

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. :

Absolutely not. From my own recent experience upon expecting a delivery of a large parcel by a courier company which was overdue by over a week,.. When I enquired with the sender its whereabouts, they used their tracking number and found out it had been left next door quite some time ago. They had left it next door at a premises which is some kind of 'Halfway House' which usually has an open front door day and night. I went round to collect it in the evening the door was wide open and no answer. Luckily I noticed a pile of post on the floor and fortunately my parcel was stood up in the corner. This was indeed almost a week after they had left it on the 20th July and the courier company had not left a note at all to tell me where they had left it (nor notified the sender). It had been left in a high risk situation with no notification and it was a miracle it was still there. My point is that leaving post with 'neighbours' is high risk in circumstances like mine and also leaves room for theft from less trustworthy individuals who happen to be your neighbours.

Another point:, if post is delivered to a neighbour and they leave home for a holiday for example before you get a chance to collect it, it is highly inconvenient especially if the post is urgent. Being left at a depot is more reliable. As long as you are left a note! (Sometimes notes aren't left to tell you your parcel is waiting at the depot)

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: