

Mr Tim Evans
Royal Mail Headquarters
Group Centre
5th floor
148 Old Street
London EC1V 9HQ

Ms Noëlle K-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

(By recorded delivery)

Your Ref: 1-1404 125 965

Your Ref: My customer account # 2000006809

10 September 2005

Dear Mr Evans

Mail is being delivered to my home

You told me to contact you if my mail was not being kept under my PO Box.

My last contact with you was **two and a half months ago**.

This week the enclosed two letters were put through my letter box.

What other mail has likewise, been brought to the block of flats? I do not know.

What does it take for the Royal Mail to offer a reliable service? I have offered to pay five times the cost to guarantee reliability.

Can you please, once again, pursue this with the appropriate individuals.

Thank you

Yours sincerely

N K-Dit-Rawé

Enclosures: Envelopes from two letters put through my letter box

