

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. Recorded Signed For items should not be left with neighbours. If I send a packet in this way I expect it to be delivered directly to the recipient and signed for by that person.

There should be separate optouts for stopping one's own mail from being left with a neighbour and taking in other neighbours' mail. I would wish to be helpful to my neighbours if they wished me to take in their mail, but I would want to collect my own mail from the delivery office, for reasons of security and timeliness.

The sticker method of opting out does not seem workable in all cases. There will be some properties where it will not be possible to display the sticker from inside, and if put outside it would soon be lost to the elements or vandals.

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.:

Royal Mail claim they will take responsibility for the packets until they have been collected from the neighbour. This may be OK for low value items. But what about more consequential situations...

Will Royal Mail be required to pay compensation if serious fraud were perpetrated by a neighbour, when a packet contained sensitive information.

Will Royal Mail be required to pay compensation if the recipient loses out because they do not get the packet in time to take action before some deadline. Perhaps because the neighbour goes away before the packet can be collected.

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