

Additional comments:

I suspect there will be areas where delivery to neighbours will work quite well, but there will be areas where this is inconvenient and maybe even a disaster, e.g. flats, areas that are prone to theft, fraud, etc.

According to Royal Mail, 92% of customers involved in the trial were happy.

In that case, the service should be an opt-in. Through word of mouth, people will voluntarily want the service, and will opt in.

Ideally, (1) there should be two levels of 'opt in' - one from the sender, and one from the recipient; (2) those opting in should be able to nominate who they classify to be their 'neighbour', for the purposes of this service.

In any case, the current option of opt-out by a sticker is inadequate and insufficient.

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 - current service is opt-out, and places unfair responsibility on the customer.

Opt out via a sticker is inadequate and insufficient.

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.:

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