

### **Additional comments:**

I note that this change is being introduced during the period when responsibility for complaints about the Postal Service are being transferred from Ofcom to Citizen's Advice Bureau. - "A good time to bury bad news"?

### **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.

Both my wife and I occasionally receive sensitive information in large packages. While we know and trust our current immediate neighbours, there is no guarantee that this is where our post would go. Neighbours can change

Over many years, our experience of postal redirection mistakes by the Royal Mail, particularly when relief staff are employed leaves us with little confidence that the system will work as it should.

If the Royal Mail made reasonable provision for the collection of mail at times other than when many customers are at work,(A main reason for non availability to receive mail) this proposed unpopular system would not be necessary.

I do not trust the high percentage figures professing the desirability of the scheme. Only dictators obtain these levels of approval! Check the Which? Discussion forum.

I do have a large letter-box, I do use the internet for purchases and my usual postman is very good.

I have a great objection to the Royal Mail's attempt to reduce its responsibility for reliable, safe delivery of my post. I have little faith in weak 'assurances' that they will remain responsible for this..This can only damage the service's reputation.

I further object to the obligation to decorate my door with stickers. One should have to opt-in to a system like this.

### **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:**