



Rhyd Y Fro Mobile Post Office Service®

Changes to Craig Cefn Parc and Lower Cwmtwrch Mobile services

Your new branch has opened

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community and we received 7 responses.

We are really pleased to let you know that we have restored Post Office services to the communities of Craig Cefn Parc and Lower Cwmtwrch with the introduction of a Mobile Hosted Outreach service. The temporary Mobile Hosted Outreach service at Craig Cefn Parc commenced on Monday 3 December 2018. Lower Cwmtwrch Mobile Hosted Outreach service commenced on Thursday 6 December 2018.

We have also made some minor changes to the hours to the current Mobile services at Cilmaengwyn, Pontneathvaughan, Glanrhyd, Coelbren and Ynyswen.

This feedback was in support of our plans, as the communities welcomed the restoration of Post Office services to the above villages.

Key points raised:

- Hours

Response to key points:

Hours

We do understand that for some customers the opening times may be less convenient than for others. However, we do consider that the new opening times reflect customer usage, and will allow us to maintain a Post Office service to the community for the longer term. We will continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

We hope that you will enjoy using the new Post Office.

