

Additional comments:

Would like to add the following objections to rolling out the Post Office trial, where they can leave mail with a neighbour, to a national process.

It is understood that this process will only be for mail (packages) that will not go through the letter box. Would like to voice objections to the Post Office getting the ability to deliver mail to a neighbour:

1. Consultation Process - The leaflets, from the Post Office, have only just started to be received at numerous addresses. This has not given them any chance to enter into the Consultation Process. This is especially relevant as the Post Office, from their website, want this to be a Opt-Out process.
2. Statistics - The Post Office are quoting that 96% of the people are satisfied with the proposal. What proportion of those who responded either had the service inflicted on them, or did not want the service. The statistics only account for those people who had mail delivered to a neighbour. It does not take into account the rest of the population of the those selected areas who did not have mail delivered. Also what percentage of the selected areas responded to the survey.
3. Responsibility - The Post Office should NOT be able to pass the responsibility for the safety or security of the mail on to the neighbour. The responsibility for the delivery of the mail should remain with the Post Office until it is delivered to the address on the package.
4. Opt Out Sign - The Post Office have stated that they will provide a sign to state that I have Opted out of the process. I have nowhere to put the sign that will be visible to guarantee that the Postman/Postwoman will take the mail back to the Post Office.
5. Delivery - What happens if the mail, is delivered to a neighbour, who then denies having it? The Post Office should NOT be able to off load responsibility to the sender or the recipient.

If this process is introduced it should be Opt-In, that way the recipient is aware that there mail may be left with neighbours, and it fails safe in that if the Postman/Postwoman does not see the sign the mail will be taken back to the Post Office.

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. :

See Comments above

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 Comments above

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

See Comments above