

### **Additional comments:**

This is a great idea, assuming everyone gets on with their neighbours. Of course, not everyone does, and there are several people I know who have had "issues" with their neighbours including long-running legal disputes. Obviously it is illegal to steal mail, but honestly if there is no evidence except the say-so of a delivery person against a neighbour's word then it isn't enforceable. Ultimately this relies on people being their best, and while this may work in rural Cambridgeshire the vast majority of the country is another matter.

I am fortunate in that I get on fine with my neighbours. They are genuine people who are very pleasant, however I have had issues with parcels being left at their address. Why? Because their grasp of English is not so great. I have had parcels left in their house for weeks before now, until someone with a better understanding of English \*happened to be present\* after the fifth attempt of asking if they had received anything addressed to me.

Thankfully there has been no major disruption caused by these delays, but it's only a matter of time before it's someone's present, special occasion, etc. and I don't want to end up in a row with a vendor when actually the delivery company are the ones who've screwed up.

### **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. It should in no way be a default, and there DEFINITELY should be some sort of opt out system if it's decided to be implemented.

Ultimately this system of parcel delivery relies on everyone involved being the best they can be, and while this may work in rural Cambridgeshire the vast majority of the country is another matter.

I personally have had parcels delivered \*weeks\* later than their apparent delivery date simply because they were dropped off next door rather than returned to the depot, and because my neighbour's grasp of English is far from perfect they didn't understand me when I asked them \*repeatedly\* whether they'd received my mail or not.

### **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.:**

Mail theft will increase, and where issues do arise, as they will do, prosecution of offenders will be impossible/impracticable. People who are so minded will be able to steal mail with impunity and simply deny they ever received any.

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

No. Just DO NOT APPROVE IT.