

12 August 2007 – Chris Perry (by email)

Royal Mail is planning to degrade further the Universal Service by delivering mail later in all areas, and I believe Postcomm should stop this. Late delivery is the most overt demonstration of the poor service, and as a delivery postman I get complaints every day.

I saw nothing in the review about the effect of late delivery on signed for items and "too big for the letter box items". My walk starts about 7am, and up to 9am I can deliver most of these items, but after 9am it is a disaster because folk are out. Customers are then forced to spend at least half an hour of their leisure time on an eight mile round trip to pick them up.

Q25a of "The needs of postal users survey 2006 report" clearly shows the importance of early delivery, so Postcomm should protect this important aspect of the service.

14 August 2007 – Henry Harington (by email)

Concern was expressed in the BBC local news of the South West (BBC Spotlight) that businesses were likely to be subject to deliveries that would not start until late in the day or would have one delivery in the afternoon.

I live in a rural area (TQ13 7JB) and I work from home. Other people run businesses around me. We are already subject to postal deliveries that do not arrive until after 1300 hours and this has been the case since I have lived here and causes considerable inconvenience.

The Post Office MUST be obliged to take on board the fact that growing numbers of people are not location dependent for their work and work from home and some of those homes are going to be in rural areas. Farmers are businesses and require a good postal service - things like rural payments and even vaccines for sick animals should be delivered as soon as possible.

We need a BETTER delivery service. I for one would be prepared to pay more for it but realise that will be an issue for others. But the Post Office goes it own sweet way deciding what its customers need instead of finding out from its customers what they need.

The Post Office is hell bent on closing rural post offices and cutting rural deliveries or making them at times which suit the Post Office and not the customers.

They should be told to remember Dr. ³Axeman² Beeching who closed so many railway lines which would be a godsend today when we need to use cars less and should be investing in better public transport. They should be told to remember Mrs. ³The Hatchet² Thatcher who closed coal mines that could now

help to provide energy security and lower cost energy.

The growth of internet shopping means that the Post Office is benefiting hugely. On the one hand there is ample evidence that people want catalogues (that have to be delivered to homes) even though they will buy on line. The delivery and return of goods bought via the internet should be a major source of revenue for the Post Office and justify maintaining a network of collection offices (Could they be called Post Offices?) through out the country.

As their regulator you have an obligation to curtail short term decisions that will have a long term deleterious effect on communications and commerce. As someone who is already a victim of the deterioration of postal services I hope PostComm will take its responsibilities seriously and not allow bonus-hungry, bean counters to be the architects of a postal service that is only fit for the mass mailing of bank statements and electricity bills.

14 August 2007 – Michael Lager (by email)

My views are:

- if Royal Mail ("RM") reduces its costs, I expect a reduction in their charges, but not in service standards
- I don't accept that one price has to be charged for delivery across the UK: it's nonsense for an article posted in, say, Dover to an address in Dunkirk, to be charged more than one to Dundee
- I don't mind when RM collect or deliver (or what they charge) so long as more than one alternative and similarly accessible competing service is on offer
- while RM have a monopoly I expect settlements over about 6,000 residents to have a last collection no earlier than 6.30pm weekdays and 1pm weekends, and to have delivery before 9.00am

21 August 2007 – Shillingstone Parish Council (by email)

Shillingstone Parish Council has considered this document and would like to note that it is not just deep rural areas which have 9.00am collections, I live in a village where the post box is 300 metres from a road but the collection is still 9.00am.

Those who suffer most from the lack of later collections are those who have least access to other means of communication eg the elderly who do not have access to the internet. They are also the group who would be least able to afford increased costs; it seems unreasonable that they should be asked to pay more for a minimum service.