

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. Whilst I have no objection to Royal Mail being allowed to deliver to neighbours if that is the wish of the individual customer, there ought not to be a requirement to display a sticker in order to opt out of this service. Many customers will, for a variety of personal reasons, not wish to be included in the service but may find that displaying a sticker may cause embarrassment or problems with neighbours. The display of a sticker could also pose a security risk by making it obvious that a particular house is likely to be unoccupied on a regular basis, for example if the occupants are normally out at work during the day, thereby providing an invitation to burglars. Customers should have the absolute right to opt out of this service without the need to display a sticker. How this is managed is the responsibility of Royal Mail and not the customer. Approval for the service should only be granted if Royal Mail can manage the system without the need for stickers to be displayed.

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.:

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