

I contacted Royal Mail with regards to the plans for a "Deliver to Neighbour" scheme. The problem I'm experiencing is that I will not tolerate my property being handed to strangers, but I also do not wish to deface my property's entryway with a sticker.

I received an automated response which basically boiled down to "We don't care. Use the sticker or we'll give your packages to strangers". As you might imagine, this is unacceptable.

I have every right to expect my mail and packages to be delivered solely to me without being forced to resort to destroying the appearance of my property's door. Many people take pride in the external appearance of their property and will not wish to ruin its appearance with a sticker.

Further, there isn't even a way I can refuse to continue as a customer of Royal Mail. Most online stores will not allow you a choice of courier, and the government employs Royal Mail's services when sending important information. So if I refuse to deface my front door, my packages and private correspondence will be made available to strangers because I can't just choose a different mail service. Can you see the problem here? Royal Mail must not be allowed to continue with this scheme.