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**Congress of the United States**  
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**COMMITTEE ON NATURAL RESOURCES**  
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December 18, 2018

Mr. Joseph Thekkekara

Richmond Postmaster

1801 Brook Road

Richmond, VA 23232

Dear Postmaster Thekkekara,

Let me first thank you for your time yesterday morning. I very much appreciated your willingness to come to my office and discuss postal concerns raised by my constituents.

I was very happy to hear that the supplemental carrier who created delivery issues discussed in the TV news story of a few weeks ago has been terminated. Thank you for your prompt attention to that problem.

However, I was very concerned to hear that you were unaware of the myriad concerns expressed repeatedly by constituents about their mail delivery or lack thereof. As we shared with you, we have seen numerous complaints on social media and recently in the *Church Hill People's News* (CHPN). To gather further information, I will be holding a town hall in Church Hill. I asked you all to attend and I hope, after further reflection, you will join us. I believe it would be extremely helpful for residents to hear from the mail delivery officials.

I am glad we were able to determine a plan to ensure better communication, so my constituents' mail issues will be addressed. As we discussed:

- A caseworker in my office, Elizabeth Hardin, will have a weekly call with Fran Kipper, USPS District Communications Coordinator, to exchange information and updates.
- The marketing department at USPS (Mr. Ben Farmer) will subscribe to CHPN to keep abreast of issues raised there and will also advertise the number to submit complaints.
- Elizabeth Hardin will send you all, in writing, a comprehensive and detailed list of all the complaints our office has received.

- Immediately upon receiving a complaint in our office, Elizabeth will communicate it to you all.

As I expressed in our meeting and have said repeatedly, constituents need to be able to count on prompt and efficient mail delivery. They receive many items for their daily lives, from medications to bills to legal documents, through the mail.

Again, I appreciate your willingness to meet and I sincerely hope that we will see an improvement in mail delivery in Church Hill and throughout the region.

Please let me know of any ways I can be helpful.

Sincerely,



A. Donald McEachin  
Member of Congress

cc:

Mr. Ben Farmer

Ms. Janice Atherly

Ms. Fran Kipper