

25 February 2026



Your reference: DL97885

Our reference: 10395416

David Lammy MP
House Of Commons
LONDON
SW1A 0AA

185 Farringdon Road
London
EC1A 1AA
www.royalmail.com

Dear Mr Lammy

Thank you for your email dated 9 February regarding concerns your constituents have raised regarding mail being misdelivered to addresses on the Ferry Lane Estate. I am very sorry this has taken place as I do understand the annoyance and inconvenience this will have caused.

I am always disappointed when I hear that any of our customers do not feel that they are receiving the service that they ought to. Following your communication, I contacted the Customer Operations Manager at Tottenham Delivery Office. There are regular posties covering the delivery rounds for addresses on the Ferry Lane Estate, however on their days off the rounds may be covered by different posties from week to week.

The Customer Operations Manager expects every effort to be made to ensure mail is delivered correctly. All posties handling mail for addresses on the Ferry Lane Estate have been reminded to be vigilant and to take greater care. Additional checks when hand sorting the mail prior to delivery are expected to take place to avoid any further issues. They have also been reminded to flip check mail items at the point of delivery, to ensure we are delivering to the correct address.

I would like to reassure you that Royal Mail works very hard when presented with service problems. We expect our managers to implement remedial and effective ways of working to avoid further inconvenience to our customers. While the Customer Operations Manager anticipates no further issues, I would be grateful if you could notify me should this not be the case so this can be investigated further.

I hope that this reply is helpful.

Yours sincerely

Michael Hogg
Senior Public Affairs Manager