

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 agree.

When I send an item through the post it is addressed to a specific recipient and it should be delivered to that recipient, not to someone in the area of the recipient.

I would not trust some of what could be considered my neighbours to receive my mail. If they did receive it, I would feel extremely intimidated and in some considerable danger if I had to approach them to retrieve it. I feel it is extremely unlikely that I would ever receive any items thus diverted to certain of my neighbours.

Currently, when an item that cannot be delivered is returned to the sorting office for it to be picked up not only does the card left by the delivery person have to be presented, but also some form of id to prove that the item is being given to the correct person. To go from this state to one where a persons mail can be handed over to anybody who answers a knock on a neighbours door is surely a step too far.

What would be the outcome if such incorrectly delivered items never reached the intended recipient. Would compensation be paid? How many non deliveries from any address would it take before they were blacklisted? Very often it is not the cash value of a lost item that matters, but the personal and emotional value. Something that can never be replaced.

As the Royal Mail is a service organisation and nothing else I find it strange that to improve all it ever seems to do is cut the services it provides. This is just the latest cut in a very steep decline that has occurred over the last several years. Not only is it putting itself out of business, but it is losing the affection and high regard the public has always had for it.

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.:

See above.

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