

**Changes to area office opening times** From Monday 6 September, our area housing offices will be open every week day from 8.30am until 12.30pm.

**Why have we done this?** Only a small number of people use our area housing offices and the majority of those do so in the mornings. The changes will cause only minor disruption to a small number of tenants who visit the offices in the afternoons. We will be working with those tenants to show them other ways of finding and using our services and to address any concerns they may have.

**You don't have to come out to see us.** Where possible, we will come to see you in your own home or another place that is convenient for you, instead of your having to come out and see us.

**Where do I pay my rent, report a repair or contact Bron Afon?** You can pay your rent using the swipe cards at pay point outlets across Torfaen (listed below). You can report repairs on **Freephone** 0800 111 4343. For general enquiries, call **Freephone** number - 0800 111 4242 - from 8am until 6pm every week day.

**What else will we be doing?** We will be holding monthly surgeries within each community and linking them to our monthly walkabouts. We will write to all of our tenants shortly to let them know where and when the surgeries will be taking place and how they can get involved in the walkabouts.

**It's the white one, it's the swipe one – it's your rent payment card!** Other than Direct Debit, the quickest and easiest way to pay your rent is to use your rent payment card. There are outlets all over Torfaen where you can use your card. You can even pay when you are away from home at anywhere in the UK that has a PayPoint sign. All UK Post Offices can also take your payment. You can pay at weekends and evenings, whenever it suits you - the payments will reach us just the same.

Remember that you can still request an old-style paper rent card.

**Anytime, (almost any place, almost anywhere!) an easier way to pay your rent locally**

**Abersychan, Blaenavon and Garndiffaith**

- Coed Wood Stores, 7a Coed Road, Blaenavon, NP4 9LJ
- Spar, Woodland Street, Blaenavon, NP4 9NR
- The Co-op, Ivor Street, Blaenavon, NP4 9NA
- Spar – Capper, 26 Broad Street, Blaenavon, NP4 9NE
- Davies Newsagents, 31 Broad Street, Blaenavon, NP4 9NF
- Blaenavon Texaco, Abergavenny Road, Blaenavon, NP4 9RG
- The Co-op, Stanley Road, Garndiffaith, NP4 7LH
- Abersychan Supermarket, 18-19 Broad Street, Abersychan, NP4 7BQ
- Forge Side Post Office, 8 Clapham Terrace, Forge Side, Blaenavon, NP4 9DE
- King Street Post Office, 78 King Street, Blaenavon, NP4 9QH
- Blaenavon Post Office, Prince Street, Blaenavon, NP4 9XA
- Garndiffaith Post Office, Stanley Road, Garndiffaith, NP4 7LH
- Pentwyn Post Office, 1 Pentwyn Terrace, Pontypool NP4 7TH

- Abersychan Post Office, Station Street, Abersychan, NP4 7BQ

#### **Pontypool**

- Dimis and Sons, 8 St. Lukes Road, Pontnewynydd, NP4 6SU
- A B Stores, 89 George Street, Pontnewynydd, NP4 8NX
- Spar – Capper, 7 Church Avenue, Trevethin, NP4 8DH
- Penygarn Stores, Channel View, Penygarn, NP4 8BN
- Pavilion Garage, Osborne Road, Pontypool, NP4 6NR
- Spar, 1 Fairfield, Penperlleni, Pontypool, NP4 0AP
- The Highway Store, 123 The Highway, New Inn, NP4 0PJ
- Albion Road Filling Station, Albion Road, Pontypool NP4 6LH
- Spar – Capper, 66-68 The Highway, New Inn, NP4 0PL
- Reliance General Store, 47 South Street, Sebastopol, NP4 5DZ
- The Co-op, 5 Windsor Road, Griffithstown, NP4 5HY
- J Rowland Newsagent, 1 St Mathews Road, Cwmfields, Pontypool NP4 5JY
- Spar, 33a High Street, Pontypool, NP4 6HB
- C & M News, 4 Commercial Street, Pontypool, NP4 6JJ
- Talywain Post Office, Willis Newsagents, 79 Commercial Road, Talywain NP4 7HX
- Penperlleni Post Office, Newtown Road, Penperlleni NP4 0AW
- Trevethin Post Office, 1 Church Avenue, Trevethin NP4 8DH
- Panteg Post Office, 110 The Highway, New Inn, NP4 0PJ
- Griffithstown Post Office, 52 Windsor Road, Griffithstown, NP4 5HY
- Pontypool Post Office, Osbourne Road, Pontypool, NP4 6XA

#### **Cwmbran**

- Pontnewydd General Stores, 60 Commercial Street, Pontnewydd, NP44 1AE
- Silcox Stores Premier, 19 Five Locks Road, Pontnewydd, NP44 1AP
- Silcox Stores, 17 Commercial Street, Pontnewydd, NP44 1DY
- YSMN Ltd., 11 Richmond Rd, Pontnewydd, NP44 1EG
- Maendy Way Stores, 3 Maendy Square Shops, Pontnewydd, NP44 1HN
- The Co-op, 26 North Road, Croesyceiliog, NP44 2EN
- Hussains Newsagent, Sycamore Place, Upper Cwmbran, NP44 5TB
- New Street Post Office, New Street, Pontnewydd, NP44 1EE
- Maendy Square Post Office, 1 Maendy Square, NP44 1HN
- Cwmbran Post Office, 11 The Mall, Town Centre, Cwmbran, NP44 1PX
- Edlogan Square Post Office, 5 Edlogan Square, Croesyceiliog, NP44 2NR
- Thornhill Post Office, Thornhill Centre, Thornhill, NP44 5YZ
- Machine Stores, 5-7 Crosswen, Oakfield, NP44 3DS
- Somerfield, Llantarnam Road, Cwmbran, NP44 3HB
- Spar – Capper, 2-3 Greenmeadow Square, St Dials, NP44 4LQ
- Blenheim Stores, Unit 2, Blenheim Road, St Dials, Cwmbran NP44 4AE
- Pantry Shop, 12 Lyncroft, Greenmeadow, NP44 4SJA
- Spar – Capper, 9-13 Fairwater Square, Fairwater, NP44 4T
- Offway Store, 18 Offway, Coed Eva, NP44 7DR
- M R S Supermarket, 3 Llanyravon Square, Llanyravon, NP44 8HS
- Henllys Way Post Office, 1-3 Greenmeadow Square, St Dials, NP44 4LQ
- Fairwater Post Office, 18 Fairwater Square, Fairwater, NP44 4TA
- Llanyravon Post Office, 9B Llanyravon Square, Llanyravon, NP44 8HS