

I would like the following points considered by the regulator as part of the consultation of the Royal Mail Delivery To Neighbour Scheme.

I am particularly against the automatic opt in of all households into this scheme. I do not believe I should be forced to display a sticker on my private property by Royal Mail if I wish to opt out.

- 1) My mail has been sent to me not my neighbours and I want it delivered to me and not a random house in the vicinity and to people I do not even know.
- 2) I should not be forced to have to display an ugly sticker on my property just so I can ensure any mail sent to me is not delivered to an alternative address. It is not right that everyone should be automatically "opted-in" to this scheme and then have to "opt out" by affixing a sticker to their door. This service should be available to those that want it but it should be an "opt in" for those households that want to take part. The people that want this service can display the stickers to indicate they are willing to accept each others mail and those of us that do not want to take part are then not forced to have to put an ugly sticker on our front doors. I have a particularly nice glass and wooden front door which was very expensive and I do not want an ugly sticker on it and I don't see why I should be forced to affix it to my property because Royal Mail dictate I must do so in order not have my mail delivered to an alternate address. I have a right to have my mail not delivered to my neighbours and I also have the right to refuse to have an ugly sticker placed on my property. Royal mail cannot dictate I must accept either option.
- 3) It is the sender of the mail item that has paid the postage and is the customer not the recipient, therefore the sender who is paying for the postage should have the right to say if the item can be left at an alternative address or not. When I send an item of mail I expect it to be delivered to the person I sent it to at the address on the item. Not to a random house in the vicinity of the address. It is not acceptable for me to pay the Royal Mail to deliver an item to a specific address for it to then be re-routed to an alternative address without my knowledge. Especially when I have also paid extra for a "signed for" service to ensure it goes to the correct person at the correct address. I expect the delivery to be signed for by the person I sent it to, an alternate person at the same address or by someone they have nominated by signature (on the card left) showing appropriate ID provided by the recipient at a collection center. What is the point in having a signed for service when Royal Mail are not going to deliver the parcel to the correct address and let anyone they can find in any of the surrounding properties sign for the item. If I have paid Royal Mail to deliver to a specific address and to a specific person I expect them to do this and keep the parcel in their care until it has been delivered to the person it was sent to or picked up from them with appropriate security checks carried out.
- 4) This will also cause a problem when internet shopping. If a parcel arrives damaged and it has not been delivered to the correct address and signed for by someone at the delivery address as unchecked then many retailers will not accept liability for the damaged item as it was not delivered to the correct address and went to an unspecified third party. As someone who sells items on the internet I will be making it clear that I will not accept liability for an item if it has not been delivered to the correct address or picked up from a Royal Mail collection center.
- 5) I am not taking responsibility for my neighbours mail. It is the responsibility of Royal Mail to deliver it to them safely. I am not signing for parcels and accepting liability for them. If the item has been damaged in transit then I can potentially be blamed for this.

- 6) I do not know all my neighbours and I may well have one who behaves dishonestly. What happens if I have a “bad” neighbour who takes my parcel without a signature and then denies taking delivery. Who is going to resolve this kind of situation ? My guess is that Royal Mail will shirk all responsibility and say it is between myself and the neighbour to resolve the dispute because I gave Royal Mail authority to deliver to an alternate address.
- 7) I am not acting as an unpaid agent and collection office for the Royal Mail and I do not want postmen ringing my door bell and disturbing me with my neighbours mail.
- 8) Royal Mail are distributing leaflets telling customers this scheme is going ahead and issuing stickers already. They have no right to be implementing this scheme before the public consultation has ended and the opinions of the public have been considered by the regulator. The public consultation does not close until the 12<sup>th</sup> of September. Royal Mail should not be delivering leaflets about the scheme and sending out stickers until the public view has been considered by the regulator and they have made their decision on how the scheme may be implemented. It seems Royal Mail view the outcome of the consultation as a foregone conclusion and are going to ignore any public concerns including those I have sent them. What is the point of having a consultation if the scheme is being rolled out before the consultation even ends and views are considered.