

**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. They are unable to operate the informal system that has existed for years and this will not increase the chance of first time delivery. It will add complication as some people will wish to opt out so the delivery staff who often seem to struggle reading door numbers will have additional things to try and read.

**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.:**

How will Royal Mail full fill their duty of responsibility for final delivery if they have left the item with a neighbour? Royal Mail will see leaving the item with the neighbour as fully executing their responsibility for delivery despite what the request says.

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

The system should be opt in not opt out. This would reduce the scope for errors.