

Additional comments:

My home in England is unoccupied for long intervals - several months at a time - I arrange for mail to be cleared by a relative every few weeks - as they come some 40 miles. I do not know my neighbours at all well - there are a lot of short-term tenants so turnover is high. I would not entrust deliveries to any neighbour - my relative would collect any outsize items from the Post Office when they see the card.

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 default for the Post Office to delivery to a third party is NOT acceptable. Much mail is to a specific addressee and will contain personal and confidential information/detail - such as credit card/bank statements, bills and privileged information. Identify theft is facilitated by this default of delivery to any third party without the specific permission by the addressee.

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.:

Blocks of flats and some specific areas should be excluded where they have low numbers of owner occupiers (who tend to be long-term residents) or have high levels of transients (such as students or high levels of rental). Mail order companies and others that deliver notices/products by mail may determine that a delivery by the Post Office to a neighbour constitutes a delivery to the recipient - this is clearly not acceptable and issues will arise where a neighbour denies any knowledge of things to pass on. In these days of reduced honesty/responsibility it is NOT acceptable for a default to be that deliveries will be to any third party.

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

The Post Office should supply a sticker that the addressee can, if they choose, complete to show to which specific neighbour deliveries can be made. This should be an "opt-in" arrangement.

Otherwise the Post Office should extend their existing facility (for those moving home or away for extended periods) to reflect to whom an addressee wishes deliveries to be made if they are away.