

**Additional comments:**

Leaving packages with neighbours has long been done usually with the householder having advised the postman informally. The key concern is that once this becomes official the position with lost packages may become contentious. If RM feel that they have performed their duty by leaving a packages with a neighbour this could involve the householder in a civil dispute. Currently the sender has the contract with the package and has to raise the issue. Where a package is lost or damaged there could be a three way dispute between the sender the householder and the neighbour

**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

Not without some clarification of the position regarding lost and damaged packages.

**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.:**

See above concerns re lost and damaged packages.

Additionally neighbours may feel obliged to take in packages when it is not convenient

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