

27 April 2023



Leo Docherty MP
House of Commons
LONDON
SW1A 0AA

Royal Mail Headquarters
185 Farringdon Road
London
EC1A 1AA

Dear Mr Docherty

Thank you for your communication dated 24 April regarding mail deliveries to addresses on [REDACTED] in your constituency. I am sorry your constituent has cause for concern.

Royal Mail is continually adapting to the rapidly changing nature of the modern postbag, which now comprises of more and more parcels and fewer letters. Since the start of the pandemic there has been a rapid acceleration in the decline of letters and an increase in parcels. We continually review delivery rounds including those which serve your Aldershot constituency. This is to ensure that postmen and women each have a fair distribution of workload. These changes will have no impact on the quality of service received by our customers in Blackwater.

After a review of delivery rounds served by the Camberley Delivery Office, changes are currently being implemented. This means every delivery round originating from the delivery office will change and every postman and woman will deliver to a revised delivery round. Over the coming weeks postmen and women's knowledge of their new delivery rounds will begin to bed in.

At present mail is now being delivered to addresses on [REDACTED] six days a week when there is mail to deliver. Should it not be possible to deliver, due to staff sickness, we will endeavour to deliver the next working day to minimise disruption to your constituent.

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

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke.

Michael Hogg
Senior Public Affairs Manager