



Seventy-four cases with split mail

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3 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Fifty-two of the seventy-four follow the same pattern**, which means one rule fixes the large majority.

Period	Letters with a reference	Cases concerned	Of which same pattern
May 2026	954	24	17
June 2026	981	27	19
July 2026	955	23	16
Total	2,890	74	52

The pattern at issue

Step	What arrives	Where it goes	Consequence
1	Initial request, clear subject	Handling department	Correct

Step	What arrives	Where it goes	Consequence
2	Supporting document sent alone	General mail	It cites only a number
3	The department waits for the document	—	It is already in the building

Those 52 cases waited an average of 9 days for a document already received. The delay is attributable neither to the resident, who replied promptly, nor to the department, which did not know it held the document.

The rule proposed

Trigger	Action	What protects the right file
Letter carrying the reference of an open case, with no identifiable subject	Attached to the case + department told	Never attached to a closed case
Unknown case reference	Mailroom	No approximate matching

A near-miss reference is never matched: one digit's difference can denote another resident's case, and a wrong attachment puts a personal document in the wrong file.

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