

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. :

Yes, provided that provision is made for Royal Mail customers to exclude specific neighbours from the scheme, rather than being obliged to opt out altogether. I very much welcome the scheme and have some excellent neighbours with whom mail could be left. Unfortunately, we also have one set of "neighbours from hell" and would not want any of our mail to be left with them. As currently proposed we must accept the possibility of mail being left with them or opt out altogether. I would like customers to be able to specify where mail should NOT be left.

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.:

See above. You have not allowed for households which have a problem with one set of neighbours. Unfortunately, this is becoming an increasingly common problem across the UK. Customers must be able to distinguish between good and bad neighbours.

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