

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 may work in some rural locations but not in high-density inner-city areas with very transient populations where people don't know their neighbours and sometimes neighbours are less than trustworthy, I would not feel confident having a delivery left with a stranger and am also concerned that Royal Mail will feel they have met their responsibilities for delivering the item and will be less co-operative with regards to compensating for lost items.

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.:

- That it alerts (potentially untrustworthy) neighbours that a property is empty
- It is less convenient than a delivery office (which has set, stated opening hours) as you could have try to multiple times to catch that person in (e.g. if they are home during the day but work evenings)
- If a note isn't left and an item hasn't arrived, instead of just going to the delivery office to see if it is there, would I be expected to do a knock-round of all the (multiple household) properties nearby to try to ascertain if someone has my letter/parcel?
- I live in a house converted into flats - what standard sign can be used on the front door to indicate the different preferences for all the different flats within the building as they may not all want to opt out?
- Can the sender opt out when posting an item? E.g. if I send a letter by recorded delivery I want to know the intended recipient will receive it - If it were still at the delivery office, it would not be classed as having been delivered. I am concerned that a letter could be delivered to and signed for by a random stranger in the neighbourhood and this would be classed as delivered. This completely negates any benefit of record/signed for.

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

N/A