

**Additional comments:**

I live in a block of flats where we are already experiencing unreliable deliveries with expensive goods going missing (via Royal Mail and especially ParcelForce). Because of the segregated layout of the property and turnover of tenants, people do not know or trust their neighbours who are often out anyway when deliveries are attempted (or at least the drivers SAY they have attempted delivery but did not leave a card). ParcelForce are the worst for this.

**Question 1:Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain. :**

NO

I live in a block of flats where we are already experiencing unreliable deliveries with expensive goods going missing (via Royal Mail and especially ParcelForce). Because of the segregated layout of the property and turnover of tenants, people do not know or trust their neighbours who are often out anyway when deliveries are attempted (or at least the drivers SAY they have attempted delivery but did not leave a card). ParcelForce are the worst for this.

**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.:**

I believe that this is an attempt by Royal Mail and their unregulated (so they themselves say) subsidiary ParcelForce to abrogate their responsibilities to provide a secure, reliable delivery service for small packages and packets (which they seem unable or unwilling to provide) at the expense of intended recipients of these items.

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

I am not in favour of approval of the Delivery to Neighbour Scheme in any form.