



Dear Customer

Upper Brynamman Post Office®
Previously located at: 1 Llandeilo Road, Upper Brynamman,
Ammanford, SA18 1AT

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to restore a Post Office service in Upper Brynamman at a new location - Black Mountain Community Centre, Cwmgarw Road, Brynamman, Ammanford, SA18 1BU, where it will operate as one of our new local style Post Office branches.

We received 9 individual responses from customers and local representatives during the consultation period. The main feedback was in support of the re-opening, with customers welcoming the restoration of Post Office services locally.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of positive feedback and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3400 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible. Access at the new premises is level with a wide door at the entrance. Inside the Community Centre, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office. We will be working closely with the new operator to ensure the internal layout provides clear access into the premises and adequate space is available for customers to move around and access Post Office services without difficulty.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

The new branch will open at Black Mountain Community Centre, Cwmgarw Road, at 13:00 on Thursday 13 July 2017. If there are any unforeseen schedule changes which mean this date changes, posters will be displayed in the new premises to let customers know.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 413642

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

This document is also
available to view online,
to see it – scan here.

If you don't have a QR
code scanner on your
phone, you can find one
in your app store.



**To get this information in a different format, for example, in larger print,
audio or braille please contact the Customer Helpline on 03457 22 33 44
or Textphone 03457 22 33 55.**

Upper Brynamman Post Office information sheet

Address	Black Mountain Community Centre Cwmgarw Road Brynamman Ammanford SA18 1BU														
Opening hours	<table border="1"><tr><td>Monday</td><td>09:00 – 16:30</td></tr><tr><td>Tuesday</td><td>09:00 – 16:30</td></tr><tr><td>Wednesday</td><td>09:00 – 16:30</td></tr><tr><td>Thursday</td><td>09:00 – 16:30</td></tr><tr><td>Friday</td><td>09:00 – 16:30</td></tr><tr><td>Saturday</td><td>09:00 – 12:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	09:00 – 16:30	Tuesday	09:00 – 16:30	Wednesday	09:00 – 16:30	Thursday	09:00 – 16:30	Friday	09:00 – 16:30	Saturday	09:00 – 12:00	Sunday	Closed
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Friday	09:00 – 16:30														
Saturday	09:00 – 12:00														
Sunday	Closed														
Distance	Approximately 150 metres away from the previous branch, along hilly terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities There is a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a car park at the community centre and a further car park across the road.</p>														
Date of Relocation	13:00 on Thursday 13 July 2017														

Upper Byrnamm Post Office® services available

Our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licence	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
	✓
Payment by cheque	
	✓
Other Products are available at Ystradgynlais Post Office, 3 Commercial Street, Ystradgynlais, Swansea, SA9 1HD	Opening times: Mon - Fri 09:00 – 17:30 Sat 09:00 – 12:30