



Dear Customer

Llanrumney Post Office®
72 Countisbury Avenue, Llanrumney, Cardiff, CF3 5YR

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Newsbase, 52 Countisbury Avenue, Llanrumney, Cardiff, CF3 5SN, where it will operate as one of our new main style Post Office branches.

We received one individual response from a customer during the local public consultation period. The feedback welcomed the ease of access and longer opening hours that would be available in the new branch.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new location, I am confident that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch. We already have over 3500 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. Before the new branch opens, work will be carried out at the entrance to provide level access into the store. Internally, a modern, new main style Post Office branch will be built to our high specifications, with two screened counter positions and incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to transact the same wide range of products and services as currently, with the addition of a selection of on demand Travel Money, whilst benefitting from longer opening times on Saturdays.

Whilst there is currently a non-Post Office branded cash machine at the new location, it is the intention of the new operator to install an external Post Office cash machine. This will be subject to survey, any required consents and planning permission. In the meantime or if this is not possible, customers can access cash at the Post Office counter over the extended opening times of the new branch. If required, customers can also access 24 hour cash machine at Broadway Post Office which can be reached by a regular bus service.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer significantly longer opening times than the main Post Office counter, allowing customers to transact the majority of Post Office products and services alongside retail transactions across seven days a week and at times that are more convenient for them. Full details of the new branch are provided at the end of this letter.

The current branch will close at 17:30 on Monday 17 July 2017, with the new branch opening at Newsbase, 52 Countisbury Avenue at 13:00 on Tuesday 18 July 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Rumney Post Office, 761 Newport Road, Rumney, Cardiff, CF3 4AJ

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 170611

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

- 🖨️ postofficeviews.co.uk
 - 📧 comments@postoffice.co.uk
 - ☎️ Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
 - ✉️ FREEPOST Your Comments
- Please note this is the full address to use and no further address details are required.**

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service:

Llanrumney Post Office information sheet															
Address	Newsbase 52 Countisbury Avenue Llanrumney Cardiff CF3 5SN														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
Mon	09:00 - 17:30														
Tue	09:00 - 17:30														
Wed	09:00 - 17:30														
Thu	09:00 - 17:30														
Fri	09:00 - 17:30														
Sat	09:00 - 17:30														
Sun	Closed														
New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>06:00 - 18:00</td></tr> <tr><td>Sun</td><td>06:00 - 13:00</td></tr> </table>	Mon - Sat	06:00 - 18:00	Sun	06:00 - 13:00										
Mon - Sat	06:00 - 18:00														
Sun	06:00 - 13:00														
Distance	60 metres away from the current branch, along level terrain.														
Products & Services	<p>The same wide range of products and services will still be available with a wider selection of on demand travel money.</p> <p>Subject to survey, any required consents and planning permission, the Post Office external cash machine will be transferring to the new branch.</p>														
Serving positions	There will be three serving positions, which will be a mixture of two screened and a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility & Accessibility works	<p>Access and facilities Currently there is a step at the entrance to the proposed premises, however this would be removed to provide level access. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking There is roadside parking directly outside the proposed premises.</p>														
Retail	Convenience store														
Date of relocation	13:00 on Tuesday 18 July 2017														