

Additional comments:

I think the opt-out procedure (putting a sticker near your letterbox) is primitive and inadequate. A central opt-out register along the lines of the mailing preference service would be better. (Maybe it could be combined with the MPS.) Stickers might be lost, not noticed by the postman or maliciously removed by neighbours or passing pranksters.

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, provided that people can opt out by registering with Royal Mail. It must be possible to opt out by informing Royal Mail in writing or by electronic means. (Not just by putting a sticker on their property.)

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.:

1. Difficulties for disabled people and people in isolated homes in rural areas, where neighbouring properties are sometimes far away and difficult to find.
2. Royal Mail should have an obligation to retrieve the item from the neighbour if the addressee is unable to do so because of disability or for any other reason, and Royal Mail should be responsible for compensation for any items left with neighbours and subsequently not delivered to the addressee.
3. In some areas, an opt-out sticker would be viewed as implying "I do not trust my neighbours" or "I do not want to help my neighbours", resulting in victimisation. It is therefore crucial that people can opt out without displaying a sticker.

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