

28th April 2026
Our reference: 11562324
Your reference: DL97885



Rt. Hon. David Lammy MP
House of Commons
LONDON
SW1A 0AA

185 Farringdon Road
London
EC1A 1AA

Dear Mr Lammy

Thank you for your email dated 14 April regarding additional misdelivery concerns raised by constituents in the Kessock Close and Armadale Close area. I am very sorry to learn that further issues have occurred and appreciate you bringing this to our attention again. Please accept my sincere apologies for the concern this has caused.

Following receipt of your email, I have spoken with the Customer Operations Management Team at Tottenham Delivery Office. They were disappointed to learn of these renewed concerns and have confirmed that the delivery duties covering the addresses referenced are ordinarily carried out by experienced regular posties, with support provided by reserve colleagues on rest days or during periods of leave. While the delivery frames for the addresses concerned are clearly marked, it is acknowledged that occasional human error can occur. In response, the delivery team has been briefed on the issues raised, with a renewed emphasis on careful mail preparation, double-checking at the frame, and undertaking a final check prior to delivery to ensure accuracy.

As an immediate action, arrangements have been made for the postie to attend 99 Armadale Close to retrieve the misdelivered items reported, ensuring they are delivered to the correct address as originally intended. In addition, the mail preparation frames will be reviewed and reinforced with clear delivery instructions to support accuracy for all covering staff. These notices will act as an ongoing reminder to the wider delivery team.

While we do not anticipate any further misdeliveries, should any additional concerns arise, we would welcome any supporting information, such as the date of delivery, as this will enable us to identify the relevant postie and undertake appropriate follow-up in line with our internal standards.

Once again, please accept our apologies for letting constituents down on this occasion. This is not the level of service we expect our customers to receive, and we remain committed to addressing these concerns and restoring confidence in the local delivery service.

I hope that this reply is helpful.

Yours sincerely

Michael Hogg
Senior Public Affairs Manager