

### **Additional comments:**

I have lived in the leafy quiet suburbs of Cambridgeshire where this would work perfectly but I now live in South East London and would not dream of letting a stranger next door handle my post. Nor do I wish to indicate this by posting a sticker on my door, kindly informing your neighbors you do not trust them. There is no guidance for this option at all. What if you do not wish to have a sticker displayed on your door? Plus why should we, in a modern age, have to display a sticker to publicly disagree with an idea? Why on earth can I not opt out online and it be left at that?

I have noticed a vast difference between the service I received from the post office in Cambridgeshire to the outskirts of London. And yes, the usual retorts of city dwelling can usually be used to blame most mishaps, but I see no difference in my service from Tesco's, Sainsburys or Boots or other major companies in a city. The procedures that work in amicable and friendly neighborhoods cannot be used as a rhetoric for elsewhere in the country.

The post office cannot en masse expect the population to change the way it receives mail to benefit the '92%' of those who say it worked.. if it did for them, then great, please let them continue - perhaps regional changes are the solution. I do not wish to have a sticker and I do not most certainly wish to have my post banded about amongst strangers.

### **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, I believe the notion of a kindly neighbor is somewhat limited to friendly neighbors away from cities. Please see above.

### **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'm sure the assessment is comprehensive and fair but it does not allow for multiple alternatives... just a sticker. Please see my reasoning above.

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

Only that as a consumer I would expect that I would have more options to voice my concerns. The Royal Mail website only allows you to sign up for a sticker if you would like to 'opt out'. There is no anonymity and no option to voice your concern. Plus, what if within my household with multiple tenants, some disagree and some agree? If the Royal Mail is competing against UPS or FedEx, with the latter you would most certainly have a specific say on how you wanted your mail delivered. I agree these services cost more but if Royal Mail is fighting it's corner as a nationalised service then it must be able to offer the same assurances.