

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.

There is nothing within the Report so far which gives consideration or concern for Businesses sending the mail. The whole focus seems to be on the Recipient and how it impacts Royal mail themselves.

There seems to be no investigation, analysis or consultation with Small Businesses regarding this method of delivery.

We are a Mail Order company and the detrimental impact it could have financially on us with loss/damage/theft is extremely concerning and could seriously risk our reputation.

Question : if we cannot rely on postmen/women taking the time to leave a P739 notices currently, how on earth will they bother to traipse to a neighbouring property, dialogue with them to leave the item, and then go back to the original premises to leave the collection with neighbour card. R. Mail admit there is an existing problem with their staff following procedure with P739 notices yet want to endorse and create a potentially even bigger problem with the 'left with neighbour' card.

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.:

It is very unclear if this does go ahead, what guaranteed liability Royal Mail will have in the event of loss/damage/delay.

If parcels are not sent via a registered system, and do not arrive, what happens then. does this mean anything larger than large letter will have to be sent registered or recorded mail, so the Sender has proof of despatch and tracking details? The financial implications for small Businesses are horrendous if this is the case. Businesses would have to put costings up to absorb and cover themselves against any loss/damage which is unacceptable in the current economic climate.

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

The Report only focusses on the impact to Recipients and the benefits it will bring to Royal Mail.

There is no scope to include the impact on Businesses or the sender of the mail.