

Royal Mail Delivery to Neighbour proposals

We have received a flyer from Royal Mail announcing their intention to implement fully their proposals to install Delivery by Neighbour. We have also accessed their website which amplifies their proposals. It seems that they do not intend to receive further comments from the public, so we are left with OFCOM. We hope that you are still prepared to receive comments before you decide whether or not to allow RM to proceed with the scheme. Our comments are:

1. It would seem fairer to the public if stickers announcing willingness to delivery from/to neighbours were to be used by households **wanting** to use the service, rather than (as proposed at present), those who do not want the service
2. We are not all happy about the security aspects of having to display a sticker on the front door for all to see. Prospective burglars may find the information useful. It would seem much more practical and safe if, instead of a sticker, the postman/woman, carried the householder's wishes on his/her mobile phone
3. It is not entirely clear if their intentions concern the pilot study, or the national scheme applying to every household (see 9 below).
4. We would like to see the actual wording proposed for the terms and conditions which would permit RM to adopt the scheme
5. In particular we would like to see how they define "neighbour". If one destination for undeliverable post is not available (eg the neighbour is out), can the postman extend his choice of "neighbours" infinitely? It seems that we will not be allowed to specify which neighbours would be acceptable/unacceptable
6. We live on an estate in which some houses are widely separated, with steep long drives. Particularly difficult for the elderly or infirm. It might be most inconvenient to have to attempt to retrieve mail from some houses, only to find the "neighbour" not at home – and vice versa.
7. RM's assurances about the security of sensitive mail (item 5 on their web site) are not comprehensive enough and give little confidence.
8. The same comment applies to compensation. Getting compensation out of RM has often proved difficult and their sweeping comments give little comfort regarding items delivered to or by neighbours

"I want to opt out of the trial" (item 6 on their web site). Since we are not included in the trial, what does this mean?