

Additional comments:

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. :

I do not agree that Ofcom should grant approval, for the following reasons:

- 1) Under the proposal, there are two options, either to allow delivery of parcels to neighbours or not. There is no flexibility, i.e., in situations where a householder might be happy agreeing to this arrangement with one neighbour but not with another. It is an all-or-nothing-proposition.
- 2) Opting out might send a signal to the neighbourhood that a householder is unfriendly or unsociable, and this will not help community cohesion.
- 3) There are many neighbourhoods which consist of HMOs (Houses in Multiple Occupation) and where the residents are transient, and I consider that this presents a risk. In my own neighbourhood, there are HMOs inhabited by people who I don't know, whose native language is not English and who might be staying in the property for a very limited time. With the best will in the world, I would not want my packages to go to such a property.

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.:

As per my response to Q1, I do not think the question of potential problems associated with HMOs in highly urban areas has been fully considered.

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

None at this time.