

Additional comments:

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. Principally because:

1. If it is to happen it should be 'opt-in' not 'opt-out'. I do not want my mail going to any neighbours, as I do not know any of them, and I do not know when I can collect from them (similar considerations for neighbours' mail being left with me). I do know where the Post Office is, and its opening hours are readily available. It is easier for me to be sure I can collect from the Post Office than any neighbour. Your TNT example in 5.17 is an 'opt-in' system. I would support that, especially if I could specify a safe place to leave the item. This fulfils the need to be competitive and provide flexibility.
2. The 'opt-out' sticker means I have to publicly state that I do not want to do this (my front door is readily visible from the road). TNT do not require such a public statement. I think this is a breach of confidentiality that should exist between me and Royal Mail about my delivery methods.
3. The 'opt-out' sticker is also low tech. Delivery staff in 2012 should have access to electronic databases that provide them with information about addresses and how they can deliver there. Other delivery companies use such things. If Royal Mail wish to compete with these delivery companies, they need to look at how they provide these services and become smarter.

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.:

As above, e.g. customer confidentiality, Royal Mail's reliance on low tech systems while competitors have become more sophisticated.

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

No, except as affected by answers to 1 and 2.