

### **Additional comments:**

Where will the burden of proof lie when valuable parcels go missing? If royal mail can show they delivered it to a neighbour and it is then lost, what rights do i have to compensation?

### **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 believe this should be an opt-in service. It does not suit me. I dont see why i should have a label on my house which all my neighbours can see stating i dont want them to take parcels. I will opt out because i live next door to a rented property where the tenants change frequently. Therefore i dont know my immediate neighbours. However i do worry that i will have to have a label on my house suggesting that i dont trust any of my neighbours. It is not good enough to introduce this just because other delivery services can leave items with neighbours. I have had items left in places with no card, put in the bin as a &quot;safe place&quot; or left on the doorstep in full view of all those passing. I deliberately avoid these providers where possible. If i choose to have something sent to me via royal mail which requires a signature that is because i feel it is important enough that I sign for it at my home or the delivery office. Therefore i do not believe this should be rolled out for items requiring a signature. I have reservations about rolling this out for large items.

### **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.:**

Inconveniences due to Neighbours who take in an item and then go away so the item cant be collected. When courriers have left items with a neighbour, it has sometimes taken 3 days and several visits to retrieve an item.

Difficulty in reading the information on the red card - sometimes i have had an incorrectly spelled surname or a number so poorly written that it is unreadable and i have had to go knocking on doors to see if anyone has my stuff.

How will the postman determine what defines a suitable neighbour?I live on a long road, would any house on that road be deemed suitable? even though i have little contact with neighbours more than 1 door away? In the past, my postman would leave a parcel so far up the road that he didnt have time to come back to leave a red card, i believe this will get worse if postmen are being pushed to do their rounds quicker and so are authorised to leave parcels where they see fit.

The &quot;contract&quot; to deliver an item is between royal mail, me and the sender. It is not anyone elses responsibility to take care of parcels.

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