh Samudrala  
Area Change Manager**

How to contact us:

comments@postoffice.co.uk  
postofficeviews.co.uk  
FREEPOST Your Comments

## New Service Details

Cornwall Post Office		Services
45-47 Clare Road Cardiff CF11 6QP		Offers similar services, however excluding a comprehensive range of Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 18:00	The new premises has a wide door and level at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
The new premises is approximately 77 meters from the current Post Office branch, along level terrain. Parking is available outside the premises.		

## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

**We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.**

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

**These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.**

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**Postofficeviews.co.uk**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.