



Dear Customer,

Service Re-opening

**Changes to Rhyd Y Fro mobile service
Affecting North Cornelly Post Office, Duffryn Rhondda Mobile Service, Penywaun Mobile
Service, Resolven Mobile Service**

We are delighted to let you know that we will be restoring Post Office services to North Cornelly Post Office on Tuesday 16 September 2025 at 10:30. North Cornelly Post Office branch closed in March 2025 following the withdrawal of the premises for Post Office use. Please accept my apologies for the late notification on this occasion.

We are pleased to be able to reinstate the service as an interim mobile service whilst we continue to seek a permanent solution. The Mobile Service 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.

The new mobile service will be operating from MegaSave Car Park, 46 Heol Llan, North Cornelly, CF33 4DP by the postmaster from Rhyd Y Fro Post Office and will offer a range of Post Office services.

To accommodate the new mobile service there will be some changes to the current opening hours at Duffryn Rhondda Mobile Service, Penywaun Mobile Service and Resolven Mobile Service.

Full details of the new service and changes to the current mobile services are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. 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

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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.

North Cornelly Mobile Service		Services available
MegaSave Car Park 46 Heol Llan North Cornelly CF33 4DP		A range of services will be available.
Opening times		Access
Tue	10:30 – 11:30	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		
Approximately 0.2 miles from the previously closed North Cornelly Post office, along varied terrain. Parking is available with disabled bay close to where the mobile van will be parked. There is frequent bus service available between the closed branch and this mobile service, the nearest bus stop is approximately 25 metres from MegaSave car park.		

Details of the change to existing Mobile service opening hours:			
Duffryn Rhondda Mobile Service, Heol-Yr-Afael, Port Talbot, Glamorgan, SA13 3EU			
Current opening times		New opening times	
Tuesday	10:30 – 11:15	Tuesday	11:45 – 12:30

Details of the change to existing Mobile service opening hours:			
Penywaun Mobile Service, Heol Bryn Gwyn, Penywaun, Rhondda Cynon Taff, CF44 9HD			
Current opening times		New opening times	
Tuesday	12:15 – 13:15	Tuesday	13:15 – 14:15

Details of the change to existing Mobile service opening hours:			
Resolven Mobile Service, Lyons Place, Resolven, Neath, SA11 4ND			
Current opening times		New opening times	
Tuesday	13:30 – 14:30	Tuesday	14:30 – 15:30

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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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.