

48

## REMINDER

Private and Confidential  
Mr L Castleton

**GRO**

09<sup>th</sup> September 2004

Dear Mr Castleton



FORMER SUBPOSTMASTERS ACCOUNT  
Marine Drive POST OFFICE  
FAD CODE : 213 337

We wrote to you on 18<sup>th</sup> August 2004 regarding the repayment of deficiencies in the accounts at Marine Drive Post Office whilst you were Subpostmaster. After speaking to yourself and having received information from Cath Oglesby the decision to pursue the sum of £27,115.83 still stands.

Since you are liable to make good all losses incurred during your term of office would you now kindly give this matter your urgent attention and forward a cheque for the full amount made payable to Post Office Limited or submit your realistic proposals for repayment of the debt within 14 days.

Should you have any queries regarding this account you can contact me at the address below.

I have enclosed a prepaid envelope for your convenience.

Yours sincerely,

**GRO**

Cheryl Woodward  
Agents Debt 3  
Former Subpotmaster Accounts  
No 1 Future Walk  
Chesterfield  
S49 1PF

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**FOSACS** Former Subpostmasters Accounts

Page: 1

**STATEMENT OF OUTSTANDING DEBT** As at: 09/09/2004 10:57

Name: LEE CASTLETON

Office: MARINE DRIVE

Code: 213 337

Appointed: 19/07/2003

Account closed: 25/03/2004

Reason Left: Suspension

Reg Papers:

<u>Error Date</u>	<u>Error Type</u>	<u>Charges</u>	<u>Allowances</u>
25/03/2004	Final Cash A/c balance	25,758.75	
<b>OTHER ERRORS</b>			
17/03/2004	AUTOMATED PRODUCTS	1,256.88	
24/03/2004	NAT. LOTTERY GAME SALES	176.00	
24/03/2004	LOTTERY PRIZE PAYMENTS		75.80

**Actual Balance Outstanding**Due To SPMR Due From SPMR

27,115.83

491

Mr L Castleton

**GRO**

16.09.04

Dear Lee

Transfer of Post Office® Marine Drive branch



I am writing to inform you that Mrs Dorothy Day has resigned as temporary Subpostmaster. Her last day will be Thursday 30 September 2004. The audit team will attend at 1pm on that day to transfer the office to Mr Greg Booth.

The Post Office® will close at 12.30pm on that day.

Yours sincerely

**GRO**

Cath Oglesby  
Retail Line Manager

Post Office Ltd  
Crown Street  
Darlington DL1 1AN

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2496

Mr h. Castleton, 50

**GRO**22<sup>ND</sup> SEPT 2004

Dear Mr Mellow-Facer,

Today I had the pleasure of speaking to Mrs Oglesby about the appointment of Mr Booth as Post Master at Marine Drive Post Office Branch. Mrs Oglesby suggested I wrote this letter to yourself to express my concerns.

During Mr Booths' time here previously he had a number of problems dealing with customers and was a focal point of numerous complaints both written and E-mail to Post Office Customer Services. The Post Office business over the period he was here was reduced by half during the period he was here. This office has been very well managed by Mrs De and Mrs Train over the past eight weeks. Due to this a large number of customers have returned. I am sure that with the appointment of Mr Booth this process will be reversed and Post Office Ltd will again look to the general public here in South Bridlington shambolic aggressive and incapable yet again. If this is the intention then the appointment of Mr Booth will be heralded.

During my conversation with Mrs Oglesby which by the way was on the 22<sup>ND</sup> Sept 2004 <sup>2497</sup>

and of course without yet again any mediation from Mrs Oglesby about the appointment I found myself repeatedly having ~~the~~<sup>to</sup> state that I am and always will be willing for the Post Office to remain on my Property. Even though I have grave concerns about the appointment of Mr Booth, I hope you will re-consider Mr Booths' appointment for the sake of Mr Booth, Post Office Ltd and Marine Drive Branch, but more of all for the customers who use this branch.

I would also like to ask why it is impossible for Mrs Oglesby to place Mrs Train in the position. Paul (HR MANAGER SAFFORD) feels this is not a problem to do. He has repeatedly stated that he feels that is usually the best way forward. This would negate the logistical problems involved with assembling numerous people for the audit as Mrs Train would already be here, or likewise as Mrs Train is now only awaiting interview and all checks having been completed, why not a full transfer. This would also reduce costs as no second audit would be required. I feel either offer a better solution, but that is only my humble opinion.

yours faithfully

**GRO**

51

Mr L Castleton

**GRO**

23.09.04

Dear Mr Castleton

I am in receipt of your fax dated 22<sup>nd</sup> September 2004. I have noted your concern regarding the appointment of Greg Booth as temporary subpostmaster.

However, the decision will stand. We are also in receipt of Mrs Train's application for the position of subpostmaster and this will be dealt with in due course.

Yours sincerely

**GRO**

David Mellows-Facer  
Head of Area

Post Office Ltd  
Darlington Area Office  
Crown Street  
Darlington  
DL1 1AN

Tel:  
Fax:

**GRO**

cc: Cath Oglesby, Retail Line Manager  
Lesley Joyce, Contracts Manager

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2499



Mr h. Castleton. 52

**GRO**24<sup>th</sup> Sept 2004.

Dear Mr Mellow-facer,

I yet again find myself writing to you. I am somewhat concerned about the handling of this dilemma.

I would again like to state that my property is available for the use of the Post office.

I would also like to thank you for your prompt reply to my previous letter to you. In the letter you state that the decision to appoint Mr Booth still stands. Yet I now find that Mr Booth is unwilling to be appointed. I was told by Mrs Oglesby that the contract with Mr Booth was signed and not about to change, which seemed to be your opinion in your last letter, despite my reservations about his appointment. This I must say concerns me deeply. Apparently Mr Booth had verbally agreed a contract but not signed the said contract. Again I am deeply concerned. I have and will continue to do my utmost to maintain a post office here at Marine Drive. Yet I find myself again being left <sup>£500</sup> to

the very last minute. This has now been the case on all of the previous occasions. Mrs Ogle again seems unable or unwilling to help. I now yet again find myself writing to you to ask for help. This office must not close! It would be a travesty for the people who use this facility. Is there anybody within Post Office Ltd that I can voice my concerns to? Please help this office.

I would also like to again voice the fact that Mrs Train has applied for this position on a permanent basis. She has been through various levels of both personal and business checks, she has been an employee here for more than 17 years. Mrs Train feels she can meet the necessary rent, light, heat demands of the new owner. The only thing she now awaits is interview. Mrs Oglesby has the power to forego this stage, yet is unwilling to do so. Why? Mrs Oglesby told Mrs Train to apply. Mrs Day the current SPM has voiced her backing by letter. Mrs Oglesby feels even a temporary appointment would be inappropriate. She feels without an interview and herself checking Mrs Train's financial standing this would be inappropriate.



So I find myself asking is this real case. Interview? No I don't believe this to be a problem as Mrs Oglesby actually appointed Mrs Day by phone after never previously meeting. Financial standing? Surely not as an employee of the Post Office as a temp. measure. Please fax your reply as I feel time to be of the essence here as as I have said repeatedly I DO NOT WISH THIS OFFICE TO CONTINUE IN THIS SHAMBOLIC FASHION.

yours faithfully,

**GRO**

Fax (

Phone

Mob

**GRO**

53

Mr L Castleton

**GRO**

27.09.04

Dear Mr Castleton



I too am concerned about the temporary situation at Post Office®, Marine Drive branch.

It is regrettable that an agreement could not be reached with Mr Booth to run the branch. However, I am aware that Mrs Day is considering continuing as temporary subpostmaster for another few weeks.

I reiterate, Mrs Train's application will be considered in the near future. However, until this happens, she will not be considered to run the branch as temporary subpostmaster.

Hopefully, Mrs Day will agree to continue. If not, there is a possibility that the Post Office® may have to close on a temporary basis.

Yours sincerely

**GRO**

David Mellows-Facer  
Head of Area

Post Office Ltd  
Darlington Area Office

**GRO**

Tel: **GRO**  
Fax:

cc: Cath Oglesby, Retail Line Manager  
Lesley Joyce, Contracts Manager

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