

24th September 2020



Lord Greenhalgh of Fulham
Minister of State
Ministry of Housing, Communities and Local Government (MHCLG)
2 Marsham Street
London
SW1P 4DF

Royal Mail Headquarters
100 Victoria Embankment
LONDON
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Communication Workers Union
(CWU)
150 The Broadway
Wimbledon
SW19 1RX

Dear Lord Greenhalgh

Given the Government's ongoing review of building regulations, we are writing to you about low-level letterboxes and their impact on Royal Mail's c.90,000 postmen and women across the UK.

Royal Mail workers experienced over 16,900 absences related to back injuries in 2019/20. The act of bending or stooping to deliver mail to low letterboxes is a significant contributor to the number of back injuries our staff experience.

As a result, Royal Mail and the Communication Workers Union (CWU) have long called for enforcement of European Standard EN 13724, which sets a minimum and maximum height of 700mm and 1700mm from floor height respectively. It also sets out minimum sizes for letterbox apertures so that standard size letters and smaller parcels can be delivered through the front door.

Royal Mail and the CWU welcome the Government's activities in this area to date. We were pleased to support Vicky Ford MP's Low-Level Letterboxes Ten Minute Rule Bill in 2019. We were also delighted when the Government announced that low-level letterboxes would be considered as part of the Building Regulation Advisory Committee's review of building regulations last year. The Secretary of State reaffirmed the Government's commitment to prohibiting low level letterboxes in September 2019 (Hansard, 5 September 2019, Column 379).

We would therefore value an opportunity to meet with you to input to the review and share our expertise. We are eager to see the European Standard EN 13724 enforced in order to improve the lives of postmen and women. In the meantime, please do not hesitate to get in touch should you require any further information.

Yours sincerely

A handwritten signature in black ink that reads 'David Gold'.

David Gold
Director of Public Affairs and Policy
Royal Mail Group

A handwritten signature in black ink that reads 'Dave Joyce'.

Dave Joyce
National Health, Safety and Environment Officer
CWU