

## **Additional comments:**

### **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. Whilst the premise is sound if consenting this clearly should be an opt-in service. By opting out one has to display a sticker. The open display of such a sticker may easily directly offend one's neighbours. Likewise one shouldn't be assumed to be in agreement to accepting a neighbour's mail unless displaying a sticker agreeing to the service, not the other way round.

It imposes a fraternisation between neighbours that may not be appropriate depending on their relationship. Is one supposed to go round to their neighbours to tell them one doesn't want them receiving ones mail or want to take in theirs? If not, why should one make public ones decision by use of a sticker?

One may agree to one neighbour accepting ones mail but not another. How do you know which except by use of an opt-in sticker?

### **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.:**

What are the legal ramifications of someone not accepting a neighbour's mail but not wishing to display a sticker? Likewise if one doesn't want mail to be delivered to a neighbour but does not wish to display a sticker? What are the legal ramifications subsequent to any loss or damage to a neighbours mail whilst in ones possession? What if the neighbour denies receiving an item or vice versa? How long does a neighbour have to potentially hold an item? Why should it be assumed that one takes on these responsibilities automatically? It should be the default position for mail to be held at a sorting office as that is Royal Mail that is the agent one has a business relationship with and they should not be allowed to divest that responsibility by default.

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