

ROYAL SNAIL

Over the past year there seem to have been many complaints about the mail delivery service in the Wychwoods and surrounding area. We received a letter on the subject, reproduced here, and having had problems of our own, decided to investigate.

The Editor,
Wychwood magazine.

Dear Madam, I should be grateful if you could discover, and subsequently publish, in your excellent magazine, the *up to date figure* of total population in Milton-u-Wychwood, at present date.* I am interested because the postal authority Customer Service Centre, Meridian House, Sandy Lane West, Oxford OX4 5HQ, has informed me that this is designated a rural area, and can thus expect only a second-class delivery service.

The sub-postmistress at Charlbury (from where at present deliveries are made to Milton) is reported by the above Customer Service Centre to have said that 'the volume of mail to be delivered was *significantly higher than we would normally expect in August and September*'!!

Thank you, yours etc.

Florence Bishop (Mrs.)

We made enquiries and discovered that it was rumoured that the scheme to sort OX7 area mail in Chipping Norton was commenced before the sorting room was enlarged and the three extra staff recruited. In the event, the sorting room could not be enlarged as the wall intended for demolition was discovered to be load-bearing and therefore had to remain. It was decided to revert to Charlbury, but bags would continue to go via Chipping Norton as the new postal address had been widely advertised. This didn't present too much of a problem with ready sorted bags, but some had to be re-sorted at Chipping Norton and were then too late for the morning delivery via Charlbury. Other problems arose, altogether resulting in further complaints throughout the area. It was decided to review the handling procedure, with a view to restoring efficiency.

We have been assured by Customer Services that the troubles resulting from the change to Chipping Norton have been overcome, and that we should now receive a first-class service.

We sincerely hope so.

* Milton electoral roll, 1,280.