

LE GRETTA ROSS-RAWLINS, POSTMASTER
CHARLOTTE, NC



February 20, 2016

Homeowner
3800/3900 blocks of Foxford Lane
Charlotte NC 28215

To Whom It May Concern:

I regret the situation that you have encountered with your postal service. While our overall goal is to provide the best delivery service possible, we must also be mindful of the welfare and safety of our delivery personnel. Therefore, we instruct our carriers not to enter an area where there is the danger of being bitten by an animal.

As information, animal attacks, regardless of the extent of the damage, are traumatic experiences and are constant hazards to the well-being of our carriers. Such incidents result in unnecessary pain and inconvenience to employees and enormous cost to the Postal Service. The annual estimated cost of injuries caused by animals is over one million dollars. These costs are reflected in the cost of postage stamps, and they are costs which we must reduce. Homeowners can be sued for damages in animal attack cases, and our Law Department pursues an average of 3,000 to 4,000 such cases each year. It is the dog owner's responsibility to control his or her dog, and most communities have ordinances where this is a requirement.

We realize that it is human nature for customers to suggest that their domesticated pet is harmless, but the facts say otherwise. Dogs are territorial by nature and can be fiercely loyal to an owner and his or her property. This is precisely why they are used by military forces, police and security forces. In the majority of dog bite cases, the animal had never bitten anyone before, and the owner did not think there was a hazard to anyone.

I assure you that we want to provide you with quality postal services. However, because delivery service can be temporarily withdrawn when animals interfere with our ability to complete mail delivery, we must suspend delivery pending the capture of the dog that bit our mail carrier on February 17, 2016 in your area.

Until then, your mail will be available for pick up at the Plaza Post Office located at 4325 East W.T. Harris Blvd., Charlotte NC 28215. You may elect to receive mail in a Post Office Box; however, there would be a charge. For information on P.O. Boxes, please visit www.usps.com. The other option for mail delivery would be centralized cluster box units. If this is an option of interest, please inform your local post office.

I regret any inconvenience that this situation has caused; however, I hope that you understand our concern for our employees and the importance of your cooperation.

Sincerely,

A handwritten signature in dark ink, appearing to read "Le Gretta Ross-Rawlings".

Le Gretta Ross-Rawlings
Charlotte Postmaster

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