

Additional comments:

Although officially not allowed to leave packages with neighbours, Royal Mail have been doing this for years...I have had countless packages delivered by Royal Mail to random addresses in my street (or sometimes a few streets away) with a card through the door saying left with neighbour. If I am lucky they will have written the address, but on some occasions have not, and I have been forced to walk around the whole street asking every neighbour if they have received something. On most occasions I have not been able to recover the package and have received a disinterested reaction from Royal Mail. This scheme allows for this poor service to become standard. It also concerns me that as Royal Mail are currently breaking their own rules. that this relaxation of them will only encourage poorer service.

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.

This presents a degradation of the service that Royal Mail currently offers. Currently when one sends a package to an address, one can expect that package to be delivered to that address, or to be safely and securely held by a post office for collection by the addressee. The term 'neighbour' is vague, and as Royal Mail are suggesting an opt-out rather than an opt-in scheme, there is no opportunity for people to request a particular neighbour or a specific alternate address. As such, their mail could be delivered to ANY address that the Royal mail deems to be neighbour. This means that the only guarantee they will offer with packages is that they will be delivered to some UK address, not necessarily the addressee, and with no guarantee that the addressee will be able to recover their package. I cannot see how this is in line with the Universal Service agreement.

Surely a scheme where people can opt in, and specify an alternate address (one where they trust and know they will be able to recover their package from) would be more appropriate?

This scheme also infringes on peoples right to privacy. Some people may receive packages/publications that indicate the persons political leanings, sexual orientation, or religious beliefs. This is something they may not wish their neighbours to be aware of.

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.:

This opens the possibility of people living on remote addresses, (or up steep hills) of having their packages delivered to an address more convenient for Royal Mail, and Royal Mail just putting a card through their door instead.

Already I have had this happen on several occasions, and received a card through the door saying I was out, when I was actually in. This has caused un-necessary hassle and stress for both myself and my 'neighbour'.

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

The term 'neighbour' is vague and open to abuse by Royal Mail.
If this approval is granted it should clearly define 'neighbour' to be the address no more than two doors away on the same street, on the same side of the street. Or in the case of apartments, the direct neighbour on either side of the same floor of the building. This reduces the opportunity for packages to be delivered to random addresses.