

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. Other delivery companies do and I have had a number of items they have been responsible for delivering not get to me including a £150 lego set for my son's birthday that the delivery company said they had delivered (although due to equipment failure they could not say which address they had delivered it to) and nor did they leave a card to tell me they had tried to deliver it or tell me where it was. In my case having to try to go to neighbours to get it could also be an issue as I am a carer and the difficulty of going to go and collect the item from someone's house could be difficult for others too due to disabilities. The neighbour may not know the person cannot get out to collect it. This is especially the case where there are big gaps between one house and the next or no paths.

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.:

What you do about neighbours who try to keep the stuff being delivered to you for themselves. I'm not sure the subject of responsibility of Royal Mail to ensure they item is delivered safely can work especially when for all the postman or the person who's item it is knows the postman could be asking a convicted thief to look after an expensive item or are all neighbours to have a criminal record check first? Also the difficulties it would cause for the disabled including those with eyesight problems who may be unable to read the leaflet you put through people's doors so not have a chance to opt out. Also items could be lost in the post because a new sticker is needed either due to moving or because someone has removed it. Some landlords and landladies do not allow their tenants to put stickers on the property so would be unable to opt out without breaking their tenancy contract and potentially losing the house (not all landlords/landladies are reasonable with their tenants) . What if someone removes the sticker (not the person who's post it is) , it comes off or you move or the letter box has to be replaced and you have to wait for another sticker to come through making it appear you haven't opted out and your stuff gets delivered to someone else against your wishes. In some areas this could even be dangerous- I have been attacked by neighbours when I was living in xx and I would not have wanted to have to try to pick my post up from them. Those particular neighbours would have sold my stuff and pretended not to have received it as they also stole stuff from me anyway. Use of stickers on the outside of your house is not a reliable way of opting out even where your landlord permits it- kids in some areas will want to remove it for fun and my autistic son would remove it while waiting for me to answer the door when the taxi brings him home from school bit by bit each day and eventually it will lose its stickiness altogether as keep trying to restick it.

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

It even says there are some concerns about stuff like who constitutes a neighbour but without answering the concerns. I would like to add it also does not address concerns about what if someone removes the sticker, it comes off or you move or the letter box has to be replaced and you have to wait for another sticker to come through making it appear you haven't opted out and your stuff gets delivered to someone else against your wishes. This issue has not been addressed nor has how those who are not permitted to use stickers etc by their landlord

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