



Dear Customer

**Llandrindod Wells Outreach Services Re-Opening**

**Affecting: Merthyr Cynog, Pantydwr, Painscastle, Llangunllo  
and Llangammarch Wells Mobile Services**

We are delighted to let you know that Post Office services were restored to the above Mobile Van Services on Monday 5 January 2026. Please accept my apologies for the late notification on this occasion. These services had closed in November 2025 due to operational reasons.

The Mobile services are all operating from the same locations offering the same range of Post Office services. However, Llangammarch Wells Mobile Service will be relocating to a new location nearby - Layby, Tan Y Deri, Llangammarch Wells, LD4 4BT from Friday 6 February 2026. Full details of these services are provided at the end of this letter.

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.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

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 Mobile Services:

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches.

<b>Merthyr Cynog Mobile Service</b>	<b><u>Services available</u></b>
Opposite BT Telephone Box Merthyr Cynog Brecon, LD3 9SD	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Monday 13:45 - 14:30	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
<b>Pantydwr Mobile Service</b>	<b><u>Services available</u></b>
Pantydwr Community Hall Pantydwr and St Hamon Parish Hall Rhayader, LD6 5LL	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Thursday 09:30 - 10:15	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
<b>Painscastle Mobile Service</b>	<b><u>Services available</u></b>
The car park of the Roast Ox Inn Painscastle Builth Wells, LD2 3JL	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Tuesday 12:45 - 13:45	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

<b>Llangunllo Mobile Service</b>	<b>Services available</b>
The Community Hall car park Llangunllo Knighton, LD7 1SW	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Thursday   12:45 - 13:45	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

<b>Llangammarch Wells Mobile Service</b>	<b>Services available</b>
Outside old Post Office Llangammarch Wells Powys, LD4 4EA	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Friday   13:00 - 14:00	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

Llangammarch Wells Mobile Service will be relocating approximately 150 metres away to a new location - Layby, Tan Y Deri, Llangammarch Wells, LD4 4BT. This new Mobile Service will start operating from Friday 6 February 2026 with the same operating hours and the same products and services.

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](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.