



Dear Customer

Changes to Felinfach Mobile Services
Affecting Llanilar, Talgarreg, Pontsian & Dihewyd and
commencement of New Quay Mobile Service

We are pleased to let you know that we have restored Post Office services to the community of New Quay, on Thursday 9 October 2025 with the introduction of a temporary Mobile service, whilst we continue to seek a permanent solution. The new service is operating from the Car Park Near New Quay Surgery, Church Road, New Quay, Ceredigion, SA45 9PB by the Postmaster from Felinfach Post Office. The branch closed on Thursday 13 March 2025, following the resignation of the postmaster.

The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

To accommodate the new Mobile service some changes had to be made to the current opening hours at Llanilar, Talgarreg, Pontsian & Dihewyd mobile services. These changes took effect on Thursday 9 October 2025. Please accept my apologies for the late notification on this occasion.

Full details of the new mobile service and changes to the current mobile services are provided at the end of this letter

We will display posters locally to tell customers the good news. 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.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to notification is available at the end of this letter.

If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

We do hope that you will support this new service.

Yours faithfully

Fiona Shanahan

Fiona Shanahan
Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the new Mobile Service:

New Quay Mobile Service		Services available
Car Park Near New Quay Surgery Church Road New Quay Ceredigion SA45 9PB		A range of services will be available.
Opening times		Access
Thurs	14:00 – 15:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		

This new mobile service will be located approximately 350 metres away from the previous New Quay branch, along level terrain. Roadside parking is available nearby and pay & display parking is also available close to where the mobile van will be parked.

Details of the change to existing Mobile service opening hours

Details of the change to existing Mobile service opening hours:	
Llanilar Mobile Service	
Located at Falcon Inn Car Park, Llanilar, Aberystwyth, Ceredigion, SY23 4PA	
New opening times	
Monday	15:00 – 17:00

Details of the change to existing Mobile service opening hours:	
Talgarreg Mobile Service	
Located Near Dewi Sant Church, Talgarreg, Llandysul, Ceredigion, SA44 4EP	
New opening times	
Tuesday	09:30 – 11:00

Details of the change to existing Mobile service opening hours:	
Pontsian Mobile Service	
Located at Hen Siop Y Pentre Car Park, Pontsian, Llandysul, Ceredigion, SA44 4UL	
New opening times	
Tuesday	16:00 – 16:30
Thursday	11:40 – 13:10

Details of the change to existing Mobile service opening hours:	
Dihewyd Mobile Service	
Located By Village Hall, Dihewyd, Lampeter, Dyfed, SA48 7PN	
New opening times	
Thursday	15:50 – 16:50

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

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

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 closure¹/ 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](https://postofficeviews.co.uk)

FREEPOST Your Comments

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¹Where 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.