

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.

This has not been adequately thought through and should be an opt-in scheme rather than an opt-out. The assumption is that we all live in safe and secure neighbourhoods, with longstanding and permanent neighbours who all know each other. It does not reflect the reality of many urban areas, where populations are extremely transient and many people do not know their neighbours.

I have had personal experience of parcels being left which were then opened and rummaged through and left in the communal hallway. I have also had neighbours deny that a parcel was left with them. This is unlikely to change and I resent Royal Mail putting the onus on me to display a sticker to stop them doing this.

The idea of a sticker again assumes that we live in single occupancy houses, with only one letterbox. It does not allow for flats where letterboxes are confusing and it is difficult to tell which one belongs to which flat - where does the sticker go in such situations. In addition, the stickers on many blocks of flats would be exposed to the elements and therefore deteriorate and become illegible over a short period.

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: