



Dear Customer

Changes to Llandrindod Wells Outreach Services

Affecting: Erwood, Boughrood, Llandefaelogfach, Merthyr Cynog, Howey, Garth, Bleddfa, Pantydwr, Llanbadarn Fynydd, Llanbister, Painscastle, Llangunllo and Llangammarch Wells Mobile Services

We are writing to inform you that, regrettably, due to operational reasons, the above Mobile services operated by the Postmaster from Llandrindod Wells Post Office, closed on Wednesday 19 November 2025. Please accept my apologies for the late notification on this occasion.

We apologise for the inconvenience the closure may cause. I would like to assure you that we are working hard to keep any period of closure to a minimum and to reinstate these Post Office Mobile services to the local community as soon as possible. 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.

There will also be some changes to the opening hours at Howey and Garth Mobile Services. These changes will come into effect when these Mobile Services re-open. Further details of the changes to existing services are provided at the end of this letter.

We will display posters locally to let our customers know. 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 Notifications is available at the end of this letter.

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

Alternative branches for Erwood Mobile Service:

In Front of Victoria House, Erwood, Builth Wells, Powys, LD2 3PQ

Aberedw Outreach		Services
Aberedw Church Hall Aberedw, Builth Wells LD2 3UH		Offers the same services.
Opening times		Access
Mon	09:00 – 11:00	Access is level at the entrance to the premises via steps.
Tues - Sun	Closed	
Getting there		

Approximately 4.3 miles from Erwood Mobile Service, along varied terrain.
Roadside parking is available nearby.

Alternative branches for Boughrood Mobile Service:

Main Road, B4350, Llyswen, Boughrood, Brecon, LD3 0YD

Bronllys Post Office		Services
Hay Road, Bronllys Brecon LD3 0LG		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 13:00	There is a threshold strip at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
Approximately 4.8 miles from Boughrood Mobile Service, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

Talgarth Post Office		Services
Hay Road Talgarth LD3 0AW		Offers similar services, with the addition of Euro Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Sun	08:00 – 18:00	There is a step at the entrance to the premises.
Getting there		
Approximately 6 miles from Boughrood Mobile Service, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

Alternative branches for Llandefaelogfach Mobile Service:

Ger Honddu Layby, Pwllgloyw, Brecon, LD3 9PY

Pendre Post Office		Services
SPAR Bryn De Winton Brecon, LD3 9HN		Offers similar services, with the addition of Euro Travel Money, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	08:30 – 17:30	Access is level at the entrance to the premises via steps.
Sat	08:30 – 12:30	
Sun	Closed	
Getting there		
Approximately 3.5 miles from Llandefaelogfach Mobile Service, along varied terrain. Roadside parking is available nearby.		

Brecon Post Office		Services
Lion Street Brecon, LD3 7HY		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:30	There is a step at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 3.7 miles from Llandefaelogfach Mobile Service, along varied terrain. There is a large onsite car park with disabled parking bays.		

Alternative branches for Merthyr Cynog Mobile Service:

Opposite BT Telephone Box, Merthry Cynog, Brecon, LD3 9SD

Pendre Post Office		Services
SPAR Bryn De Winton Brecon, LD3 9HN		Offers similar services, with the addition of Euro Travel Money, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	08:30 – 17:30	Access is level at the entrance to the premises via steps.
Sat	08:30 – 12:30	
Sun	Closed	
Getting there		
Approximately 7.8 miles from Merthyr Cynog Mobile Service, along varied terrain. Roadside parking is available nearby.		

Brecon Post Office		Services
Lion Street Brecon, LD3 7HY		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:30	There is a step at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 9 miles from Merthyr Cynog Mobile Service, along varied terrain. There is a large onsite car park with disabled parking bays.		

Alternative branches for Howey Mobile Service:

Village Hall, Howey, Llandrindod Wells, LD1 5PT

Llandrindod Wells Post Office		Services
Station Crescent Llandrindod Wells LD1 5BB		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:00	Access is level at the entrance to the premises.
Sat	09:15 – 13:00	
Sun	Closed	
Getting there		
Approximately 1.8 miles from Howey Mobile Service, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

Tremont Road Post Office		Services
Tremont Road, Llandrindod Wells LD1 5BH		Offers similar services, with the addition of Euro Travel Money, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	08:45 – 17:30	There is level access at the entrance to the premises.
Sat	08:30 – 17:00	
Sun	10:00 – 12:00	
Getting there		
Approximately 2.3 miles from Howey Mobile Service, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

Alternative branches for Garth Mobile Service:

Outside Garth Village Hall, Garth, Llangammarch Wells, LD4 4AH

Llanafanfawr Outreach		Services
Llanfanfawr Church Hall Llanfanfawr Builth Wells, LD2 3PN		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Wed	09:00 – 11:00	There is a step at the entrance to the premises.
Getting there		
Approximately 5 miles from Garth Mobile Service, along varied terrain. Parking is available nearby.		

Builth Wells Post Office		Services
1 High Street Builth Wells LD2 3DN		Offers similar services, with the addition of Euros and Dollars Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Sat	09:00 – 14:00	
Sun	Closed	
Getting there		
Approximately 6 miles from Garth Mobile Service, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

Alternative branches for Bleddfa Mobile Service:

Lay by opp Hundred House Inn, Bleddfa, Knighton, LD7 1PA

Knighton Post Office		Services
Co-Op, Harry Tuffins Supermarket Bridge Street Knighton, LD7 1BT		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 7 miles from Bleddfa Mobile Service, along varied terrain. There is a customer car park available nearby. Local buses serve the area.		

Presteigne Post Office		Services
41 High Street Presteigne LD8 2BE		Offers similar services, with the addition of Euros and Dollars Travel Money.
Opening times		Access
Mon - Sun	07:00 – 22:00	There is a ramp at the entrance to the premises.
Getting there		
Approximately 8.4 miles from Bleddfa Mobile Service, along varied terrain. Time restricted roadside parking is available nearby. Local buses serve the area.		

Alternative branches for Pantydwr Mobile Service:

Pantydwr Community Hall, Pantydwr and St Hamon Parish Hall,
Pantydwr, Rhayader, LD6 5LL

Rhayader Post Office		Services
East Street Rhayader LD6 5EA		Offers similar services, with the addition of Euros and Dollars Travel Money.
Opening times		Access
Mon, Tues, Wed & Fri	10:00 – 16:30	There is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Thurs & Sun	Closed	
Getting there		
Approximately 4.8 miles from Pantydwr Mobile Service, along varied terrain. Roadside parking is available nearby.		

Abbeycwmhir Post Office		Services
Abbeycwmhir Llandrindod Wells LD1 6PH		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Tues & Thurs	09:00 – 15:00	There is a step at the entrance to the premises.
All other days	Closed	
Getting there		
Approximately 6.7 miles from Pantydwr Mobile Service, along varied terrain. Roadside parking is available nearby.		

Alternative branches for Llanbadarn Fynydd Mobile Service:

Llanbadarn Fynydd, Llandrindod Wells, LD1 6YA

Beguildy Post Office		Services
Beguildy Knighton LD7 1YE		Offers similar services, however excluding Vehicle Tax and a comprehensive range of Travel Money.
Opening times		Access
Mon, Tues, Thurs & Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Wed & Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 9 miles from Llanbadarn Fynydd Mobile Service, along varied terrain. Roadside parking is available nearby.		

Abbeycwmhir Post Office		Services
Abbeycwmhir Llandrindod Wells LD1 6PH		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Tues & Thurs	09:00 – 15:00	There is a step at the entrance to the premises.
All other days	Closed	
Getting there		
Approximately 9 miles from Llanbadarn Fynydd Mobile Service, along varied terrain. Roadside parking is available nearby.		

Alternative branches for Llanbister Mobile Service:

Llanbister Community Hall, Llanbister, Llandrindod Wells, LD1 6TN

Tremont Road Post Office		Services
Tremont Road, Llandrindod Wells LD1 5BH		Offers similar services, however excluding a comprehensive range of Travel Money.
Opening times		Access
Mon - Fri	08:45 – 17:30	There is level access at the entrance to the premises.
Sat	08:30 – 17:00	
Sun	10:00 – 12:00	
Getting there		
Approximately 9.3 miles from Llanbister Mobile Service, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

Alternative branches for Painscastle Mobile Service:

The car park of the Roast Ox Inn, Painscastle, Builth Wells, LD2 3JL

Clyro Outreach		Services
The Village Hall Clyro, Hereford HR3 5RZ		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon	14:30 – 15:30	There are steps and a ramp with a handrail at the entrance to the premises.
Wed	12:00 – 15:00	
All other days	Closed	
Getting there		
Approximately 4.3 miles from Painscastle Mobile Service, along varied terrain. Roadside parking is available nearby.		

Hay-on-Wye Post Office		Services
Oxford Road Hay-on-Wye Hereford, HR3 5AJ		Offers similar services, with the addition of Euros and Dollars Travel Money and Passport Check & Send.
Opening times		Access
Mon - Fri	09:00 – 17:00	Access is level at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
Approximately 5.9 miles from Painscastle Mobile Service, along varied terrain. Roadside parking is available nearby.		

Alternative branches for Llangunllo Mobile Service:

The Community Hall car park, Llangunllo, Knighton, LD7 1SW

Knighton Post Office		Services
Co-Op, Harry Tuffins Supermarket Bridge Street Knighton, LD7 1BT		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 7 miles from Llangunllo Mobile Service, along varied terrain. There is a customer car park available nearby. Local buses serve the area.		

Presteigne Post Office		Services
41 High Street Presteigne LD8 2BE		Offers similar services, with the addition of Euros and Dollars Travel Money.
Opening times		Access
Mon - Sun	07:00 – 22:00	There is a ramp at the entrance to the premises.
Getting there		
Approximately 8.7 miles from Llangunllo Mobile Service, along varied terrain. Time restricted roadside parking is available nearby. Local buses serve the area.		

Alternative branches for Llangammarch Wells Mobile Service:

Outside old Post Office, Llangammarch Wells, LD4 4EA

Llanafanfawr Outreach	Services		
Llanfanfawr Church Hall Llanfanfawr Builth Wells, LD2 3PN	Offers similar services, however excluding Vehicle Tax.		
Opening times	Access		
<table><tr><td>Wed</td><td>09:00 – 11:00</td></tr></table>	Wed	09:00 – 11:00	There is a step at the entrance to the premises.
Wed	09:00 – 11:00		
Getting there			

Approximately 6.7 miles from Llangammarch Wells Mobile Service, along varied terrain.
Parking is available nearby.

Builth Wells Post Office	Services						
1 High Street Builth Wells LD2 3DN	Offers similar services, with the addition of Euros and Dollars Travel Money.						
Opening times	Access						
<table><tr><td>Mon - Fri</td><td>09:00 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 14:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 – 17:30	Sat	09:00 – 14:00	Sun	Closed	There is a step at the entrance to the premises.
Mon - Fri	09:00 – 17:30						
Sat	09:00 – 14:00						
Sun	Closed						
Getting there							

Approximately 8 miles from Llangammarch Wells Mobile Service, along varied terrain.
Roadside parking is available nearby.
Local buses serve the area.

Details of the change to existing Mobile service opening hours:

Details of the change to existing Outreach Service opening hours:					
Howey Mobile Service Village Hall, Howey, Llandrindod Wells, LD1 5PT					
Current opening times			New opening times		
	Monday	15:15 – 16:30		Monday	15:15 – 16:30
	Tuesday	14:30 – 17:00		Tuesday	14:30 – 17:00
	Wednesday	13:30 – 15:30		Wednesday	13:30 – 15:30
	Friday	13:15 – 14:15		Friday	14:15 – 15:15

Details of the change to existing Outreach Service opening hours:					
Garth Mobile Service Outside Garth Village Hall, Garth, Llangammarch Wells, LD4 4AH					
Current opening times			New opening times		
	Friday	12:00 – 13:00		Friday	11:50 – 12:50

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, 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.