

21st June 2013

S Kellas

By Email: request-163325-fe7d3620@whatdotheyknow.com

Information Rights Team
(Freedom of Information Act)
2nd Floor
Royal Mail Sheffield
Pond Street
SHEFFIELD
S98 6HR

0114 241 4215
foi@royalmail.com
www.royalmail.com

Dear S Kellas

Re: Freedom of Information Act Request (Our Reference: MTEE- 988FEZ)

I am writing in response to your recent request for information dated 31st May 2013. Your request has been considered under the terms of the Freedom of Information Act 2000. You requested the following information in relation to the double Victorian post box on the west end of Chiswell Street, London EC1:

"Could you please let me know when the box was last painted and when it is due to be repainted?"

Royal Mail operates a planned maintenance and repainting programme for all external postboxes on a three year basis. Royal Mail is currently conducting a review of this policy to ensure that all post boxes are regularly repainted to a high standard. We are consulting with the British Postal Museum and Archive and the Letter Box Study Group to ensure best practice when renovating post boxes. Royal Mail records show the double Victorian postbox in Chiswell Street, London, EC1 was last painted in the 2010/11 maintenance programme. The postbox is scheduled to be repainted in the 2013/14 programme.

Customers with any concerns regarding postboxes can report them to Royal Mail Customer Services on 08457 740 740.

I hope the information provided is useful to you. If for any reason you are not satisfied with this response, you do have the right to request a review. If you wish to do so please set out your reasons in writing and send to the Head of Information Governance, Royal Mail Group,

Cont...

Company Secretary's Office, 100 Victoria Embankment, LONDON, EC4Y 0HQ. An internal panel will then review the request, and you will be advised of the outcome.

If, having requested an internal review, you are still not satisfied with our response you also have a right to appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
WILMSLOW
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Marie Teasdale
Information Rights Team
Company Secretary's Office