

Additional comments:

The existing problems with postal deliveries suggest more thought needs to be given to this proposal. The particular problems we have relate to the unwillingness/inability of relief postmen to read the addresses on the letters and the consequent receipt of items that are not addressed to us. My comments/objections therefore all relate to postmen's unwillingness/inability to read letters and observe the street that they see before them. Somehow the problems do not occur when we have a regular postman but they have continued to recur on and off for more than thirty years.

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 am not satisfied that sufficient protection is given to those who do not wish to participate in the scheme. If some postmen will not bother to check that letters they are delivering are for that address (see above), then why should they take any notice of a sticker announcing our declining to participate in the neighbour scheme especially when the sticker is so small and only one is provided.

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 have not considered properties that do not have any obvious neighbours. Our chapel, though it is in an urban street, does not have any obvious neighbours as the adjoining buildings are self-contained blocks of flats. Although you have acknowledged that postmen often don't actually bother to take packets out on their rounds and instead just deliver a card without ringing the doorbell, you didn't monitor whether the instance of this declined or otherwise during the trial.

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

There should be some clear solutions and remedies included for occasions when items are delivered to neighbours against the clearly expressed wishes of the intended recipients.