

Additional comments:

I disagree with the proposed scheme to deliver items to neighbours. The study done by royal mail was a very small sample size considering the population of the UK is >65 million. Only 360 deliveries were included in the study.

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, No No.

Risk of security issues, confidentiality breaches, items being stolen. If neighbours accept parcels and deny receiving them the onus is on the recipient to sort out. The study done by royal mail is poor, lacking in quality, small sample size. They have not conducted studies in major cities with crime e.g. Liverpool, Manchester, London. The study is completely flawed and focused on money saving not customer satisfaction as it pretends to.

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.:

Yes, risk of crime and confirmation that the actual intended recipient receives the parcel. Any letter or parcel should be for the intended person not their neighbour for a matter of convenience. We no longer live in an ideal world when people looked out for each other. This is the 21st century.

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

No.