

**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. I am surprised and dismayed to hear that other parcel delivery organisations can leave items with neighbours. I am not happy with this situation. I request that Ofcom insist that other parcel delivery organisations have the same rules as Royal Mail in regard to parcels that cannot be delivered, i.e. they are taken back to the delivery organisation's secure premises and the addressee arranges for re-delivery. This will ensure that Royal Mail is operating to the same rules as other parcel delivery organisations. I am disappointed to find that this option has not been considered by Ofcom.

The service that Royal Mail currently provides, i.e. taking undelivered items back to their premises if they can't be delivered, is more secure and reliable than leaving items with neighbours. Leaving items with neighbours is not secure and is not reliable. There is no guarantee that neighbours will look after items securely whilst they are in their possession, and no guarantee they will be at home when trying to retrieve items left with them. Despite assurances by Royal Mail I envisage there will be a great deal of hassle for the addressee should an item go missing whilst in the care of a neighbour.

I am very happy with the current system. Making arrangements for the re-delivery of items that couldn't be delivered first time is simple and easy. My neighbours are elderly and not always in good health, I don't want them pestered by having to take in my undelivered mail if I'm not at home.

**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:**