

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. This makes an assumption about the nature of relationships between neighbours. The opt out option of using a sticker is an inappropriate intervention which will in itself influence perceptions about those relationships. The decision to opt out should not be a matter of public knowledge. Having been notified of an opt out it should be a matter for the Royal Mail to instruct their employees when preparing post for delivery. Use of a sticker amounts to notifying Royal Mail of a decision to opt out twice. Involving a third party neighbour in this way in matters which are the subject of a commercial contract between the Royal Mail and those despatching goods and the intended recipients raises questions of liability for the receiving neighbour.

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: