

**Additional comments:**

The one thing that set Royal Mail apart from other carriers was the facility to collect undeliverable post from a sorting office.

**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. I don't believe the issues of identifying a suitable neighbour, or the liability for loss or damage from a neighbour's address have been resolved.  
I live in a flat in an urban area. I don't think responsibility for the security of mail should be passed to timid pensioners or hard pressed mums.  
I work, I'm likely to be out, I can't offer a reciprocal service to my neighbours, and I don't want to inconvenience them.

**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.:**

Yes. This appears to be an attempt to increase take up of premium delivery options.

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

Only that the first I heard of it was a leaflet from the Royal Mail assuming that it would be approved.