

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 is significant enough change to how mail is delivered that it MUST be an opt-in change. Also, RM leaving items with a random neighbour of character unknown to me and being able to end their responsibility for delivery of that item there, especially for signed-for items, is completely unacceptable. No other courier or delivery firm is allowed to leave items with a neighbour and shirk further responsibility for the item and there is no reason why Royal Mail should enjoy this irresponsibility either.

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.:

Not clear how flats which share one mailbox and one front door are supposed to opt out. Does one sticker speak for all the flats sharing that mailbox? Should each flat display their own sticker? Why should well-maintained and clean front doors / letter boxes now become adorned with Royal Mail stickers?

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