

Additional comments:

My 'neighbours' on one side have already tried to build on my land and I do not trust them. My other immediate neighbours are trustworthy and I would have no problems with their receiving my mail or me holding theirs but the scheme does not allow for this. Why not have a place on the sticker where I can put who an item should be left with ? As it is, I have opted out of the scheme.

Whereas 'it is reasonable to assume that queues for customers were shorter', what guarantees are there that staff dealing with personal collections will not be reduced in future ? What is 'sufficiently close by' in regards to a 'neighbour' ? And sufficient for who ?

POSTCOMM received 382 'relevant' responses but how well was this proposal advertised ? Of those 382, two thirds of the respondents to the objected !

I only received a leaflet about it on 28th August 2012 - four days AFTER the original consultation closing date. Almost as if Royal Mail and / or OFCOM did not wish for customers views to be given !

Even in the trial area only 88% of recipients received a card - during a trial period ! What will the level be once rolled out ?

Why will the scheme be publicised nationally only when approved - why was not the proposal publicised nationally ?

Ofcom's report paints a rosey picture but the statistics therein do not support this and too much use of anecdotal evidence is used to support the proposal.

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, see above.

Plus, Mail prices are based on items of mail being delivered to the addressee. and the provision of a local collection office where this is not possible. This proposal has the air of a 'softening up' to make the taking over of mail deliveries more attractive to companies who do not wish to provide a local collection point

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.:

There should have been nationally publicised consultation before roll-out. Once again, the customers views are taken on a done deal.

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

A very rosey picture painted while ignoring the many failures of the proposal even during the trial period. Either Royal Mail are not really committed to the scheme or they know they will get agreement no matter what.