

### **Additional comments:**

This is something that Royal Mail has been doing on an ad hoc, informal basis for as long as I can remember.

I think this should be an opt-in service rather than one you have to opt out of.

### **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, I do not. Not everyone is necessarily on good terms with all their neighbours, and Royal Mail cannot tell which neighbours we would be happy to have our mail left with. Some mail may be important, even if it doesn't require a signature, and we may not want neighbours to know who we bank with, what credit cards we have, or what mail order company we purchase from. There are many issues of privacy involved that haven't been taken into consideration.

In any case, if a particular neighbour is always out because of work, a neighbour who is in whether because they are house-bound or work from home, will be continually answering the door to receive their neighbour's mail. This is an intrusion into their time. In my particular case, I work from home, and do not welcome repeated interruptions to my work, which involves my coming down four flights of stairs to answer the doorbell.

### **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:**