

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. :

Absolutely not - my wife and I receive many parcels whether from Royal Mail or others and the last thing we want is for the neighbours to be disturbed with deliveries destined for ourselves - also we are elderly and the neighbouring properties are some distance away - we simply do not have the strength or ability to walk up neighbouring drives to retrieve or parcels - I resent this Royal Mail attempt to reduce their costs at my and my neighbours effort and expense.

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 are clearly trying to reduce their costs at the expense of the time and trouble of their customers - we receive a lot of parcels - many as a consequence of internet order - if many of our parcels are left at neighbouring properties we would quickly become extremely unpopular locally - also if neighbours take in our parcels we have no control over our property - one of my neighbours once took in a parcel destined for me and then went on leave for three weeks - I was in dispute with the supplier as to the whereabouts of my goods

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

It is an imposition on Royal Mail customers to expect them to contact neighbours to collect a delivery and on neighbours to be expected to take responsibility for goods destined for a neighbour. In our case we live in properties separated by long drive and both we and our neighbours are elderly. Having to opt out of the Royal Mail delivery system by using stickers is also very uncomfortable it makes a customer look unfriendly and is an open invite to burglars and other criminals.