

17 August 2023

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Your reference: MG29126



The Rt. Hon. Michael Gove MP
House of Commons
LONDON
SW1A 0AA

Royal Mail Headquarters
185 Farringdon Road
London
EC1A 1AA

Dear Mr Gove

Thank you for your communication dated 3 August regarding mail deliveries to Waterfront Crescent. Delivering a reliable service is our top priority, and I am very sorry that your constituent has cause for concern.

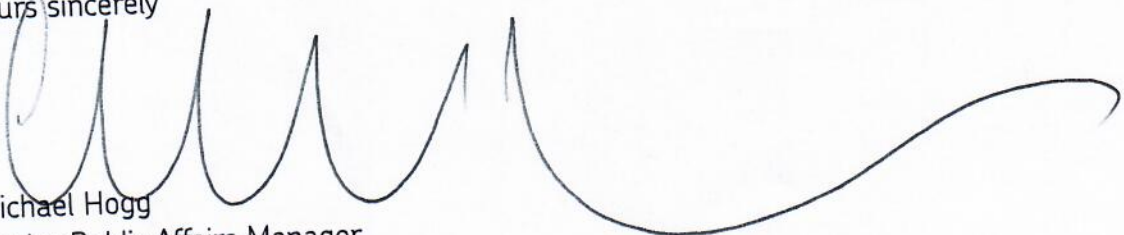
I have spoken with the Regional Operations Director who covers the GU15, GU16 and GU17 postcode areas. He has advised that mail deliveries to addresses in these postcode areas have been affected over recent weeks due to a c.30 per cent of colleagues being away from work through sickness. This has unfortunately impacted mail deliveries. I am very sorry for the obvious impact this will have had on your constituents.

The team are doing everything they can to improve the service in Camberley as quickly as possible. We are utilising agency support and have transferred the delivery of large format parcels to Goldsworth Park Delivery Office meaning those colleagues in Camberley on dedicated parcel routes have been freed up to deliver letters and small parcels. As a result, we are delivering to addresses in Camberley at least every other day to maximise the delivery frequency for customers and avoid a backlog.

The Camberley Customer Operations Manager has confirmed that mail deliveries to Waterfront Crescent are currently taking place on a rotational basis to minimise disruption. I would like to reassure you that the local team are focused on returning to delivering six days a week - this remains their priority.

I hope my reply is helpful. As always if I can be of any further assistance please do not hesitate to contact me.

Yours sincerely



Michael Hogg
Senior Public Affairs Manager