



Dear Customer

Local public consultation – Decision

**Ringland Post Office
12A Ringland Centre, Newport, Gwent, NP19 9HG**

Further to my previous letter regarding the relocation of Ringland Post Office, I am writing to confirm the details of the new premises. The consultation proposal initially stated that the new branch would be located at Units 1.3 and 1.4, Block 1, Ringland Shopping Centre, as Royal Mail had not finalised the address at that time due to ongoing development in the area.

I can now confirm the address of the new Post Office branch as: Units 9 and 10, Block 1–3, Kilne Square, Ringland, Newport, NP19 9EH.

The current branch will close at 18:00 on Friday 28 November 2025, with the new branch opening at Units 9 and 10, Block 1-3, Kilne Square, Ringland, Newport, NP19 9EH at 08:00 on Thursday 15 January 2026. If there are any unforeseen circumstances which mean these dates change, posters will be displayed to let customers know.

Due to the continued redevelopment of the local area, the transfer period will be longer than anticipated. However, we are pleased to announce that an interim Mobile Service will commence on Monday, 1 December 2025. This service will operate from Kilne Square Car Park, Ringland, NP19 9EH, and will be managed by the Postmaster of Crumlin Post Office.

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 and the interim Mobile Service are shown below. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

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

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Regional Change Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

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Alternative branches

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.

Christchurch Road Post Office		Services available
194 Christchurch Road Newport NP19 8BD		Offers similar services, however excluding a comprehensive range of Travel Money except for Euros, Passport Check & Send and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has level access at the entrance via a ramp with a handrail.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This Post Office service is located approximately 1.7 miles away from Ringland branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

Caerleon Post Office	Services available								
31a High Street Caerleon Newport NP18 1AE	Offers the same services, however excluding Passport Check & Send.								
Opening times	Access								
<table><tr><td>Mon, Weds, Thurs, Fri</td><td>09:00 – 17:30</td></tr><tr><td>Tue</td><td>08:30 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 14:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon, Weds, Thurs, Fri	09:00 – 17:30	Tue	08:30 – 17:30	Sat	09:00 – 14:00	Sun	Closed	This branch has a wide door and level access at the entrance.
Mon, Weds, Thurs, Fri	09:00 – 17:30								
Tue	08:30 – 17:30								
Sat	09:00 – 14:00								
Sun	Closed								
Getting there									
This Post Office service is located approximately 2 miles away from Ringland branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.									

Details of the interim Mobile Service:

Ringland Mobile Service		Services available
Kilne Square Car Park Ringland NP19 9EH		A range of services will be available.
Opening times		Access
Monday	15:00 – 16:00	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.
All other days	No Service	
Getting there		
This mobile service is in the car park of the new Ringland Post Office premises.		

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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁵
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

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⁵ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

⁶ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.