



Dear Customer

Temporary Closure

**Talgarth Post Office
The Co-Operative Food, The Square, Talgarth, Brecon, LD3 0BW**

We are writing to update you on our letter dated 04 August 2023 and our consultation proposal to move Talgarth Post Office to the new premises located at The Co-Operative Food, Hay Road, Talgarth, Brecon, LD3 0AW.

Regrettably, the current premises will not be available for Post Office use from Saturday 9 September 2023 at 16:00 and Talgarth Post Office will need to close temporarily. Whilst we have already started to review consultation feedback, this closure does not affect the local public consultation period, which is ongoing until Friday 15 September 2023 and we would still like your views on access to, into and inside the new location.

Post Office Ltd understand the important role the branch has in the local community and subject to consultation, we will work closely with our retail partner, Co-Op Group, to minimise the loss of Post Office services to our customers in Talgarth.

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

We apologise for any inconvenience this temporary closure may cause locally. We hope that our customers will continue to use Post Office services. During the temporary closure of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches in the area are shown below for your convenience. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Network Provision Manager
Post Office Limited**

Alternative branches

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Bronllys Post Office

Hay Road
Bronllys
Brecon
LD3 0LG

Services

Offer similar services, however excluding National Lottery, Euros Travel Money, Vehicle Tax and On Demand Travel Insurance.

Access

This branch has a wide and level access at the entrance.

Opening times

Monday – Saturday	06:30 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 1.2 miles away from Talgarth branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

Glasbury Post Office

Glasbury Service Station
Glasbury
Hereford
HR3 5NP

Services

Offers similar services, however excluding Vehicle Tax and On Demand Travel Insurance.

Access

This branch has a wide and level access at the entrance.

Opening times

Monday – Friday	09:00 – 13:00
Saturday	10:00 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 4 miles away from Talgarth branch, along varied terrain. Parking is available at the branch. There is a regular bus service available between Talgarth branch and this Post Office service. The nearest bus stop is approximately 130 metres away.

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
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

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

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

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.