

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. :

Yes. However I believe this should be an opt-in service rather than opt-out. Part of Royal Mail's value as a trusted carrier is that it delivers to the address and doesn't leave items elsewhere. This should be an additional service offered to customers rather than a change in service, as Royal Mail is planning, which would bring down to the level of its competitors, devaluing the brand.

In addition, to use it as a means to combat the poor service from a minority of staff who post P739s without attempting to deliver the related item, seems not to be addressing the core problem of these staff not performing their duties properly, and this should therefore not be used as a reason to grant approval for the Delivery to Neighbour service.

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:

The Delivery to Neighbour service should not include Recorded Signed For items. These will have been sent by the sender with the expectation that they will be received at the address of the addressee, It totally undermines and devalues the concept of this service to permit these to be delivered elsewhere.