



Dear Customer

**Nantybawch Post Office®**  
**61 Ashvale, Tredegar, Gwent, NP22 4AQ**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Premier – Ashvale Stores, 69-71 Ashvale, Tredegar, Gwent, NP22 4AQ, where it will operate as one of our new local style Post Office branches.

We received 3 individual responses from customers during the consultation period. The feedback welcomed the move, particularly the proposed level access that the new premises would provide.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability. We already have over 3600 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. Access at the new premises is level with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers can also access the full range of Post Office products and services at Tredegar Post Office, which can be reached by a direct bus service.

The change also means that local residents will benefit from significantly longer opening hours, including lunchtimes, Thursday and Saturday afternoons and Sunday opening. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

The current branch will close at 17:30 on Tuesday 23 May 2017, with the new branch opening, at Premier – Ashvale Stores, 69-71 Ashvale, at 13:00 on Wednesday 24 May 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:

- Tredegar Post Office, 54-55 Commercial Street, Tredegar, Gwent, NP22 3DJ

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk).  
When entering the website you will be asked to enter the code for this branch: 236632.

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](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.

Yours sincerely



**Suzanne Richardson**  
**Regional Network Manager**

**How to contact us:**

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

### Nantybwlch Post Office information sheet

Nantylwch Post Office information sheet																
Address	Premier – Ashvale Stores 69-71 Ashvale Tredegar Gwent NP22 4AQ															
Opening hours	<table><tr><td>Monday</td><td>08:00 – 20:00</td></tr><tr><td>Tuesday</td><td>08:00 – 20:00</td></tr><tr><td>Wednesday</td><td>08:00 – 20:00</td></tr><tr><td>Thursday</td><td>08:00 – 20:00</td></tr><tr><td>Friday</td><td>08:00 – 20:00</td></tr><tr><td>Saturday</td><td>09:00 – 20:00</td></tr><tr><td>Sunday</td><td>10:00 – 18:00</td></tr></table>		Monday	08:00 – 20:00	Tuesday	08:00 – 20:00	Wednesday	08:00 – 20:00	Thursday	08:00 – 20:00	Friday	08:00 – 20:00	Saturday	09:00 – 20:00	Sunday	10:00 – 18:00
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Friday	08:00 – 20:00															
Saturday	09:00 – 20:00															
Sunday	10:00 – 18:00															
Distance	37 metres away from the current branch, along level terrain.															
Products & Services	The majority of Post Office products and services will still be available.															
Accessibility & accessibility works	<b>Access and facilities</b> Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.  <b>Parking</b> Roadside parking is available outside the premises.															
Retail	Convenience store															
Date of Relocation	13:00 on Wednesday 24 May 2017															

<b>Nantybwlch Post Office® services available</b>	
<b>Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a></b>	
	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✓
Other products are available at <b>Tredegar</b> Post Office, 54-55 Commercial Street, Tredegar, Gwent, NP22 3DJ	
Opening times: Mon – Sat      08:30 – 17:30	