

## **Additional comments:**

The proposal is a great idea in principle in many ways, however there are potential problems. The plan should be accepted on condition that Royal Mail pledge to setup a central database if it does not already exist, where people can register to express their preferences in more detail, a database which all royal mail deliverers should have instant access to as they deliver items.

For example, people may want to have things left with one neighbour but not another, or they may want to specify more than just one next door neighbour, say up to a max of 4 so as not to waste a postman's time trying multiple times.

Or what if it's a block of flats? Should it be left with any other flat in the building? Yes if it is a communal area where mail is left, no if it is not would seem to be the best default plan for that.

Also, and very importantly, the plan should also apply to next day delivery items which do not require a signature. It seems vague as to whether this is the case. If there is a good reason why this cannot be the case, and explanation should be given to the public.

If these items need a signature in all cases, then there should be a way to authorise neighbours to sign on your behalf also or this should be the default setting perhaps with an option to opt out for this separately (i.e another sticker or database as mentioned earlier). If not a central database there should be some other way to make you local post office and whoever is delivering mail aware of your wishes without having to leave complex notes for example.

Also, putting a sticker on a door or letterbox should not be the only method for opting out as many may find this unsightly or specifically telling your neighbour (if you only have one like at end of a street) that you don't trust them! This could potentially at least be awkward, and at most cause difficulties. An untrustworthy neighbour could just peel it off at night also. An instantly accessible database would again solve this. If people chose not to sign up to the database than the proposed plan should be the default option.

Alternatively, a variation of stickers could be made available, some which leave space for the resident to write instructions, or a space to put a number it may be left at if only one number for example.

It should also be made clear that the plan only refers to the 2 neighbours directly next door either side if that is the case.

Also it should be clearer whether all this also applies to parcel force, seen as it is part of the same company. If it doesn't apply to parcel force, then it should do in order to bring uniformity and avoid confusion.

**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. :**

Yes, with note to my comments however.

**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.:**

Yes, please see my comments.

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

Yes, please see my comments.