

RACHAEL MASKELL MP



HOUSE OF COMMONS

LONDON SW1A 0AA

Kevin Gilliland  
Network and Sales Director  
Post Office Ltd - 1<sup>st</sup> Floor  
Finsbury Dials, 20 Finsbury Street  
London  
EC2Y 9AQ

4<sup>th</sup> November, 2015  
Ref: DJM/ZA1251

Dear Mr. Gilliland,

**RE: Crichton Ave Post Office**

Thank you for your email response of 16<sup>th</sup> September to my contact regarding the temporary closure of Crichton Avenue Post Office in York.

I am pleased to see the Post Office re-opened and to read that you are continuing to work with Ms Martin to solve any problems with the phone line.

However, I am still concerned that the issue of the figures not balancing on the system is still un-addressed.

During the recent refurbishment of Crichton Avenue Post Office, the phone lines and services connected to those lines were the responsibility of the Post Office Ltd. Therefore, the resulting errors in balances found as a result of the fault on the phone line remain the responsibility of Post Office Ltd.

Please could I kindly ask you to address this issue in your response.

Yours sincerely,

**GRO**

Rachael Maskell MP  
York Central

**Working for the people of York Central**

Please reply to: 59 Holgate Road, York YO24 4AA

Tel: **GRO** E-mail: rachael.maskell.mp **GRO**

Website: [www.RachaelMaskell.com](http://www.RachaelMaskell.com)

F: [www.facebook.com/Rachael.Maskell.York](https://www.facebook.com/Rachael.Maskell.York) Twitter: @RachaelMaskell