

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. Mail is essentially private and personal and not all consumers have a good relationship with all their neighbours. In some districts residents are transitory. On one side of my address the house is converted into flats, some of which are rented out on short term, for example, and I would not be happy with post being delivered there. Postmen and women cannot be expected to know this sort of thing It is an excessive amount of discretion for postmen and women to take.

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.:

No

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

The discretion given to postal staff is very broad and compensation scheme likely to be ponderous and hard for a consumer to prove non receipt