

### **Additional comments:**

I am also concerned about the size of the sample. The survey was very hard to decipher, but from my reading of it, I understood that only 380 packages were left with a neighbour during the trial period, and that it is 92% of those people that were happy with it.

### **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 feel strongly that this should be an Opt IN, not an Opt OUT.

as the proposal stands if you do not wish packages to be left with a neighbour, you must register with an automated telephone service, or online, to receive a sticker. this sticker would be placed visibly on your letterbox. not only would this be seen by postal staff, it would be seen by your neighbours, a public indication of lack of trust, thereby worsening already poor relations.

A sticker to say you DO want this service would be less likely to cause offence.

### **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.:**

The proposal as it stands leaves the location of the neighbour the parcel is left with at the discretion of the royal mail staff member. This could mean that a disabled person may have to negotiate an inaccessible path or at an unmanageable distance to the door of said neighbour. Since the royal mail staff could not possibly be expected to know about these issues, this could potentially cause a lot of problems.

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

First I heard of this scheme was in a Royal Mail leaflet, tucked inside a fast food menu as part of a mailshot. I almost didn't see it.

The leaflet RMDTNE1, with the exception of the words "subject to regulatory approval" gives a strong tone of 'this is happening in September'.

The only information that a consultation is still ongoing is through the website, NOT via the phone number listed. Not everyone has access to the internet.