

## **Additional comments:**

### Royal Mail Neighbour Delivery Scheme

I am using a Friend's Website and Email address as I do not have this myself.

May I say that I object to this form title section giving me no option to put in my title of MISS.

I am greatly unhappy at the way Ofcom and Royal Mail are pushing ahead with a scheme which up until now has not been advised of to the general public and which indeed has only been mentioned on the television last Friday. Even the BBC Teletext only mentioned this twice, once in the main headlines and once in the business and marketing news. Even in these news items there was no mention that there is a consultation system in progress with a deadline of Friday, 24th August, 2012. How are people who have no access to the website supposed to find out about this and be able to make their comments one week after the announcement on the news? I have spoken to several people and none of them have heard of this scheme. What use is it for Royal Mail to write to every household on 20th August when by the time the information is received the deadline for consultation will have passed? It seems to me that this lack of information to the general public means that this is already a fait accompli! And perhaps an attempt to close Delivery Offices. No mention was made in the news item either that Recorded Signed For mail is to be included in this Scheme. Again, is this inclusion an attempt to make people use the more expensive Special Delivery post?

I for one strongly object to having to Opt-out of the Royal Mail's Neighbour delivery scheme and to having to deface my door with a sticker. I am also extremely annoyed that it is deemed to be MY responsibility to display such sticker if I wish to opt out of the scheme. What right do Royal Mail have to make this my responsibility? I suggest that this Scheme is made an Opt-in scheme since it would appear that if anyone wishes to take part in it then they are willing to display such sticker and would correspondingly have a responsibility to do so.

I note what is said about Carriers but only one Carrier I have ever dealt with has ever left a parcel with a Neighbour without my agreement to this. They have indeed left me a card to get in touch with them to make arrangements for delivery. This is different from the current experience I am having with Royal Mail who are leaving post with Neighbours without leaving a card to say where it has been left. This I believe is because of the very little time given to Postmen to complete their deliveries. Will this be any different with the proposed scheme? Luckily at present I have very honest Neighbours but I hate having them bothered with answering the door to take in my post, especially if I am having multiple deliveries made over a short period of time, and bearing in mind that they are all elderly. I am sure that the postman is trying to be helpful in delivering this post to my Neighbours but may I say that had this post needed to have been signed for I would have taken the matter further.

Also, when delivery has been made by Carrier it has been of items which have been expected and on which enquiries could have been made were they not delivered within the stipulated time. I have even had telephone calls and texts to inform me when delivery was to be made. Royal Mail delivers letters, parcels and recorded-delivery items which are either not expected or have no expected delivery time. Therefore if these are delivered to a Neighbour and no card is left by the Postman it is only by relying on the honesty of a neighbour that they will be passed on. And, where does this leave a neighbour in the event that an item in a parcel is

damaged? They could be accused of having broken it. I certainly do not wish to become embroiled in any unnecessary neighbourhood or supplier disputes.

What is the position re Data Protection in the event of any signed-for post being left with a neighbour? I strongly object to any post which must be signed for being left with a neighbour. In my opinion these should only be collected from the Delivery Office by the Addressee or his nominated Agent.

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If deliveries to neighbours becomes an official system could this lead to the exacerbation of lazy or unscrupulous postmen who could say that post had been delivered to a neighbour even had it not. Whose word will be believed? Naturally there are unscrupulous householders as well as Royal Mail Staff. I am sure that I am not alone in knowing only my immediate neighbours. I know they are honest but I do not like to have them bothered with answering the door to take in my post, which I find to be extremely embarrassing. I know nothing of the other neighbours in my street who I can only assume are honest but I certainly would not want to be even more embarrassed by having them bothered with answering the door to take in my post.

Has any thought been given to the fact that there are many elderly neighbours who may not wish to be bothered with answering the door to take in post and who know nothing of this scheme and may not even understand it when they do receive the proposed information. Why should they be bothered with having to opt- out and have to place a sticker on their doors. They may be disabled, or live alone and not wish to answer the door, be very elderly and be unable to place stickers on their doors.

With regard to the Recorded Delivery Signed For system, this is already flawed. I have experienced this at first-hand and have heard of problems from others. I have myself experienced recorded delivery post I have sent having been received yet not appearing as having done so on the track and trace system. On reporting this I received a totally inadequate 'lost post' form to complete in order to receive repayment of postage. It had no facility for refund of postage for items which had been delivered but not treated as the recorded signed-for post I had paid for. I know of an instance where a recorded signed for item was delivered with the ordinary mail with no attempt being made to contact the householder who was at home at the time.

I was in the post office last week and an elderly gentleman was advising people asking for items to be sent recorded delivery not to do so as he had sent two parcels by recorded delivery which were subsequently lost. I can assure you that if any recorded items of mail that I sent were lost I would in no way send the original postal receipt only for that to be lost too.

I believe it is totally wrong of Royal Mail to put the onus for delivery of post onto the

ordinary man-in-the-street. Surely it is the duty of Royal Mail to ensure that post is delivered to the correct address and to the correct person, and failing that to return it to the Delivery Office where it will be kept safely until collected by the addressee or his agent.

We once had a postal service second-to-none. Where has this gone? I believe this scheme is just another attempt by Royal Mail to close facilities and make further redundancies. No wonder they are losing out to private delivery companies.

In closing, may I state that in the past I have had no objections to taking in parcels for neighbours, however, this was on a voluntary basis. I extremely object to practically being told by Royal Mail and Ofcom that this is my duty to do this.

**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, for the reasons given above.

**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.:**

Yes, as above.

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

Yes, as above.