

## **Additional comments:**

We once had a postal service second-to-none. Where has this gone?

I have just learned of the new scheme that the Royal Mail is proposing to implement. How was the general public expected to learn of this new scheme when it was only published in the London, Edinburgh and Belfast Gazettes and not in any newspaper that the ordinary person would normally read? And of course was it only published in these journals as this is a legal requirement?

I do not see how the trial could have been a success when I understand that most of the potential-neighbour-delivered post was in fact not delivered to a neighbour but returned to the Delivery office.

I believe that the scheme to make deliveries to Neighbours is not for the benefit of the general public at all but to make Royal Mail more attractive to any potential Buyer.

I believe this scheme could become an incentive to those who prey on the elderly to use this system for their no-good activities. If the elderly do not have stickers on their doors these people could get the elderly to answer their doors on the pretence that they had mail for them, or wanted to collect mail from them.

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 when in the Garden Bin Scheme people have to opt-in and be given a sticker, not opt-out. 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 believe the Royal Mail Scheme has decided on opt-out as they know that if they make it opt-in not many people will do so. 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.

Your information tries to make people think that this new scheme will only apply to parcels when signed-for post can also include large letters that cannot be put through the letterbox.

And I believe that Royal Mail have a scheme in mind to stop using Recorded Signed For post so that if anyone wishes his post to be recorded and signed for he will have to pay for the more expensive Special Delivery service.

I note what is said about Carriers but not one Carrier I have ever dealt with has left a parcel with a Neighbour without my agreement to this. They have indeed all left me a card to get in touch with them to make arrangements for delivery.

I have recently had some deliveries from a Carrier. The Driver waited at my door until I answered it after ringing the bell, unlike the postmen who usually just tap on the door and expect you to be just behind the door or they leave - obviously because of their target times allowance. Therefore if this mail is delivered to a Neighbour and no card is left by the Postmen it is only by relying on the honesty of a neighbour that it will be passed on to me.

With this in mind can it really be expected that they will leave cards under the proposed scheme?

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 texts and e-mails 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.

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. 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.

I have heard of one person who had their house deeds delivered to the wrong address. The neighbour would not release them saying that anything which was delivered to his house would stay in his house.

The owner of the deeds then had to get the Police involved to retrieve his deeds.

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 note that it is proposed that the current compensation scheme will stand but how reliable will this be. I certainly do not wish to become embroiled in any unnecessary neighbourhood or supplier disputes.

If most of the people in a street are out at work could it be that one unlucky neighbour would become a Royal Mail Depot.

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.

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 almost being told by the Royal Mail and Ofcom that it is going to be 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