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Example Requests for Assistance with Chicago Postal Issues to Rep. Danny K. Davis
Offered for the Record on October 15, 2021 during
Subcommittee on Government Operations Hearing
“Waiting on the Mail: Postal Service Standard Drops in Chicago and the Surrounding Area”

Friday, September 10, 2021 @ 10:51 a.m.

Good Morning Ms. Smith,

Today, I waited over twenty minutes because my mail was on fire-hold at the Division post office. The supervisor informed me that she put my mail on a fire-hold again out of courtesy because they lost some of my mail some weeks ago. The supervisor said I had two options one get a mailbox or receive mail at my address that is not my permanent residence. She was rude and started to raise her voice at me, I informed her to lower her voice. In addition, the clerk handed me two or three mails and I asked her if I had a package. I waited an additional 10 minutes when the supervisor came out with my package to inform me of my mail situation. A line was forming and she informed me that she talked to hire-ups about the mail situation.

One, I thought that my mail was under Congressional hold and I could pick it up until my house was livable again. It was never properly explained to me. Two, the employees located at 5100 West Division are very unprofessional and rude that needs to be investigated. The unprofessionalism of this particular Branch is playing personal politics with my mail instead of letting me know how the investigation is going and what improvements were made during the time of investigation. Three, I am not the only one that is complaining about the Division post office, others complained about the long lines and wait. At times, you could hear the employees and managers' conversation that is very unprofessional, especially when you can hear it. Four, the unprofessionalism conduct of the supervisor took the situation personal and was not backed up in writing, it was verbal without letting me know in writing whether the investigation was on-going or not. Now, it is too late for writing anything because the 5100 Division post office was the cause of the delay in paying the construction company money from the insurance because they lost the mail for almost four weeks. There were no apologies, however you are going to put my mail on a 30 day fire-hold out of courtesy, even though it was your fault for removing it. Your fault for not properly explaining the reason why because a substitute removed it. Finally, when someone wants an investigation, it is important that you follow-up and make sure changes were made properly. No accountability at the 5100 Division post office period for their actions regarding my mail and should be under investigation if it under Congressional investigation then it should be until otherwise stated in writing. Signed Concerned about his mail. - Roman

August 30, 2021

I manage [address]. The postal lock has been broken for over 6 months. The tenants are not able to get any mail, and when they go to the post office they are told it is management's problem. I've personally gone to the office and was told a work order has been submitted. They will not release any of the tenant mail because it is "management problem." It is not a issue with access to building. It is the postal lock that the carrier cannot access. The tenants should have access to their mail and the office will not release, and when a tenant goes to the post office the supervisor will not release the mail. I personally have been to that post office and received a hand written note stating the tenants can pick up mail on Saturdays only between 1-2 p.m. This is unfair to the tenants and to management as we are getting the blame and the tenants are very upset and getting the run around. We hope that your office can be of assistance in getting the "work order" expedited as this process has taken over what we consider to be a reasonable amount of time. Thank you, L.E.

July 26, 2021

I moved to [address] Chicago, IL, 60607 about 2 weeks ago. It is a new building in the West Loop of Chicago. USPS was provided the address and a key to access the mailbox earlier in the summer of 2021. To date, USPS has not delivered mail to this address – all my expected packages and letters have either been returned to sender or have disappeared through no fault of my own.

This is creating immense costs and stress for me and my family. My neighbors in the condo are experiencing the same. USPS has been completely non-responsive, so I am escalating this issue to your office in the hopes you can intervene and instill some urgency in their attention to this matter. I have visited the post office in person, tried calling 1-800-ASK-USPS, as well as the following phone numbers I have been given, none of which are ever answered: 312-983-7700, 312-983-8356, 312-983-8300, 312-983-9330, and 312-692-6120. I have an email into USPS via the form on their website. I do not expect much will notify your office if I hear anything. In the meantime, your prompt attention to this matter is much appreciated. Best, Ed

March 1, 2021 @ 8:07 p.m.

Hi Marquette,

For the past several months, I have had problems receiving mail from the post office, but not all mail. I have verified my name is on the mailbox and my address... There are several parties who have attempted to send me mail multiple times that I am not receiving. Three of these parties sent from Chicago, Racine, WI, and Lake Forest, IL. Perhaps there is a specific problem in those areas? I also received a piece of mail a few months ago about a month and a half after it was originally sent even though it came from Lyons, IL – not far from the city. – Gloria

January 13, 2021 @ 12:38 p.m.

Marquette

Happy new year, hope all is well with you.

Writing you in concern of not receiving regular mail since 12/30/20 at [address], our route/block is in regular communication and we are all in the same situation on 42nd street. 42nd place, Vincennes, King drive all are receiving mail daily, but we are not. Try to find out via our carrier, who has been out before, that we had another 8 day stretch earlier in December with no regular mail as well.

Attempts to pick up mail ourselves at Henry McGhee post office on cottage grove are not being allowed, you must put a hold on mail we are being told. Two weeks worth of no mail for our block with no communication is the problem. Thank you for reading this, and let me know what I need to do to get my mail. Thank you, Tim

January 13, 2021

I and my entire block and the next block have not receive mail delivery this year, 2021. I have medication and other important U.S. mail documents not received. - Linda