

Status of North Carolina Post Offices Impacted by the 2024 Hurricanes

AUDIT REPORT

Report Number 26-073-R26 | August 25, 2026



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Highlights

Background

The U.S. Postal Service's mission is to provide timely, reliable, secure, and affordable mail and package delivery to more than 160 million residential and business addresses across the country. During natural disasters, the Postal Service may choose to suspend or temporarily close operations while it manages recovery efforts. In the fall of 2024, two major hurricanes — Helene and Milton — swept the Southeastern part of the country, affecting Postal Service operations in the North Carolina District, among others. On October 7, 2024, the Postal Service announced the temporary closure of 21 post offices and the relocation of services to alternate post offices.

What We Did

Our objective was to review the status of the 21 closed or suspended post offices that were impacted by the 2024 hurricanes in the North Carolina District. We reviewed data, conducted site visits, interviewed district and local management, and evaluated retail and delivery services available for customers serviced by these post offices. We also reviewed lease obligations and payments and met with Postal Service officials to evaluate the lease payments made for the 21 post offices during extended suspensions.

What We Found

As of July 2026, six of the 21 post offices remained suspended for more than 600 days. The Postal Service plans to reopen three of the post offices and discontinue or relocate three others pending repairs, leasing decisions, or operational determinations. These decisions have been delayed, in part, by the severity of damage to the buildings or the community. While these six post offices remain suspended, we found that the Postal Service's relocation of operations to alternate post offices helped minimize service disruptions and maintain services for customers in the impacted areas. However, during the period of suspension, the Postal Service did not adequately review lease payment obligations for six of the 21 post offices, which includes five that have reopened. The lack of documented guidance and controls for assessing lease payments during the extended closures of these post offices resulted in unnecessary continuation of lease payments totaling \$42,889.

Recommendations and Management's Comments

We made two recommendations to strengthen oversight of lease payments during extended suspensions of postal facilities and take measures to recover the \$42,899 in lease payments. Postal Service management agreed with the recommendations. Management's comments and our evaluation are at the end of each finding and recommendation. See [Appendix B](#) for management's comments in its entirety.

Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

August 25, 2026

MEMORANDUM FOR: BENJAMIN P. KUO
SENIOR VICE PRESIDENT, FACILITIES AND INFRASTRUCTURE

SCOTT MANIER
MANAGER, NORTH CAROLINA DISTRICT

A handwritten signature in black ink, reading "Jan E. Hamm", is positioned above the "FROM:" field.

FROM: Jan E. Hamm
Deputy Assistant Inspector General
for Field Operations

SUBJECT: Audit Report – Status of North Carolina Post Offices Impacted by the
2024 Hurricanes (Report Number 26-073-R26)

This report presents the results of our audit of the Status of North Carolina Post Offices Impacted by the 2024 Hurricanes.

All recommendations require U.S. Postal Service Office of Inspector General's (OIG) concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. Recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

We appreciate the cooperation and courtesy provided by your staff. If you have any questions or need additional information, please contact Monica Brym, Director, FORT Atlantic and WestPac, or me at 703-248-2100.

Attachment

cc: Postmaster General
Elvin Mercado, Chief Retail and Delivery Officer and Executive Vice President
John Morgan, Vice President, Delivery Operations
Jennifer Vo, Vice President, Retail and Post Office Operations
Michael Rakes, Vice President, Atlantic Area, Retail and Delivery Operations
Corporate Audit and Response Management

Results

Introduction/Objective

This report presents the results of our self-initiated audit of the Status of North Carolina Post Offices Impacted by the 2024 Hurricanes (Project Number 26-073). Our objective was to review the status of the closed or suspended post offices that were impacted by the 2024 hurricanes in the North Carolina District. See [Appendix A](#) for additional information about this audit.

Background

The U.S. Postal Service's mission is to provide timely, reliable, secure, and affordable mail and package delivery to more than 160 million residential and business addresses across the country. During natural disasters, the Postal Service may choose to suspend or temporarily close¹ operations; however, the management of recovery efforts to return to normal mail operations is imperative.

In the fall of 2024, two major hurricanes — Helene² and Milton³ — swept the Southeastern part of the country, affecting Postal Service operations and causing major disruptions at 240 post offices in the North Carolina District. All processing facilities in North Carolina and most-affected retail and delivery units reopened shortly after the hurricanes. On October 7, 2024, the Postal Service announced the temporary closure of 21 post offices and the relocation of services to alternate post offices.⁴ The Postal Service made PO Box services available and relocated carrier operations to the alternate post offices.

These 21 post offices service about 47,174 people, 92 percent of which are considered to live in rural communities.⁵ At the time of the hurricanes, all 21 post offices operated under lease agreements with private landlords.

The Postal Service may resolve a suspension of a postal facility by re-opening, permanently closing, or consolidating the services into another facility. Although Postal Service policy⁶ for suspensions outlines key requirements, roles, responsibilities, and activities, the Postal Service does not have policies governing the timeframes for activities and decisions needed to resolve suspensions. However, in response to a September 2025 U.S. Postal Service Office of Inspector General (OIG) report,⁷ the Postal Service established a target goal to resolve by fiscal year 2027 remaining post office suspensions that occurred between 2021 and 2024. Postal Service management noted in response to the September 2025 OIG report that suspensions are dynamic —depending on the loss of leases, finding alternate quarters, and pending building repairs.⁸

Findings Summary

As of July 2026, six of 21 suspended post offices had been suspended for more than 600 days pending repairs, leasing decisions, or operational determinations. The Postal Service's actions to reopen, permanently close, or relocate these offices have, in part, been delayed by extensive damage to the buildings or communities. Further, the Postal Service did not adequately review lease obligations for six of the 21 suspended post offices.⁹

¹ The terms "suspension" and "temporarily closed" are used interchangeably by the Postal Service to describe a temporary halt in operations at a postal facility. A facility may be suspended due to a natural disaster, termination of a lease or rental agreement, lack of qualified personnel to operate the office, irreparable or severe damage to the retail facility, or lack of adequate measures to safeguard the retail facility or its revenues.

² Hurricane Helene occurred from September 26–27, 2024, and affected various areas in Florida, Georgia, North Carolina, South Carolina, and Tennessee.

³ Hurricane Milton occurred from October 8–10, 2024, and while it directly affected multiple areas in Florida, the storm's outer bands affected parts of North Carolina, further challenging recovery efforts.

⁴ USPS Industry Alert, *Atlantic Area-North Carolina District*, October 7, 2024.

⁵ Based on information related to population in the 21 ZIP Codes in [Table 1](#), we analyzed ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information. Ninety-two percent are considered rural and 8 percent are considered urban.

⁶ *Handbook PO-101 Postal Service-Operated Retail Facilities Discontinuance Guide*.

⁷ *Serving America: Retail Unit Accessibility* (Report Number 25-030-R25, dated September 22, 2025). This audit evaluated the Postal Service's compliance with requirements and processes related to retail unit hours of operations, closures, and suspensions or discontinuances. The OIG recommended the establishment of accountability mechanisms, such as timeliness targets, for resolving suspensions in a timely manner and for monitoring performance. The OIG closed the recommendation after the Postal Service resolved several suspended offices and set future resolution goals for the remaining suspended offices.

⁸ The scope of this audit did not include an assessment of the Postal Service's disaster recovery process after the 2024 hurricanes or policies or procedures for suspension resolution.

⁹ These six post offices are Alexander, Bat Cave, Cedar Mountain, Fleetwood, Gerton, and Newland.

The Postal Service can strengthen its lease payment process to reduce the risk of unnecessary payments and recover lease payments of \$42,889.

Finding #1: Status of Post Offices in North Carolina Impacted by 2024 Hurricanes

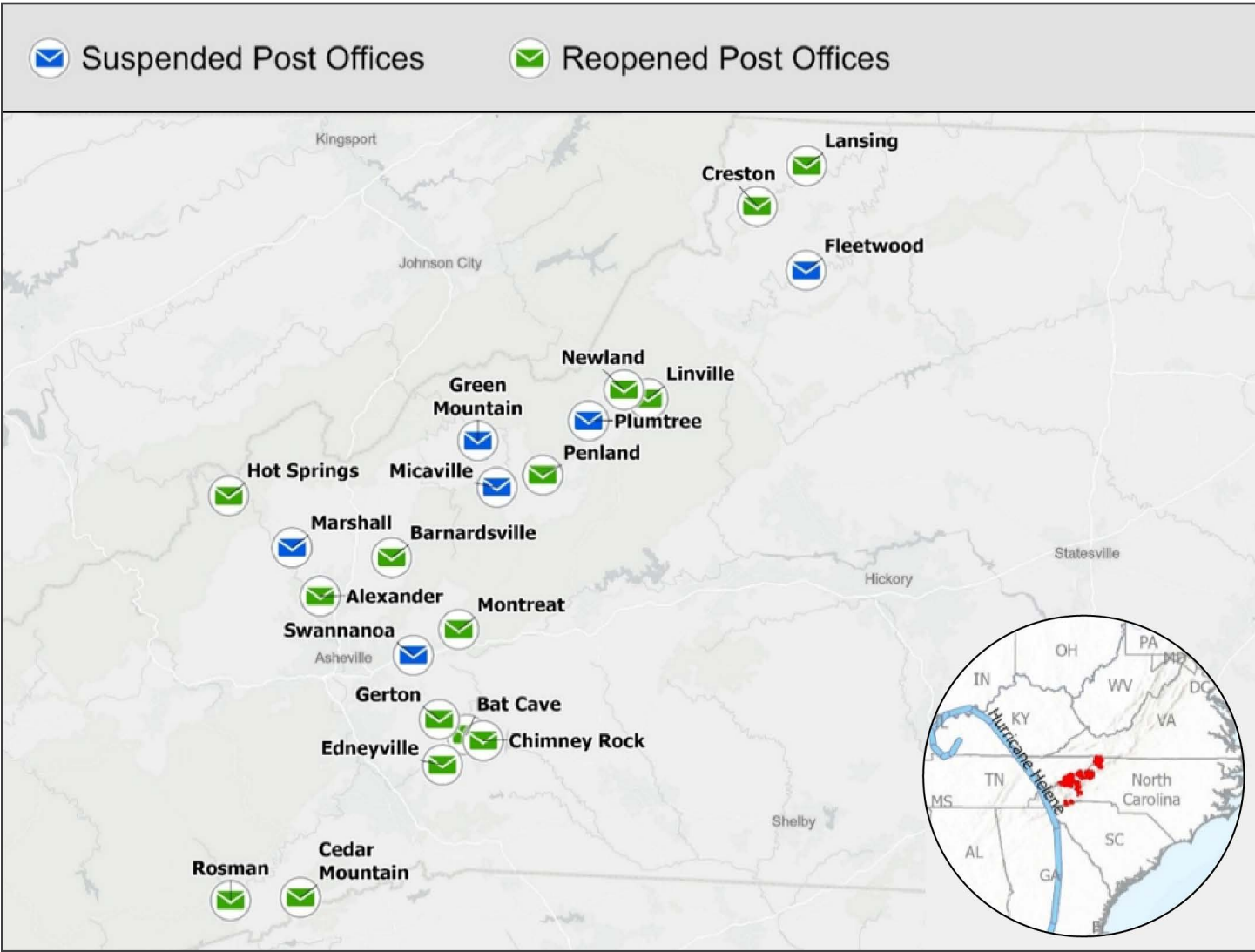
The Postal Service reopened 15 of the 21 suspended post offices between November 2024 and February 2026. Of the 15 suspended post offices, about half (8 of 15) reopened within six months (between 55 and 172 days), while five remained in suspended status from six months to a year (between 180 and 349 days) and two were suspended for more than a year (one for 432 days and the other for 514 days). As of July 2026, the remaining six post offices – Fleetwood, Green Mountain, Marshall, Micaville, Plumtree, and Swannanoa – remained suspended for more than 600 days (see Table 1 and Figure 1).

Table 1. Status of 21 Suspended Post Offices, as of July 2026

Post Office	Status	Reopened Date or Alternate Post Office for Services	Suspension Duration (Days)
Alexander	Reopened	July 12, 2025	288
Barnardsville	Reopened	March 10, 2025	164
Bat Cave	Reopened	September 11, 2025	349
Cedar Mountain	Reopened	March 18, 2025	172
Chimney Rock	Reopened	February 23, 2026	514
Creston	Reopened	January 28, 2025	123
Edneyville	Reopened	November 21, 2024	55
Gerton	Reopened	December 3, 2025	432
Hot Springs	Reopened	January 20, 2025	115
Lansing	Reopened	August 16, 2025	323
Linville	Reopened	June 26, 2025	272
Montreat	Reopened	January 25, 2025	120
Newland	Reopened	February 1, 2025	127
Penland	Reopened	July 28, 2025	304
Rosman	Reopened	December 11, 2024	75
Fleetwood	Suspended	Todd	656
Green Mountain	Suspended	Burnsville	656
Marshall	Suspended	Weaverville	656
Micaville	Suspended	Burnsville	656
Plumtree	Suspended	Minneapolis	656
Swannanoa	Suspended	Grace	656

Source: U.S. Postal Service Office of Inspector General (OIG) analysis of Change Suspension Discontinuance Center data and North Carolina District Management data, as of July 16, 2026.

Figure 1. Status of 21 Post Offices, as of July 2026



Source: OIG analysis of Change Suspension Discontinuance Center data.

As of July 2026, landlords for five of the six suspended post offices have determined that they will not be able to rebuild or repair their building. The Postal Service plans to reopen three of the six suspended post offices and will permanently close or consolidate the remaining three post offices – pending the results of a discontinuance study.

According to management, the Postal Service is preparing to award construction contracts, before

September 30, 2026, to repair the formerly leased building in Green Mountain and prepare a newly leased building in Swannanoa. Management reported that it continues to search for leasing options to reopen the Marshall Post Office. For the Fleetwood, Micaville, and Plumtree post offices, the Postal Service is conducting a discontinuance study¹⁰ to determine if the post offices will be permanently closed or consolidated into other post offices. See [Table 2](#) for more details.

¹⁰ A discontinuance study is an action conducted to determine if a post office, classified station, or classified branch will be permanently closed or consolidated.

Table 2. Status of Six Suspended Post Offices, as of July 2026

Post Office	Status	Description of Postal Service Actions
Fleetwood	Pending Discontinuation	The location of the building is now zoned as a flood prone area and rebuilding is no longer possible. The Postal Service requested a discontinuance study on November 7, 2025.
Green Mountain	Pending Construction	The landlord determined they will rebuild. The Postal Service will reoccupy the former location and a construction award is expected before September 30, 2026, pending landlord agreement.
Marshall	Search for Alternate Location	The landlord determined they will not rebuild. The Postal Service is undergoing a search for a new, alternate building option. Architect engineers have identified five potential locations for further investigation and review.
Micaville	Pending Discontinuation	The building was destroyed by flooding. The landlord determined they will not rebuild. The Postal Service requested a discontinuance study on May 4, 2026.
Plumtree	Pending Discontinuation	The building was demolished. The Postal Service requested a discontinuance study on April 30, 2026.
Swannanoa	Pending Construction	The landlord determined they will not rebuild. The Postal Service signed a lease for an alternate location and is currently finalizing the building design for construction.

Source: USPS Facilities Department and Change Suspension Discontinuance Center data.

Extensive damage to the six buildings and the communities in the western region of North Carolina have delayed repairs, leasing decisions, or operational determinations. Management stated that the communities where these six post offices were located took between eight months and a year to recover from flooding and extensive hurricane damage, such as mudslides and washed-out bridges. These damages complicated efforts to repair the buildings or to identify viable alternate locations in the community (See [Figure 2](#)).

Facilities Leasing management shared that after natural disasters, landlord decisions can be impacted by the time needed to clean up storm damage and complete the insurance claim process. For example, a landlord for one of the post offices took over a year to determine if the building would be repaired or demolished.

Figure 2. Examples of Damage to Six Post Offices After the 2024 Hurricanes

Plumtree Post Office



Micaville Post Office



Fleetwood Post Office



Marshall Post Office



Swannanoa Post Office



Green Mountain Post Office



Source: Postal Service photos taken between late October and early November 2024.

The six suspended post offices service about 27,536 people, 74 percent of which are considered to live in rural communities.¹¹ Prior to the hurricanes, three of these six post offices provided retail and

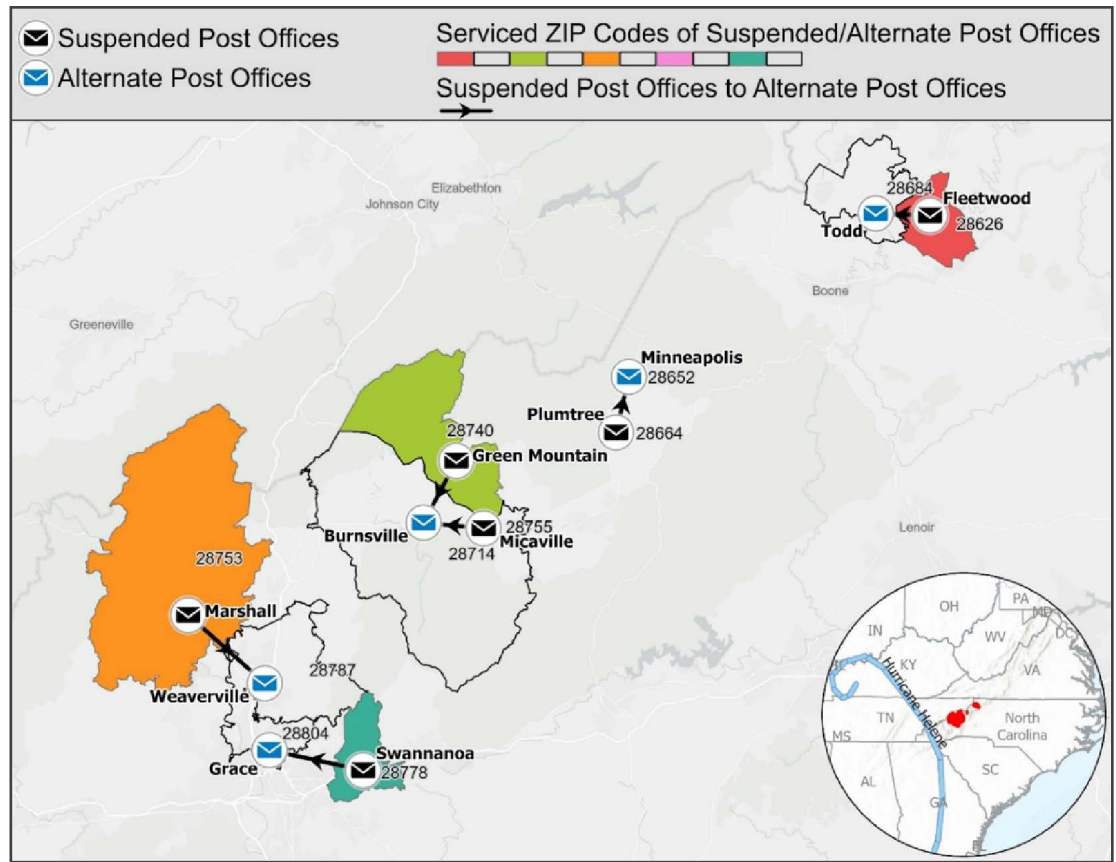
PO Box services only.¹² Since October 2024, the Postal Service has provided retail and delivery services to customers of these six post offices through five alternate post offices (see [Figure 3](#)).

¹¹ The six post offices service ZIP Codes 28626, 28740, 28753, 28755, 28664, and 28778. Of the people living in these ZIP codes, 26 percent (28778) were considered living in urban communities and 74 percent (28626, 28740, 28753, 28755, and 28664) were considered living in rural communities.

¹² The Fleetwood, Micaville, and Plumtree Post Offices services included retail and PO Box service only.

Figure 3. ZIP Codes Served by Alternate Post Offices

Source: OIG analysis of Change Suspension Discontinuance Center and ZIP Code data.



We found that, for the six suspended post offices, the Postal Service's relocation of operations to alternate post offices helped minimize service disruptions and maintain services for customers in the impacted areas. For example, for all six post offices, the physical distance between these suspended post offices and the location of the alternate post office is between 5.7 and 13 miles (or an estimated 10 to 21 minute drive), helping to preserve customer access to retail and PO Box services. During our site visits conducted the week of April 6, 2026, at three of the alternate post offices,¹³ we verified that these locations provided PO Box services during normal retail hours¹⁴ and delivery services for the customers serviced by the suspended post offices. We did not observe any issues with delivery services during our visit.

Postmasters at the alternate post offices stated that they supported their communities and the

communities of the suspended post offices as effectively as possible following the hurricanes as residents were recovering from flooding and mudslides. In addition, district management stated that it implemented several actions in the aftermath and recovery period of the hurricanes to facilitate situational awareness — including open communication with postmasters to provide timely updates on facility repairs, regular engagement with community leaders and congressional offices, and updates through Postal Service systems, such as the Change Suspension Discontinuance Center¹⁵ and the Facilities Database.¹⁶ Management shared that it notified residents of the alternate locations during the suspensions of the 21 facilities using a number of communication and engagement methods, including community newspapers and other news media, social media, the Postal Service website (USPS.com), and flyers posted in the community.

¹³ The three post offices we visited were the Burnsville, Grace, and Weaverville Post Offices, which provided services for four of the suspended post offices (see Figure 3).

¹⁴ The three alternate post offices offered full-day service Monday through Friday and half-day service on Saturday. They are closed on Sunday.

¹⁵ The Change Suspension Discontinuance Center is a system that tracks information on the status of facilities throughout the post office suspension process.

¹⁶ The Facilities Database integrates data from several postal sources for all facilities such as name, address, and the products and services offered.

Despite the need to operate from alternate locations, from October 2024 through March 2026, service performance scores for these six suspended post offices were above the North Carolina District scores and national targets for First-Class Mail. However, for Priority Mail and Ground Advantage products, they fell within 3 percent of the district scores and below the national target. Although this audit scope did not include a comprehensive evaluation of service performance issues for the North Carolina District, we did not identify any indicators of service performance failures at these units directly related to the suspensions of the facilities. Service performance

failures could result from a processing facility or delivery unit outside the district.

We are not making any recommendations related to the lengthy suspension status because the Postal Service is taking action to reopen, permanently close, or relocate the six post offices.

Postal Service Response

The Postal Service agreed with this finding. See [Appendix B](#) for management's comments in their entirety.

Finding #2: Leasing Payments During Post Office Suspensions

For 15 of the 21 suspended post offices, management identified operational and contractual justifications for discontinuing lease payments for 10 and continuing payments for five of the post offices during the suspension periods. However, management did not properly review lease obligations to discontinue lease payments for the remaining six post offices. Specifically, management continued lease payments totaling \$42,889 at the Alexander, Bat Cave, Cedar Mountain, Fleetwood, Gerton, and Newland Post Offices that should have been suspended when facility conditions changed (see Table 3). Specifically:

- At the Alexander Post Office, the Postal Service made \$4,400 in lease payments for June and July 2025 because the existing suspension was not identified by the facilities leasing office when a lease renewal was exercised.
- At the Bat Cave Post Office, the Postal Service made \$2,732 in lease payments from February through May 2025 that should have been suspended until the landlord completed repairs in June 2025.
- At the Fleetwood Post Office, which was permanently damaged, the Postal Service made \$8,712 in lease payments from December 2024 through May 2026, while it evaluated relocation or discontinuance options. After we inquired about the payments for this period, the Postal Service terminated the lease on May 26, 2026.
- At the Cedar Mountain Post Office, the Postal Service made \$19,006 in lease payments from January through June 11, 2025, that should have been suspended until the landlord completed repairs.
- At the Gerton Post Office, the Postal Service made \$3,306 in lease payments from October 2024 through March 2025 that should have been suspended until the landlord completed repairs.

- At the Newland Post Office, the Postal Service made \$4,733 in lease payments from October through December 2024, that should have been suspended until the landlord complete repairs.

Table 3. Avoidable Lease Payments as of June 15, 2026

Post Office	Lease Status	Avoidable Lease Payments
Alexander	Active Lease	\$4,400
Bat Cave	Active Lease	\$2,732
Fleetwood	Lease Terminated	\$8,712
Cedar Mountain	Active Lease	\$19,006
Gerton	Active Lease	\$3,306
Newland	Active Lease	\$4,733
Total		\$42,889

Source: OIG analysis of Electronic Facilities Management System (eFMS).
Note: Amounts reflect lease payments that management acknowledged could have been reduced, suspended, or discontinued earlier based on facility conditions and leasing actions.

Postal Service policy¹⁷ establishes management responsibilities for the administration of leased postal facilities, including monitoring lease agreements, administering lease payments, and taking appropriate leasing actions when facility conditions change. In addition, the Standards for Internal Control in the Federal Government¹⁸ state that management should use written policies and procedures to carry out control activities and clearly record important decisions and transactions.

The lapse in oversight of lease payments occurred because management did not establish documented guidance or control procedures for reviewing, documenting, and periodically reassessing lease payment decisions during extended post office suspensions. In addition, Postal Service guidance for natural disasters¹⁹ does not include procedures that

17 RE-1 U.S. Postal Service Facilities Guide to Real Property Acquisitions and Related Services, dated January 2026.
18 Principle 3, Establish Structure, Responsibility, and Authority, and Principle 12, Implement Control Activities Through Policies, dated May 2025.
19 Facilities Natural Disaster Response Playbook, dated February 22, 2021, and U.S. Postal Service - Hurricanes: HQ Support Function Procedural Packet, dated May 2025.

address oversight of lease payments for facilities impacted by natural disasters. Lease payment decisions were made on a case-by-case basis, relying on management judgment and varying interpretations of facility conditions.

As a result, the Postal Service made unnecessary lease payments of \$42,889 during the extended suspensions of these post offices.²⁰ On June 15, 2026, Facilities Leasing management stated that the office is working to recover these lease payments.

Recommendation #1:

We recommend the **Senior Vice President, Facilities and Infrastructure**, establish procedures for reviewing, documenting, and periodically reassessing lease payment decisions during extended suspensions of postal facilities.

Recommendation #2:

We recommend the **Senior Vice President, Facilities and Infrastructure**, take measurable actions to recover the lease payments that should have been suspended for six facilities in the North Carolina district.

Postal Service Response

The Postal Service agreed with this finding, recommendations 1 and 2, and the monetary impact.

Regarding recommendation 1, management stated that it will issue a policy outlining procedures for reviewing, documenting, and assessing lease payment decisions during extended suspension periods. The target implementation date is January 31, 2027.

Regarding recommendation 2, management stated that it will issue collection letters to attempt to recover lease payments following the established process. The target implementation date is February 28, 2027.

OIG Evaluation

The OIG considers management's comments responsive to the recommendations, and corrective actions should resolve the issues identified.

²⁰ The OIG considers the \$42,889 in unnecessary lease payments as questioned costs. A questioned cost is a type of cost that the OIG believes is unnecessary, unreasonable, or an alleged violation of law, regulation, or contract.

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Appendix A: Additional Information

Scope and Methodology

Our objective was to review the status of the closed or suspended post offices that were impacted by the 2024 hurricanes in the North Carolina District. To accomplish our objective, we:

- Reviewed Postal Service’s policies, procedures, and other guidance applicable to the post office closures, suspensions, or discontinuances due to natural disasters.
- Interviewed headquarters and district personnel to identify the operational status of the 21 suspended post offices, as of July 2026, and identify the alternate post offices to which retail and delivery services were moved.
- Conducted observations at three of the alternate post offices to validate delivery and retail service availability.
- Evaluated the service performance for First-Class Mail, Priority Mail, and Ground Advantage products’ composite scores for mail originating and destinating at the six ZIP Codes serviced by the suspended post offices by comparing their performance with district scores and national targets.
- Obtained and reviewed lease payment records and lease agreements for the 21 suspended or closed post offices to determine the length of time the lease continued during suspension periods and to assess whether those payments were appropriate per the terms of each lease.

We conducted this performance audit from March through August 2026 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable

basis for our findings and conclusions based on our audit objective. We discussed our observations and conclusions with management on August 7, 2026, and included its comments where appropriate.

In planning and conducting the audit, we obtained an understanding of the status of North Carolina post offices impacted by the 2024 hurricanes and leasing obligation and payment internal control structure to help determine the nature, timing, and extent of our audit procedures. We reviewed the management controls for overseeing the program and mitigating associated risks. Additionally, we assessed the internal control components and underlying principles, and we determined that the following two components were significant to our audit objective:

- Control Activities
- Monitoring

We developed audit work to ensure that we assessed these controls. Based on the work performed, we identified internal control deficiencies related to control activities and monitoring that were significant within the context of our objectives. Our recommendations, if implemented, should correct the weaknesses we identified.

We calculated the \$42,889 in questioned cost based on management’s acknowledgment that lease payments for six post offices should have been discontinued. For each post office, we identified when lease payments should have been suspended due to facility condition changes, calculated the number of months overpaid, and verified those dates and payments with Facilities Leasing management.

We assessed the reliability of Enterprise Data Warehouse, eFMS, Address Management System, and Change Service Discontinuance Center data by reviewing existing information, comparing data from other sources, observing operations, and interviewing Postal Service officials knowledgeable about the data. We determined that the data were sufficiently reliable for the purposes of this report.

Prior Audit Coverage

Report Title	Objective	Report Number	Final Report Date	Monetary Impact
<i>Serving America: Retail Unit Accessibility</i>	To Evaluate the Postal Service's compliance with requirements and processes related to retail unit hours of operations, closures, and suspensions or discontinuances.	25-030-R25	September 22, 2025	\$0
<i>Service Performance of Election and Political Mail During the 2024 General Election</i>	To evaluate the service performance and visibility of Election and Political mail during the 2024 general election.	24-143-R25	April 21, 2025	\$15,400,055
<i>USPS Emergency Preparedness: Hurricane IAN</i>	To evaluate the Postal Service's planning and recovery efforts before and after Hurricane Ian in Everglades City, FL	24-041-R24	May 29, 2024	\$65,538
<i>U.S. Postal Service's Plan to Resolve Post Office Suspensions</i>	To assess the effectiveness of the Postal Service's plans to resolve post office suspensions.	21-239-R23	May 17, 2023	\$0

Appendix B: Management's Comments



August 10, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Status of North Carolina Post Offices Impacted by the 2024 Hurricanes (26-073-DRAFT)

Thank you for providing the Postal Service with an opportunity to review and comment on the findings and recommendations contained in the draft audit report, *Status of North Carolina Post Offices Impacted by the 2024 Hurricanes*.

Management generally agrees with the two report findings and the monetary impact.

Following are our comments on each of the two recommendations.

Recommendation 1:

We recommend the **Senior Vice President, Facilities and Infrastructure**, establish procedures for reviewing, documenting, and periodically reassessing lease payment decisions during extended suspensions of postal facilities.

Management Response/Action Plan:

Management agrees with this recommendation and will issue a policy outlining procedures for reviewing, documenting, and assessing lease payment decisions during extended suspension periods.

Target Implementation Date: 01/31/2027

Responsible Official: Director, Facilities Leasing

Recommendation 2:

We recommend the **Senior Vice President, Facilities and Infrastructure**, take measurable actions to recover the lease payments that should have been suspended for six facilities in the North Carolina district.

Management Response/Action Plan:

Management agrees with this recommendation and will issue collection letters to attempt to recover lease payments following the established process.

Target Implementation Date: 02/28/2027

Responsible Official: Director, Facilities Leasing

E-SIGNED by BENJAMIN.P KUO
on 2026-08-11 08:58:40 EDT

Benjamin Kuo
Senior Vice President, Facilities and Infrastructure

cc: Corporate Audit & Response Management

OFFICE OF INSPECTOR GENERAL

UNITED STATES POSTAL SERVICE



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