

31 January 2024

Our reference: 1-9964493360  
Your reference: MG29122



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 regarding mail deliveries to addresses in your Surrey Heath constituency served by Camberley Delivery Office.

I have spoken with the new Operations Performance Lead who covers Camberley Delivery Office. They have advised that since December there has been a significant improvement in the service provided to customers in your constituency served by Camberley Delivery Office. Since the beginning of the year, with new posties starting and an improvement in sickness levels the vast majority of addresses served by Camberley Delivery Office are now receiving a mail delivery six days a week when there is mail to deliver. If this is not possible mail will be delivered the next working day.

To further improve the service in Camberley and provide your constituents with a more consistent mail delivery, we are reviewing all delivery rounds at the delivery office. We would like to take you through our plans and hope that you would be able to visit again in the not too distant future to discuss this further.

I hope this reply is helpful and if I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Michael Hogg". The signature is fluid and cursive, with several loops and a long tail.

Michael Hogg  
Senior Public Affairs Manager