

### **Additional comments:**

I was only made aware of this proposal a couple of days ago by a Royal Mail leaflet through the letter box. I wholly object to this proposal and have applied for a door sticker.

### **Question 1:Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :**

No. Royal Mail charges its customers to deliver mail directly to addressees and should therefore honour their commitment accordingly. This initiative may be disguised as customer friendly but in my opinion it is a cost cutting exercise. It imposes inconvenience on residents who would otherwise not be willing to act as repositories for their neighbours. It could damage relationships and it creates the danger of accepting damaged or unwanted mail.

### **Question 2:Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:**

From my experience mail deliveries are sometimes not expected by those they are addressed to. For example an order may have been cancelled or the parcel is damaged and unacceptable. A neighbour would not be in a position to make a judgement whether to accept the delivery unless specifically instructed to do so by their neighbour.

### **Question 3:Do you have any comments on the scope and wording of the proposed Notification and approval:**

Why is it that this proposal requires opt out customers to display stickers on their front door? In my opinion it should be the other way round and stickers should be displayed by those who opt in the scheme because otherwise ill informed residents who took no action will be included as having opted in.