

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. It seems to be a cost-cutting exercise for the company that is not in line with consumers' best interests. Royal Mail has a duty of care with customers' post that won't be fulfilled if they leave it with members of the general public. They are putting the onus on customers to collect post that would previously have been left in a safe place on the property, to hold post for others safely and securely for collection, and to chase them for compensation when things go wrong.

It seems Royal Mail want us to do part of their work for them without reducing their costs. There is an over-emphasis on the 'convenience' angle they are using to sell this scheme to us.

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.:

The 'opt-out' seems poorly thought-out and a ploy to profit from customer apathy by automatically opting-in everyone who either misses the information, does not act in time or who fears repercussions from neighbours.

Displaying a sticker in full view of the community not only is unwelcome in that it makes the homeowner's door untidy, but also advertises to all and sundry that this household has opted out. People who are opting out are often the most vulnerable or simply those who do not have reason to be over-friendly with neighbours. Yet they will be exposed by the need to display the sticker.

It should be a strictly opt-in scheme.

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