



Dear Customer

**Maesgeirchen Mobile service**  
**Local Public Consultation Decision**

I am writing further to my letter dated 13 February 2018 which confirmed that we will be proceeding with our proposal to restore Post Office services to the community of Rhosybol, and also relocate and change the hours of operation of the Mobile service at Llanfairfechan. There are also some minor changes to the current hours of service at Llanfaelog and Moelfre.

The mobile service for Rhosybol and the relocation and change of hours of Llanfairfechan Mobile service commenced on Monday 5 February 2018. The minor change of operating hours at Llanfaelog and Moelfre, also commenced on this date.

We have received two comments from local representatives during the local public consultation period. The feedback commented on the restoration of Post Office services to Rhosybol and the adjustments to the operating times of the current services.

Please be assured, we will continue to review and monitor services on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the introduction of the new Mobile service is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide future sustainability for the Post Office.

Full details of the new services and new opening times are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this service 169444.

Posters will now be displayed locally to let customers know about this decision.




Thank you for considering our proposal.

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell**  
**Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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**Details of the new Mobile service:**

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**Rhosybol Mobile Post Office**

Outside 1 Stad Siop Newydd  
Rhosybol  
Amlwch  
LL68 9RH

**Services**

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

**Access and facilities**

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Transport/parking**

Roadside parking is available nearby.

**Route**

The Mobile van will stop across the road from the previous Post Office.

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**Proposed opening times**

Monday	12:30 – 13:30
Tuesday	12:30 – 13:30
Thursday	12:30 – 13:30

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**Details of the relocation and change of hours of Mobile service:**

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**Llanfairfechan Mobile Post Office**

Village Inn Car Park  
Penmaenmawr Road  
Llanfairfechan  
LL33 0NU

**Services**

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

**Access and facilities**

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Transport/parking**

The van stops in the Car Park of the Village Inn.

**Route**

This Post Office service is located approximately 320 metres away from its previous stopping point along varied terrain.

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**Proposed opening times**

Monday	15:30 – 17:00
Tuesday	15:30 – 17:00
Thursday	15:30 – 17:00
Friday	15:00 – 17:00

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**Details of the changes to operating times of Mobile services:****Llanfaelog Mobile service**

Forecourt Of Glandwr Shop  
The Wayside  
Llanfaelog  
Ty Croes  
LL63 5SY

**New Opening times**

Monday	10:45 – 12:00
Tuesday	10:45 – 12:00
Thursday	10:45 – 12:00

**Moelfre Mobile service**

Outside Moelfre Library  
Y Ganolfan  
Moelfre  
LL72 8HA

**New Opening times**

Monday	13:45 – 14:45
Tuesday	13:45 – 14:45
Thursday	13:45 – 14:45