

Additional comments:

I received notification from Royal Mail that this new "service" was going live one week after the event. This was the first I had heard of it so it did not give me time to register for an opt-out sticker.

Also, the "service" should be opt-in rather than opt-out - why should householders have to display a notice to say they don't trust their neighbours on their letterbox? Royal Mail is assuming that everyone lives in nice, detached houses in idyllic rural villages rather than blocks of flats in inner city areas!

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. I do not know my neighbours well enough to trust them with my mail. Also, the While You Were Out cards do not indicate which neighbour the parcels have been left with.

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.:

You are assuming that While You Were Out cards are filled in correctly by postmen. I have received one today and the boxes to say where the item has been left (e.g. with a neighbour or returned to the depot) are blank, as are the item number and delivery officer details.

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

The system should be an opt-in, otherwise it should be assumed that items are returned to the depot if you are out when the postman calls (and I mean really out - not that the postman could not be bothered to deliver the item).