

Additional comments:

We are very concerned about the validity of Royal Mail claims that in their new proposed Neighbours scheme 92% of their customers are satisfied

The number tested 360 out of the 26.5 million households is a ludicrously low figure and an insult to any ones intelligence

The areas tested seemed to avoid the large cities and areas where there is a moving / transient population e.g. London and other large inner cities

The trials failed to take in the views and wishes of the large and small mail order businesses which without their income Royal Mail would be in a dire financial state. One of the main collections of smaller sellers being on EBay which only accept a 99.5% customer satisfaction to be one of their Top Rated sellers. The 92% falls far short of this.

The inability of a sender to request the letter or parcel to be delivered to the addressee only. According to our local sorting office management, up until now there is no system being put into place to say if or where the letter / parcel has been left thus making it open house for all petty criminals

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

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.: