



Press Information

Crowborough Town Council is seeking urgent answers from Royal Mail over continued disruption to Crowborough's postal services.

Crowborough Town Council has received concerns about the reliability and frequency of postal deliveries in Crowborough, with reports of ongoing delays and disruption.

The problems are causing particular concern for residents who rely on the postal service to receive important correspondence, documents, appointment information, payments and other essential communications. Businesses are also being affected by unreliable deliveries.

Following a recent Council decision, the Town Council has written to Royal Mail requesting clarification on the current situation and details of the action being taken to restore a consistent and reliable postal service in Crowborough.

The Council is seeking:

1. An explanation of the current issues affecting postal deliveries in Crowborough;
2. Details of the measures Royal Mail is currently taking to address the disruption;
3. An indication of when residents and businesses can reasonably expect services to return to a consistent and reliable level; and
4. Details of any additional resources or operational changes being introduced to address the problems.

The Town Council is also inviting appropriate Royal Mail management representatives to attend a future Council meeting to explain the current situation and outline the steps being taken to improve postal services.

The Council recognises the challenges involved in maintaining a reliable postal service and appreciates the work undertaken by Royal Mail staff. However, given the continuing nature of the disruption and its impact on the local community, the Council believes that residents and businesses deserve clear information about the problems being experienced and what is being done to resolve them.

Councillor Matthew Street, Chairperson of the Communication and Events Committee, said:

“Residents and businesses in Crowborough need a postal service they can rely on, particularly when important documents, appointments, payments and other essential communications depend on timely delivery. We recognise the work undertaken by Royal Mail staff, but the continuing reports of disruption are causing understandable concern. We are therefore asking Royal Mail for clear answers about the problems affecting Crowborough, what action is being taken and when people can expect a more consistent service.

“We would welcome the opportunity to discuss these concerns directly with Royal Mail management and to work constructively with them to address the issues being raised by residents.”

The Town Council has requested a prompt response from Royal Mail and remains committed to working constructively with the organisation to ensure that the concerns of Crowborough residents and businesses are properly understood and addressed.

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For press and media enquiries please send an email to: clerk@crowboroughtowncouncil.gov.uk