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Martijn de Lange
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Evri Group
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By email: martijn.delange@evri.com

Dear Mr de Lange

Serious and repeated mis-delivery of Evri parcels in Beaulieu, Hampshire

We are writing on behalf of Beaulieu Parish Council to raise a formal complaint about what has become a serious and apparently systemic problem with Evri deliveries in our parish.

Over recent weeks, we have received numerous reports from residents about more than 20 parcels being delivered to entirely the wrong addresses, left at inappropriate locations, or marked as delivered when the intended recipient has no idea where they have been left. This is clearly no longer an occasional delivery error and is continuing as we write this letter of complaint. Recent examples reported to the Council include:

- a parcel traced, using the location information left by the Evri driver, to a cottage in East Boldre rather than Beaulieu;
- a substantial number of parcels for different recipients being left *en masse* outside an Estate security gate, requiring local residents and Estate staff to recover and redistribute them;
- eleven parcels for different named recipients being delivered together to a single unrelated address, many of them intended for another part of the village;
- Evri delivery photographs showing parcels left at addresses that are clearly different from those to which they were addressed; and
- numerous residents having to use village social media groups to locate missing parcels and then collect or redistribute them amongst themselves.

These are examples, not an exhaustive list. The frequency with which residents are now reporting problems within what is a relatively small community is a considerable cause for concern.

We appreciate that occasional mistakes can occur in any delivery operation. What concerns us is the number and nature of these incidents occurring over a relatively short period. Residents have suggested that the deterioration may coincide with a change in the courier driver covering the area, although we are not in a position to establish whether that is the cause.

For a rural community such as Beaulieu, home delivery services are particularly important. There will inevitably be occasions when parcels cannot be handed directly to recipients. But deliberately leaving parcels *en masse* at unrelated properties or locations, requiring residents to locate and redistribute them, is wholly unacceptable.

We therefore ask Evri to investigate this as a matter of urgency, rather than treating these incidents as a series of unrelated individual complaints. In particular, we ask you to review the delivery arrangements and courier round serving Beaulieu as a matter of urgency; examine the relevant GPS, scanning and delivery records; establish why parcels for different addresses are apparently being left *en masse* at unrelated locations; and take whatever management, training or operational action is necessary to restore a reliable service.

We would appreciate a substantive response within **14 days**, explaining what your investigation has established and what action Evri intends to take.

We are copying this letter to Ofcom, the regulator for postal services, so it is aware of the pattern of complaints in Beaulieu and can take this evidence of Evri's unacceptable service performance into account as part of its wider monitoring of the parcels market.

We trust you and your management team will recognise the seriousness of what is happening and act promptly to restore a reliable delivery service to Beaulieu as a priority.

Yours sincerely

Nick Hubbard
Chair, Beaulieu Parish Council

Nicky Deering
Clerk to Beaulieu Parish Council

CC: Ofcom – Postal Regulation / Market Performance, Riverside House, 2A Southwark Bridge Road, London SE1 9HA