

Additional comments:

There must exist a free phone number so easy contact with Royal Mail can be made to resolve neighbour problems that will arise. Parcel opened or damaged - who did this - the neighbour or damaged in transit. Item stolen etc. who is to blame? This is a dilution of responsibility by the Royal Mail. The current system works fine. I can collect my item from the Sorting Office without waiting for neighbours or disturbing them. I have not received any leaflet explaining this system - I live in x and am upset that yet again we are left out of the new development at the POST OFFICE. I only discovered this from a work colleague.

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 do not want my neighbour to know my name or who I communicate with. This is a violent breach of my DATA and legally defined.

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.:

People do not always know their neighbours (especially in high turnover 'bedsits') and may be in dispute with them. Legal liability for damaged items is called into question and can result in disputes and litigation.

The 'opt out' is not sufficient - it forces registration with royalmail and display of a visible sticker which can be interpreted as a sign of un-neighbourly aggression, again causing disputes. The scheme should be 'opt in' only if it is allowed.

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

The scheme, if allowed, should be 'opt in' only and not 'opt out' as proposed. Best to leave things as present.

Legal action and Judicial review will be pursued by many.