

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. The service places the onus on the Customer to opt out of this "service", rather than on Royal Mail to provide the service paid for which is to deliver items to the address on the item.

I do not wish to have to obtain a sticker to deface my door, and to publicly say "I do not trust some of my neighbours".

Royal Mail have proved to be poor at filling out their own red cards, and delivering mail to the correct address - can we be sure that the postman will find a neighbour who is in, will correctly document where the parcel has been left, then come back and put the card through? We are approaching the time of year when valuable items are sent through the post.

I would also say that if an item is NOT delivered as ADDRESSED then in the case of post going missing, the Royal Mail would still be responsible for this mail. It should NOT be up to ME to ensure I opt out of this!

Please can you ensure that the Royal Mail do the job that they are actually paid to do, which is to deliver items to the address on the item, not to leave items at random addresses in the area?

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.:

This has been occasioned as since the Royal Mail dropped the first post for residential addresses, fewer people are in when mail is delivered (mail is typically delivered when people are at work!).

It would be better to reinstate the first post for domestic addresses so people would be more likely to be in when items are delivered. This isn't rocket science at all.

I have had cases in the past where I have been in during the day, and the red card has been put through the door - on chasing the postman, he has told me that he left the item at the sorting office.

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