



Dear Customer

Changes to Rhyd Y Fro Mobile Outreach Service
Affecting Caerau, Penywaun and Ystradfellte Mobile Services

We are writing to inform you that, regrettably, following the resignation of the postmaster Ystradfellte Post Office will be closing on Tuesday 31 March 2026 at 12:00. However, we will be reopening this Post Office service as an interim mobile service whilst we continue to seek a long-term solution.

The new mobile service will commence on Tuesday 7 April 2026 and will be operating from outside its current location at St Marys Church Hall, Ystradfellte, Aberdare, CF44 9JE by the postmaster from Rhyd Y Fro Post Office. 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.

To accommodate the new Mobile service, there will be some changes to the current opening hours at Caerau and Penywaun Mobile Services also operated by the postmaster from Rhyd Y For Post Office. Details of these changes are at the end of this letter.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

We do hope that you will support this new mobile service.

Yours faithfully,

Fiona Shanahan

Fiona Shanahan
Area Change Manager

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the new Mobile Services:

Ystradfellte Mobile Service	<u>Services Available</u>		
Outside St Marys Church Hall Ystradfellte Aberdare CF44 9JE	A range of services will be available.		
Opening times	Access		
<table border="1"> <tr> <td style="background-color: #c6e0b4;">Thursday</td> <td style="background-color: #c6e0b4;">13:00 – 14:00</td> </tr> </table>	Thursday	13:00 – 14:00	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.
Thursday	13:00 – 14:00		
Getting there			
Parking will be available close to where the mobile van will be parked.			

Alternative branches for Caerau Mobile Service

Croeserw Post Office	<u>Services available</u>						
14 Queens Road Croeserw Port Talbot West Glamorgan SA13 3SN	Offers similar services, with the addition of Vehicle Tax.						
Opening times	Access						
<table border="1"> <tr> <td style="background-color: #c6e0b4;">Mon - Fri</td> <td style="background-color: #c6e0b4;">09:00 – 17:00</td> </tr> <tr> <td style="background-color: #c6e0b4;">Sat</td> <td style="background-color: #c6e0b4;">09:00 – 12:30</td> </tr> <tr> <td style="background-color: #c6e0b4;">Sun</td> <td style="background-color: #c6e0b4;">Closed</td> </tr> </table>	Mon - Fri	09:00 – 17:00	Sat	09:00 – 12:30	Sun	Closed	There is a step at the entrance to the premises.
Mon - Fri	09:00 – 17:00						
Sat	09:00 – 12:30						
Sun	Closed						
Getting there							
Approximately 1.1 miles from Caerau Mobile Service, along varied terrain. Parking is available outside the branch; public transport is available to and from the surrounding area.							

Maesteg Post Office	<u>Services available</u>				
139 Commercial Street Maesteg Bridgend CF34 9DW	Offers similar services, with the addition of Euro/Dollar Travel Money.				
Opening times	Access				
<table border="1"> <tr> <td style="background-color: #c6e0b4;">Mon Sat</td> <td style="background-color: #c6e0b4;">07:00 – 22:00</td> </tr> <tr> <td style="background-color: #c6e0b4;">Sun</td> <td style="background-color: #c6e0b4;">08:00 – 22:00</td> </tr> </table>	Mon Sat	07:00 – 22:00	Sun	08:00 – 22:00	Access is level at the entrance to the premises.
Mon Sat	07:00 – 22:00				
Sun	08:00 – 22:00				
Getting there					
Approximately 2.1 miles from Caerau Mobile Service Post Office branch, along varied terrain. Time restricted roadside parking is available outside the branch. Public transport is available to and a from the surrounding area.					

Alternative branches for Penywaun Mobile Service

Hirwaun Post Office	Services available						
High Street, Hirwaun Aberdare Mid Glamorgan CF44 9SW	Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance.						
Opening times	Access						
<table border="1"> <tr><td>Mon - Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	There are steps at the entrance to the premises.
Mon - Fri	09:00 – 17:30						
Sat	09:00 – 12:30						
Sun	Closed						
Getting there							
Approximately 1.4 miles from Penywaun Mobile Service, along varied terrain. There is a car park with disabled parking approximately 180 metres from this branch. Public transport is available to and from the surrounding area.							

Cwmdare Post Office	Services available				
6 Dare Court Aberdare Mid Glamorgan CF44 8TZ	Offers the same services.				
Opening times	Access				
<table border="1"> <tr><td>Mon - Sat</td><td>07:00 – 22:00</td></tr> <tr><td>Sun</td><td>08:00 – 21:00</td></tr> </table>	Mon - Sat	07:00 – 22:00	Sun	08:00 – 21:00	Access is level at the entrance to the premises.
Mon - Sat	07:00 – 22:00				
Sun	08:00 – 21:00				
Getting there					
Approximately 1.8 miles from Penywaun Mobile Service, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding area.					

Details of the change to existing Mobile services opening hours:			
Caerau Mobile Service		Close to Premier Store, 8-9 Caerau Road, Caerau, Maesteg, Mid Glamorgan, CF34 0PB	
Current opening times		New opening times	
Tuesday	11:45 – 13:15	Tuesday	11:45 – 12:45

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	13:45 - 15:15	Tuesday	14:15 – 15:15

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

Call: 03452 66 01 15

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.