

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 do not agree. Royal Mail are paid a premium fee to deliver the goods to the destination. If Royal Mail fail to provide adequate service options and alternatives to fulfil their contractual obligation why should the public have to step in and provide the support in time, effort and responsibility to assist Royal Mail.

As well as the difficulty in defining a 'neighbour' and the obvious security concerns for the goods there are also many risks. The transfer of liability to a third party (neighbour) is a lot of responsibility - what if the item is damaged, what if the item damages their property or causes injury to the 'neighbours' and/or occupants. Will the 'neighbour' be told what is in the parcel, will they be expected to open it and check for damage and/or safety. Will they be advised on any special storage requirements. It is not fair to put this upon the neighbour without them knowing this information. Good will is fine until something goes wrong and for Royal mail to no longer be liable is wrong, very wrong.

This is not adding value to the service to the consumer this is about Royal Mail trying to cut costs by putting them elsewhere rather than dealing with them acceptably.

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.:

At the very minimum a 'key facts' form advising the 'neighbour' of the liabilities: responsibilities, risks costs to which they are responsible for in the event they take in the parcel. This should be read through by the postman and then signed for by the 'neighbour' to ensure they are fully informed and advised of all the risks and responsibilities they are undertaking.

What about elderly, disabled or vulnerable people who are not expecting a postman to call. Again, this raises a number of issues. accessibility, stress, vulnerability - not fair these people should be expected to assist Royal Mail in completing their contractual obligations.

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

The biggest concern here is that people will not make the effort to vote ahead, they will not be properly informed and the service could be rolled out. Service changes like this should be derived from 'opt in' not 'opt out' event once all the key facts have been delivered in a very easy and simple format.