



Dear Customer

Changes to Llanfachraeth Post Office LL65 4UL

Affecting Newborough 2, Llandegfan, Tal-y-bont, Dwyran, Penmaenrhos, Upper Bangor, Llanrhos, Llanfaelog, Bodffordd, Bryngwran, Malltraeth, Newborough, Dwyran 2, Llandegfan 2, Llanddona 2, Bethel, Deiniolen, Moelfre, Rhosybol, Eglwys Bach, Rowen, Henryd, Dwygyfylchi, Tal-y-bont 2, Penrhosgarnedd, Deganwy, and Deganwy 2

We are writing to inform you that, regrettably, the Mobile services at Newborough 2, Llandegfan Tal-y-bont, Llanddona, Dwyran, Penmaenrhos, Upper Bangor, and Llanrhos, will cease from Monday 29 April 2024, due to very low customer usage.

The Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to replace the above Mobile Services.

We would like to apologise for the inconvenience the closure may cause. 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

We are also making some changes to the current opening hours to the Mobile services at Llanfaelog, Bodffordd, Bryngwran, Malltraeth, Newborough, Dwyran 2, Llandegfan 2, Llanddona 2, Bethel, Deiniolen, Moelfre, Rhosybol, Eglwys Bach, Rowen, Henryd, Dwygyfylchi, Tal-y-bont 2, Penrhosgarnedd, Deganwy, and Deganwy 2. These changes will take effect from Monday 6 May 2024.

Full details and changes to the Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

If there are any unforeseen changes to the dates, posters will be displayed locally to let 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 you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

We do hope that you will support the changes we are making.

Yours faithfully

Carol Williams

Carol Williams
Network Provision Lead

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.

**Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder**

Customers requiring Post Office facilities may use any convenient Post Office service. Details of possible alternative Post Office branches in the area are provided below for your convenience:

**Alternative branches to Newborough 2 Mobile Service
Rhoddfa Meyrick Avenue, Newborough, Llanfairpwllgwyngyll, LL61 6US**

Gaerwen Post Office, 1 Tyn Gamfa, Lon Groes, Gaerwen, LL60 6DD
Llangefni Post Office, 18 Church Street, Llangefni, LL77 7DY
Glanhwfa Road Post Office, Glanhwfa Road, Llangefni, LL77 7EY

Customers may continue to use Newborough Mobile Service
At Front Of Prichard Jones Institute, Newborough, Llanfairpwllgwyngyll, LL61 6SY

**Alternative branches to Llandegfan Mobile Service
Roadside Layby on the Bro Llewelyn, Llandegfan, Menai Bridge, LL59 5UP**

Menai Bridge Post Office, 7 High Street, Menai Bridge, LL59 5EE
Llanfairpwllgwyngyll Post Office, Holyhead Road, Ffordd Caergybi, Llanfairpwllgwyngyll, LL61 5SX
Bangor Post Office, 264 High Street, Bangor, LL57 1PB

Customers may continue to use Llandegfan 2 Mobile Service
Maes Ffynnon, Llandegfan, Menai Bridge, LL59 5PR

**Alternative branches to Tal-y-bont Mobile Service
Bro Emrys, Cae Gwigin, Tal-y-bont, LL57 3YU**

Maesgeirchen Post Office, 90 Penrhyn Avenue, Maesgeirchen, Bangor, LL57 1LT
Llanllechid Post Office, Llanllechid Bangor, Bangor, LL57 3EE
Bangor Post Office, 264 High Street, Bangor, LL57 1PB

Customers may continue to use Tal-y-bont 2 Mobile Service
Cae Bach, Tal-y-bont, LL57 3YJ

Alternative branches to Llanddona Mobile Service

Car Park Yr Hen Ysgol Neuadd Bentref, Llanddona Village Hall, Llanddona, Beaumaris, LL58 8TS

Llangoed Post Office, China House, Llangoed, Beaumaris, LL58 8NW

Beaumaris Post Office, 11 Castle Street, Beaumaris, LL58 8AP

Menai Bridge Post Office, 7 High Street, Menai Bridge, LL59 5EE

Customers may continue to use Llanddona 2 Mobile Service

Car Park Maes Gwyn, Llanddona, Beaumaris, LL58 8TP

Alternative branches to Dwyran Mobile Service

Lon Capel, Dwyran, Llanfairpwllgwyngyll, LL61 6YN

Brynsiencyn Post Office, Brynsiencyn, Llanfairpwllgwyngyll, LL61 6UG

Gaerwen Post Office, 1 Tyn Gamfa, Lon Groes, Gaerwen, LL60 6DD

Llanfairpwllgwyngyll Post Office, Holyhead Road, Ffordd Caergybi, Llanfairpwllgwyngyll, LL61 5SX

Customers may continue to use Dwyran 2 Mobile Service

Meddygfa Penbryn Doctors Surgery, Dwyran, Llanfairpwllgwyngyll, LL61 6YD

Alternative branches to Penmaenrhos Mobile Service

Road side Queens Court, 87- 89 Abergele Road, Old Colwyn, Colwyn Bay, LL29 9AE

Brynsiencyn Post Office, Brynsiencyn, Llanfairpwllgwyngyll, LL61 6UG

Gaerwen Post Office, 1 Tyn Gamfa, Lon Groes, Gaerwen, LL60 6DD

Llanfairpwllgwyngyll Post Office, Holyhead Road, Ffordd Caergybi, Llanfairpwllgwyngyll, LL61 5SX

Alternative branches to Upper Bangor Mobile Service

Morrisons Car Park, Holyhead Road, Bangor, LL57 2EE

Bangor Post Office, 264 High Street, Bangor, LL57 1PB

Menai Bridge Post Office, 7 High Street, Menai Bridge, LL59 5EE

Maesgeirchen Post Office, 90 Penrhyn Avenue, Maesgeirchen, Bangor, LL57 1LT

Alternative branches to Llanrhos Mobile Service

Maes Y Castell, Llanrhos, Llandudno, LL30 1NG

West Shore Post Office, 26 Great Ormes Road, Llandudno, LL30 2BW

Llandudno Post Office, 101 Mostyn Street, Llandudno, LL30 2NY

Conway Road (169) Post Office, 169 Conway Road, Llandudno Junction, LL31 9EG

Details of the change to existing Mobile services:

Llanfaelog Mobile Service, Gladdwr Shop, The Wayside, Llanfaelog, Ty Croes, LL63 5SY

New opening times

Tuesday	10:30 – 11:15
Friday	09:00 – 09:45

Bodffordd Mobile Service, Fronheulog, Bodffordd, Llangefni, LL77 7LZ

New opening times

Tuesday	09:00 – 09:30
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Bryngwran Mobile Service, Iorwerth Arms Car Park, High Street, Bryngwran, Holyhead, LL65 3PF

New opening times

Tuesday	09:45 – 10:15
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Malltraeth Mobile Service, The Flats, Morawelon, Malltraeth, Bodorgan, LL62 5AN

New opening times

Tuesday	11:30 – 12:00
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**Newborough Mobile Service, At Front of Prichard Jones Institute, Newborough,
Llanfairpwllgwyngyll, LL61 6SY**

New opening times

Tuesday	12:40 – 13:25
Friday	10:05 – 10:50

**Dwyran 2 Mobile Service, Meddygfa Penbryn Doctors Surgery, Dwyran,
Llanfairpwllgwyngyll, LL61 6YD**

New opening times

Tuesday	13:35 – 14:05
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Llandegfan 2 Mobile Service, Maes Ffynnon, Llandegfan, Menai Bridge, LL59 5PR

New opening times

Tuesday	14:50 – 15:20
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Details of the change to existing Mobile service continued

Llanddona 2 Mobile Service, Car Park Maes Gwyn, Llanddona, Beaumaris, LL58 8TP

New opening times

Tuesday	15:35 – 16:05
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Bethel Mobile Service, Bethel Memorial Hall, 2 Rhos, Bethel, Caernarfon, LL55 1YE

New opening times

Friday	11:30 – 12:15
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Deiniolen Mobile Service, Deiniolen Library Top Car Park, High Street, Deiniolen, Caernarfon, LL55 3HR

New opening times

Friday	12:30 – 13:15
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Moelfre Mobile Service, Outside Moelfre Library, Y Ganolfan, Moelfre, LL72 8LS

New opening times

Friday	14:25 – 14:55
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Rhosybol Mobile Service, B511 Stad Shop Newydd, Rhosybol, Amlwch, LL68 9RH

New opening times

Friday	15:30 – 16:00
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Eglwys Bach Mobile Service, Carpark of The Bee Inn, Maes Llan, Eglwysbach, Colwyn Bay, LL28 5UD

New opening times

Wednesday	09:15 – 09:45
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Rowen Mobile Service, Carpark of Rowen Memorial Hall, Llanerch Estate, Rowen, Conwy Bay, LL32 8YA

New opening times

Wednesday	10:05 – 10:35
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Henryd Mobile Service, Junction Off Maes Refail and Henryd Road, Henryd, Aberconwy, LL32 8YH

New opening times

Wednesday	10:50 – 11:20
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Details of the change to existing Mobile service continued:

**Dwygyfylchi Mobile Service, Treforris Road, (next to the telephone box),
Dwygyfylchi, Penmaenmawr, LL34 6UB**

New opening times

Wednesday	13:30 – 14:30
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Tal-y-bont 2 Mobile Service, Cae Bach, Tal-y-bont, LL57 3YJ

New opening times

Wednesday	14:50 – 15:35
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**Penrhosgarnedd Mobile Service, Layby outside the One Stop Stores, Penrhos Road,
Penrhosgarnedd, Bangor, LL57 2NH**

New opening times

Wednesday	15:15 – 16:40
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Deganwy Mobile Service, Deganwy Station, Station Road, Deganwy, LL31 9EJ

New opening times

Wednesday	11:40 – 12:10
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Deganwy 2 Mobile Service, Deganwy Co-op, Pentywyn Road, Deganwy, LL31 9TG

New opening times

Wednesday	12:15 – 12:40
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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 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

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.