



Dear Customer

Temporary Mobile Service

Machynlleth Post Office 51-53 Maengwyn Street, Machynlleth, Powys, SY20 8AF

Further to our previous notification regarding the above branch, we are delighted to let you know that we will be introducing a Mobile Post Office to Machynlleth to maintain service during a major refurbishment of Machynlleth Post Office and store.

We have now finalised plans for a new temporary Mobile Service to start whilst the above branch is closed from Sunday 6 November at 11pm to the scheduled re-opening on Thursday 1 December at 9am.

The new temporary Mobile Post Office is due to start on Tuesday 8 November 2022 and is scheduled to end on Friday 29 November 2022. The Mobile Post Office will park outside 52 Heol Maengwyn, Machynlleth SY20 8DT, and will visit every Tuesday and Friday from 11.15am – 12.15pm. Full details of the new temporary service are provided at the end of this letter.

We are pleased to now have a part-time temporary Mobile Post Office solution for Machynlleth whilst the refit takes place. We thank the Postmaster for Tregynon for temporarily adding Machynlleth to her existing Mobile Post Office service.

The Postmaster for Tregynon already operates a Mobile Post Office for 10 rural communities in Wales. To accommodate the extra stop there will be temporary changes to the timetable.

Visits to Llanbrynmair will now be on a Tuesday and a Friday from 1.45 – 2.45pm. This will be followed by visits to Trefeglwys on both days from 3.15 – 4pm. These changes will be between Tuesday 8 November and Friday 29 November.

Posters will be displayed locally to let customers know.

We apologise for any inconvenience caused to our customers during the work. The safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, it will be necessary for the service to close temporarily.

In the interim alternative branches also include:

- Cemmaes Road Post Office, Cemmaes Road, Machynlleth, Powys, SY20 8JZ
- Corris Post Office, The Corris Village Institute, Corris, Powys, SY20 9SH

A Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of offering a service to smaller communities.

Details of the new Mobile service:

Machynlleth Mobile Service

52 Heol Maengwyn

Machynlleth

SY20 8DT.

Services

Range of services will be available.

Access and facilities

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.

Transport/parking

Parking is available close to where the Mobile van will be parked. The Mobile Post Office will park outside 52 Heol Maengwyn

New opening times

Tuesday	11:15 – 12:15
Friday	11:15 – 12:15

Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, if possible, posters will be displayed locally to let customers know.

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.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Carol Y Williams

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Network Provision Lead

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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, Citizens Advice 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, Citizens Advice 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

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¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.