

## **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 consider the responsibility for delivery lies with Royal Mail and a contract to deliver to the addressee is entered into on the purchase of stamps/postage. I consider the responsibility for receiving delivery lies with the intended recipient. It may be more convenient for the recipient to collect from a neighbour but it could be grossly inconvenient for the neighbour to be disturbed to accept the delivery on their behalf.

### **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.:**

I am concerned about 1) the intrusion on my privacy - being interrupted in my own home at inopportune moments to facilitate others' convenience (not least Royal Mail) 2) my privacy being infringed by my neighbours being aware of deliveries I may receive and from whom 3) What constitutes a neighbour? Do we always know our neighbours and can we trust them? [I accept that the opt out option should address these concerns, however, I object to having to deface my front door with a sticker all for the convenience of Royal Mail. You allude to the fact that competitors' delivery vans use neighbours but I have found that when deliveries are refused on one occasion then they do not disturb one again - without the need for a sticker! Perhaps they have a more efficient method.

4) I am not insured to cover valuables accepted on behalf of my neighbours nor are they for me - Royal Mail's compensation arrangement seems very weak and I can imagine the repercussions in communities when 'losses' are being investigated. 5) the more places parcels can be left the more likely that they are to go missing

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

If this proposal goes ahead then I definitely think it should exclude any items which require signature. The fact that only certain categories of secure signature services are excluded is almost enforcing a necessity for customers to choose a more expensive form of postage. It seems apparent that the reference to the sustainability and competitiveness of the service defines the main reason for these changes. The convenience of the customer is only being considered from one perspective and the other aspect, i.e. the inconvenience of the retired, elderly, infirm who are most likely to be at home, is being ignored - having to display an opt out sticker could promote bad feeling amongst neighbours.