



Dear Customer,

Service Re-opening

Rhyd Y Fro Mobile Service

Affecting Caerau Post Office, Penywaun and Resolven Mobile Services

As you may be aware, Post Office services at Caerau Post Office ceased, due to unforeseen circumstances, on Monday 20 October 2025. Please accept my apologies for the late notification on this occasion.

We are pleased to inform you that the Postmaster from Rhyd Y Fro Post Office has agreed to operate an interim Mobile service, for our customers at Caerau, whilst we continue to seek a permanent solution.

The new service will operate from near the closed location at Premier at 8-9 Caerau Road, Caerau, Maesteg, CF34 0PB and will offer a wide range of Post Office services. This service will commence on Tuesday 11 November 2025 at 12:40. Details of the new service are provided at the end of this letter.

There will need to be some changes to the current Mobile services offered by Rhyd Y Fro Mobile van, to accommodate the closure, affecting the opening times for services at Penywaun and Resolven Mobile services from week commencing Monday 10 November 2025. Further details of the changes to these services are also provided at the end of this letter.

If you are a local representative, please feel free to 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 about the new service, please contact the National Consultation Team, as detailed below. 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. An extract relating to Notification is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully,

Fiona Shanahan

Fiona Shanahan
Area Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

New Service Details

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Caerau Mobile Service		Services available
Near the Premier 8-9 Caerau Road Caerau Maesteg CF34 0PB		A range of services will be available.
Opening times		Access
Tue	12:40 – 13:40	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.
Getting there		
This Mobile service will be operating close to the previous premises. Parking is available next to the Mobile van.		

Details of Alternative branches for the Caerau Post Office

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For additional information about product availability call 03457 223344.
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We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Croeserw Post Office		Services available
14 Queens Road Croeserw Port Talbot SA13 3SN		Offers the same services, with the addition of Vehicle Tax.
Opening times		Access
Mon – Fri	09:00 – 17:00	Access is a small step at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
Approximately 1.2 miles from Caerau Post Office, along varied terrain. Parking is available outside the branch. There is a regular bus service between Croeserw service and this branch with a bus stop within 280 meters.		

Maesteg Post Office		Services available
139 Commercial Street Maesteg Bridgend CF34 9DW		Offers the same services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon – Sat	07:00 – 22:00	Access is level at the entrance to the premises.
Sun	08:00 – 22:00	
Getting there		
Approximately 2.2 miles from Caerau Post Office, along varied terrain. Time restricted parking is available outside the branch. There is a regular bus service between Croeserw service and this branch with a bus stop within 230 meters.		

Details of the change to existing Mobile service opening hours:		
Penywaun Mobile Service		Near Shops on Heol Bryn Gwyn, Penywaun, Rhondda Cynon Taff, CF44 9HD
Current opening times		New opening times
Tuesday	13:15 – 14:15	Tuesday 14:15 – 15:15

Details of the change to existing Mobile service opening hours:		
Resolven Mobile Service		Car Park off Lyons Place, Resolven, Neath, SA11 4ND
Current opening times		New opening times
Tuesday	14:30 – 15:30	Tuesday 15:30 – 16:30

**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
- 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 advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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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.