SHRA
Sovereign Harbour Residents Association
www.shra.co.uk

Freepost
ROYAL MAIL CUSTOMER
SERVICES

Customer Services
Royal Mail Westham Delivery Office
27 Potts Marsh Industrial Estate
Pevensey
BN24 5NA

11 November 2026

Dear Sir/Madam

Postal Delivery Delays Affecting Sovereign Harbour Residents

The Sovereign Harbour Residents Association (SHRA) wishes to express its serious concerns about ongoing disruption and delays to Royal Mail's residential letter deliveries in Eastbourne's Sovereign Harbour North and Sovereign Harbour South (BN23 5 postcode areas).

We are aware that Ofcom has reviewed and reformed the previous Universal Service delivery targets, but we have received reports of residents experiencing extended periods without mail deliveries, in some cases for up to two weeks.

Reliable postal deliveries are essential, particularly for elderly and vulnerable residents who depend on timely receipt of hospital appointments, medical correspondence, financial documents and other important communications.

There are concerns that Royal Mail is prioritising parcels over letters, resulting in important correspondence being significantly delayed, including an incident in which a resident received a parking penalty notice after the discounted payment period had expired, potentially resulting in an unnecessary additional financial burden.

With the busy festive season approaching, we believe urgent action is necessary to prevent the situation from deteriorating further, and therefore request a formal response addressing the following:

1. What are the principal causes of the continuing postal delivery delays affecting Sovereign Harbour?

2. What measures are you taking, and what is the anticipated timescale, for restoring a dependable postal service?

3. Can Royal Mail confirm the current staffing situation at Westham Delivery Office and whether recruitment is underway?

4. Are parcels currently being prioritised over ordinary letters, and if so, what is the justification?

5. What contingency arrangements are being made to prevent further disruption during the forthcoming Christmas period?

SHRA acknowledges the dedication and professionalism of local postal workers; our concerns relate to the operational arrangements and management of the delivery service, not individual employees.

As an association representing the interests of Sovereign Harbour residents, SHRA considers this a matter of considerable importance to the local community.

We are bringing these concerns to the attention of Josh Babarinde MP, Member of Parliament for Eastbourne, and seeking his support in securing a satisfactory resolution.

We look forward to receiving your response and seeing meaningful improvements to postal deliveries across Sovereign Harbour.

Yours faithfully,

Dave Rogers

Dave Rogers
Chair
Sovereign Harbour Residents Association
email: chair@shra.co.uk
www.shra.co.uk