

22nd July 2020

**Royal Mail Group**

Your reference: ZA8282  
Our reference: 1-6482380271

Catherine West MP  
House of Commons  
LONDON  
SW1A 0AA

Royal Mail Headquarters  
100 Victoria Embankment  
LONDON  
EC4Y 0HQ

Dear Ms West

Thank you for your communication of 28 May regarding your request for a new delivery office in the Hornsey area of your Hornsey and Wood Green constituency.

Royal Mail has a comprehensive distribution of delivery offices throughout the country, and we want them to be as accessible as possible. Our delivery offices cover specific postcode areas and the delivery network is structured around this. This can mean there may be instances where a customer may be slightly further away from their delivery office; however, the quality of service provided remains the same.

The contents of a postbag have changed over time. Fewer letters and more parcels. Due to the change in the mail we handle, changes were required to maintain and protect the Universal Service Obligation (USO). The site of the former Hornsey Delivery Office was not fit for purpose and did not have sufficient space inside and outside to enable us to deliver the modern postbag in Hornsey. The lease at the delivery office expired on 10 February 2013 and could not be renewed as the landlord had plans to redevelop the site. The 65 delivery rounds within the delivery office needed to be relocated elsewhere.

A fit-for-purpose operation was needed to align the local operations with our delivery layout principles. This would benefit both the customer and postmen and women. Only one suitable site was identified. The North London Delivery Centre provides on-site customer parking and an enhanced customer waiting area. In September 2014, Hornsey Delivery Office relocated into the new North London Delivery Centre. The delivery centre is not at full capacity and there remains room for growth and as such, at this time there is not a business need to open a new standalone delivery office in Hornsey.



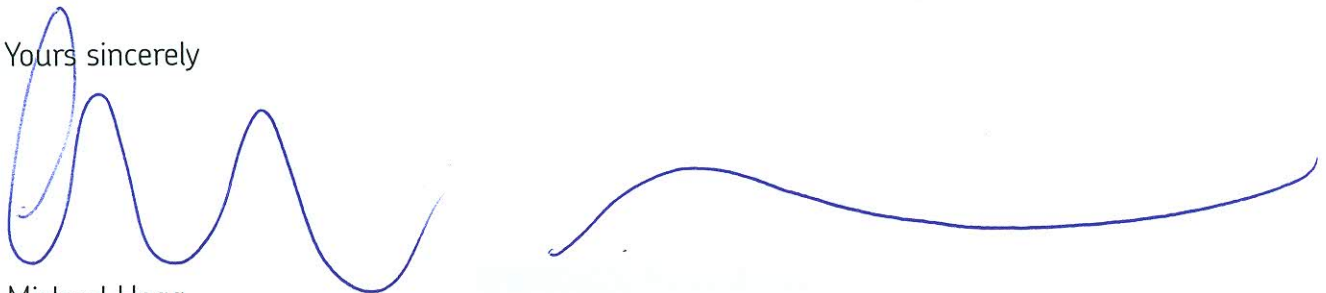
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I would like to reassure you that postmen and women always attempt to delivery to a neighbour or the customers nominated neighbour if they are not in when we attempt to delivery first time. In the event they are not at home when we attempt to deliver, our customers in Hornsey do not need to visit the North London Delivery Centre to collect any undelivered mail items. Our customers can arrange a redelivery free of charge on a day that is convenient for them (including Saturdays), or we can redeliver items to a different address within the same postcode area, should the service allow. This can be arranged by calling the telephone number on the "Something for you" card we leave or by visiting [www.royalmail.com](http://www.royalmail.com).

I am sorry to send you a disappointing reply. 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 a large initial 'M' followed by a series of loops and a long horizontal stroke.

Michael Hogg  
Senior Public Affairs Manager

