

Additional comments:

please think of the elderly, disabled and vulnerable, who may not be able to play postman with the neighbours, in sometimes vulnerable neighbourhoods

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, as personally I am disabled and would not be able collect mail/parcels from a neighbour or offer the same service to a neighbour. I also am very vulnerable as I have one arm in a sling (permanently now) and use a crutch to walk, have M.S and Epilepsy, so have enough to cope with, I dont go out when the weather is bad, for fear of slipping, if people lived in wonderfully supportive neighbourhoods then this may work, but today, no, where I live its cutthroat, I have had parcels from couriers and flowers delivered and I have been told the address the goods have been signed for at(via the card pushed through my door whilst I was out,) when confronted my neighbours denied this, I later discovered my flowers and presents were sold for alcohol and drugs, by my very neighbours so I have very little trust. If people are paying for a delivery service and stipulating as I do "leave only at this address" then I cannot stand when this service is breached. I also like the way now that I can control when a parcel can be redelivered by royal mail, I rely heavily on door delivery nowadays due to my ill health please dont rob that from me and put me in fear of playing delivery russian roulette style with the frequency of neighbours that flit in and around the area.

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.:

obviously it will have a positive/negative impact on royal mail itself. Also I do not want anyone else looking at my mail but me or my husband, i.e, if delivered elsewhere things can be opened, lost, private and confidential info seen, hospital appointments of which I have plenty could get missed if mail is not delivered correctly.

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