

## **Additional comments:**

I do not want my mail left with neighbours - or at my local post office for my collection either. What is the point of proof of delivery when your mail can be delivered elsewhere? And what about things I might prefer to refuse at the doorstep? And what about recorded, signed for post? How will anyone identify the signature if it is not their own? Again why should I pay for that security if someone else might still take delivery of the item?

If a neighbour takes delivery and they have not had a chance to bring the time to me and then are not home at the times I try to get it from them ? And why should I, or they, have the inconvenience of delivering mail to addressees? Surely that is what we are paying Royal Mail to do! Similarly, why should I have the inconvenience of going to my local post office and queueing to collect an item that someone has paid Royal Mail to deliver to ME?

I prefer to be carded when I am not home and to then have the option to request a further delivery attempt at a time when someone will be here. I would only be willing for an item to be delivered to a neighbour, or left at my local post office, if I had chosen that option when I have been carded for it. It should NEVER be automatic.

I very much resent the way Royal Mail are reducing the quality of their service and pushing some of their workload and responsibility onto their customers and their customers' neighbours.

## **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

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**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.:**

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