

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. :

I have only just found out about Royal Mail's plans by a leaflet through my door yesterday. I am appalled that they are trying to do this mail redirection to nearby addresses and strongly believe that Ofcom should NOT allow this to happen.

While some people may be in the pleasant position of living next to good neighbours and are quite happy about this proposal, there are a lot of people who are not so fortunate and must live next to "problem" neighbours or are not on good terms with neighbours for whatever reason. In some cases bad neighbours may even be intimidating, and it may be frightening for some people to have to approach these people to try to retrieve their redirected post.

It really is intolerable that Royal Mail should try to push this through by default under the guise of helping people when it will really be a great problem to many. In an attempt to mitigate this, they are suggesting that we can register to NOT have our post redirected and will provide a sticker to display near the letter box. Postmen are already under a lot of pressure to deliver letters quickly so I have no confidence that they will know whether I have registered to NOT have my post delivered to a nearby address or that they will have time to check. So I am expected to DEFACE my front door with a large sticker next to the letterbox and hope that the postman will take notice of it. The sticker will be a eyesore and may need to be replaced with a new one at intervals if children remove it or if the weather renders it difficult to read. I do not have confidence that Royal Mail will continue to make these stickers available and maintain their "opt out" facility forever. I believe that after Ofcom gives them permission to do this, they will eventually let this opt-out facility die and stickers will eventually become unavailable simply because it is cheaper for them to eventually forget all about this.

In addition, some people with bad neighbours may even be afraid to put such a large prominent sticker on the front door in case it inflames the situation by broadcasting to everyone that they do not trust their neighbours.

Royal Mail claim that standard size letters will not be delivered to neighbours, but how can we have confidence in this when a harassed postman has permission to deliver SOME of the post to a neighbour - it is quite likely that sometimes ALL of the post will be delivered to a neighbour either by mistake or simply to save time. And some of this post could be private letters, credit cards etc with all of the security issues this suggests.

It really is infuriating that we are having all of this inconvenience (and in some cases upset) forced upon us simply because Royal Mail wants to save money by getting rid of postal items as quickly as they can and not having to store them briefly at their local sorting office. This is really a cynical cost cutting measure that we are expected to pay for.

Ofcom should NOT allow Royal Mail to do this.

A much better way of doing this is to provide an opt-IN facility for those people who have good neighbours so that they can register to allow their post to be left with them - if they are happy do this then let them CHOOSE to opt-IN if it will be a benefit to them. This would protect vulnerable people or people with bad neighbours from being forced to opt OUT of a scheme.

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.:

Please see answer to question 1.

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

Please see answer to question 1.