

Additional comments:

I don't disapprove of this service in general, however I do not agree with the proposed method for opt out.

An opt out service should be managed by Royal Mail and I as a consumer should not be expected to hold a tacky sticker on my property to manage the service for them. I am not willing to place a sticker on my property but am also not willing to allow my post to be left with neighbours. Under the proposals, this means I am stuck and have no choice. I either opt out and manage the service for Royal Mail by forcing me to display items on my property that I do not wish to do, or I am forced to opt in.

Opt out should be managed electronically by Royal mail and not manually by the customer.

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. The opt-out options are not good enough and place too much onus on the recipient of the mail to manage the service for Royal Mail.

In areas where there is friction or neighbours do not get on, placing a sticker onto the mailbox to state that you do not want to receive others mail may cause further issues and conflict.

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.:

Yes. I don't disapprove of this service in general, however I do not agree with the proposed method for opt out.

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