



Dear Customer

Tonypandy Post Office®
38 - 40 Dunraven Street, Tonypandy, CF40 1AL

Branch Temporary Closure

We are writing to advise you that, for operational reasons, the above branch closed temporarily on 11 June 2018. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services at Tonypandy and I would like to apologise for any inconvenience this temporary closure may cause locally. In the interim, we hope that our customers will continue to use the Post Office and full details of alternative services in the area are shown at the end of this letter.

We're carrying out this notification in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

We would like to thank you for your patience at this time and will ensure that you are kept advised of developments in due course.

Yours faithfully

Gareth Shylon

Gareth Shylon
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://www.postoffice.co.uk/privacy)

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

A full copy of these Principles are available on [postofficeviews.co.uk](https://www.postofficeviews.co.uk)

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, Citizens Advice Scotland or the Consumer Council for Northern

Alternative branches:

Penygraig Post Office

61 Tylacelyn Road
Tonypandy
CF40 1JU

Opening times

Monday	06:00 – 21:30
Tuesday	06:00 – 21:30
Wednesday	06:00 – 21:30
Thursday	06:00 – 21:30
Friday	06:00 – 21:30
Saturday	06:00 – 21:30
Sunday	07:00 – 21:00

Services

The same range of services will continue to be available however excluding Car tax, National Lottery, comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and level access with a raised threshold strip at the entrance.

Transport/parking

Time restricted roadside parking is available nearby. There is a regular bus service available between Tonypandy branch and this Post Office service. The nearest bus stop is approximately 50 metres away.

Route

This Post Office service is located approximately 0.6 miles away from Tonypandy branch, along hilly terrain.

Lower Trealew Post Office

319 Brith Weunydd Road
Tonypandy
CF40 2NY

Opening times

Monday	09:00 – 13:00 14:00 – 17:30
Tuesday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00
Thursday	09:00 – 13:00 14:00 – 17:30
Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

The same range of services will continue to be available however excluding Car tax, National Lottery, comprehensive range of Travel Money and Passport Check & Send.

Access and facilities

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

Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.7 miles away from Tonypandy branch, along hilly terrain.

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.