



Dear Customer

**Changes to Llandeilo Post Office SA19 6HA
affecting Brechfa, Llanwrda, Rhydcymerau, Llanfynydd and Llansawel**

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to commence a new Mobile Post Office service in Llanfynydd on Monday 31 October 2022 at 10:15. The new Llanfynydd Mobile Service will be operated by the postmaster from Llandeilo Post Office and Mobile van will be located near St Egwad's Church Bus Stop, Main Road, Llanfynydd, SA32 7TG. Further details of this new service are provided at the end of this letter.

Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, posters will be displayed in store to let customers know.

To accommodate the new Mobile service there will be some changes to the operating hours of the current Mobile Service, also managed by the postmaster from Llandeilo Post Office, at Brechfa, Llanwrda, Rhydcymerau and Llansawel.

Further details of the changes to these services are provided at the end of this letter.

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.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Fiona Shanahan

**Fiona Shanahan
Network Provision Lead**

How to contact us:

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

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.

Details of the new Mobile service in Llanfynydd:

Llanfynydd Mobile Service

Near St Egwad's Church Bus Stop
Main Street
Llanfynydd
SA32 7TG

Services

A range of Post Office products services will be available.

Access and facilities

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. Parking will be available near to where the mobile will be parked.

Opening times

Monday	10:15 – 11:15
Thursday	10:15 – 11:15

Details of the changes to existing Mobile services in Brechfa, Llanwrda, Rhydcymerau and Llansawel:

Brechfa Mobile Service, Entrance to Victoria Park Gardens, Brechfa, SA32 7RA

Current opening times

Monday	10:30 – 11:45
Tuesday	11:15 – 12:30
Thursday	10:30 – 11:45
Friday	14:00 – 15:15

New opening times

Monday	11:30 – 12:30
Tuesday	11:15 – 12:30
Thursday	11:30 – 12:45
Friday	14:00 – 15:15

Llanwrda Mobile Service, Slip Road between Village Hall and Croes Y Ceilog Inn, Llanwrda, SA32 8HD

Current opening times

Monday	15:30 – 16:30
Tuesday	15:15 – 16:45
Thursday	14:30 – 16:00
Friday	09:00 – 10:15

New opening times

Monday	15:45 – 16:45
Tuesday	15:15 – 16:45
Thursday	15:15 – 16:30
Friday	09:00 – 10:15

Rhydcymerau Mobile Service, Outside Swyn Y Nant, On B4337, Rhydcymerau Llandeilo, SA19 7SP

Current opening times

Monday	12:45 – 14:00
Tuesday	13:30 – 14:45
Thursday	12:45 – 14:00
Friday	11:45 – 13:00

New opening times

Monday	13:15 – 14:15
Tuesday	13:30 – 14:45
Thursday	13:30 – 14:45
Friday	11:45 – 13:00

Llansawel Mobile Service, Village Hall Car Park , Llansawel, Llandeilo, SA19 7JN

Current opening times

Monday	14:15 – 15:15
Friday	10:30 – 11:30

New opening times

Monday	14:30 – 15:30
Friday	10:30 – 11:30

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

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 watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.