



Dear Customer

Service Temporary Closure

**Changes to Llandrindod Wells Post Office LD1 5BB
Affecting Llangunllo Mobile Service LD7 1SW and Merthyr Cynog Mobile Service LD3 9SD**

We are writing to inform you that, regrettably, due to operational reasons the service at Llangunllo and Merthyr Cynog operated by the postmaster from Llandrindod Wells Post Office, has temporarily ceased.

We are working to restore these services as soon as possible and I apologise for any inconvenience this temporary closure may cause locally. In the interim, we hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Posters will be displayed locally to tell customers. 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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.

Yours faithfully

Fiona Shannon

**Fiona Shannon
Network Provision Lead**

How to contact us:

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

Alternative branches

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Alternatives for Llangunllo Mobile Service, The Community Hall car park, Knighton, LD7 1SW

Bleddfa Mobile Service Post Office

Lay by opposite Hundred House Inn
Bleddfa
Knighton
Powys
LD7 1PA

Services

Offers the same services.

Access

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.

Opening times

| | |
|----------|---------------|
| Thursday | 14:30 – 15:30 |
|----------|---------------|

Getting there

This Post Office service is located approximately 5 miles away from Llangunllo Mobile Service, along varied terrain. Parking will be available close to where the mobile van will be parked. There is no direct bus service available between Llangunllo Mobile Service and this Post Office service.

Knighton Post Office

Harry Tuffins Supermarket
Bridge Street
Knighton
Powys
LD7 1BT

Services

Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access

This branch has a wide automatic door and level access at the entrance.

Opening times

| | |
|-------------------|---------------|
| Monday – Thursday | 09:00 – 17:30 |
| Friday | 09:00 – 17:00 |
| Saturday | 09:00 – 13:00 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 5.4 miles away from Llangunllo Mobile Service, along varied terrain. Parking is available to the rear of the branch with disabled parking bays. There is no direct bus service available between Llangunllo Mobile Service and this Post Office service.

**Alternatives for Merthyr Cynog Mobil Service, Opposite BT Telephone Box, Merthyr Cynog,
Brecon, LD3 9SD**

Llandefaelogfach Mobile Service

Ger Honddu Layby
Pwllgloyw
Brecon
Powys
LD3 9PY

Services

Offers the same services.

Access

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.

Opening times

| | |
|--------|---------------|
| Monday | 12:45 – 13:30 |
|--------|---------------|

Getting there

This Post Office service is located approximately 5.3 miles away from Merthyr Cynog Mobil Service, along varied terrain. Parking will be available close to where the mobile van will be parked. There is no direct bus service available between Merthyr Cynog Mobile Service and this Post Office service.

Pendre Post Office

Bryn De Winton
Brecon
Powys
LD3 9HN

Services

Offers similar services, with the addition of Euro Travel Money, however excluding Vehicle Tax.

Access

This branch has a wide door and level access at the entrance via steps with a handrail or a ramp.

Opening times

| | |
|-----------------|---------------|
| Monday - Friday | 08:30 – 17:30 |
| Saturday | 08:30 – 12:30 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 7.9 miles away from Merthyr Cynog branch, along varied terrain. Roadside parking is available nearby. There is no direct bus service available between Merthyr Cynog Mobile Service and this Post Office service.

**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
- 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, Consumer 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, Consumer 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.

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.