

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 certainly do not agree. Items are sent to specific addresses and are private and confidential and should, therefore, not be delivered to third parties who have no interest in the matter.

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.:

There are possible serious consequences in the Royal Mail's proposal to adopt a neighbour postal delivery service. One of the main concerns is that there should be no unwanted responsibility placed on people wishing to opt out of the scheme in having to have to take action to register their requirements. There needs to be an opt-in system. By taking no action at all should be sufficient to ensure that the postal service will remain as before. However, people may opt in if required.

Of serious concern, is the unwanted responsibility for people to have to provide signage outside of their properties after having chosen to opt out. There are many reasons why people may wish to opt out, such as for privacy reasons , however, such outside signage may be seen as a clear, personal message to neighbours that they do not wish to be neighbourly, which could even be misconstrued as being antisocial when this was not the intention. Therefore, this is certainly not conducive to improving good relationships between neighbours, especially in situations where neighbours do not get on well together and this scheme with its outside signage is extremely unhelpful and could hinder or worsen neighbour relationships.

Whether people wish to adopt the scheme or not, their decision should remain as private as possible and should only be known by Royal Mail. If the Royal Mail wish to adopt the proposed scheme then it is the responsibility of the Royal Mail to privately monitor and record the people who have opted out without people being forced into taking action to prevent being in the scheme and without people being forced into having to place unwanted signage outside of their properties. The Royal Mail should be the party having to take the necessary action to ensure proper operation of its proposal and not simply push the responsibility onto its customers.

The Royal Mail has not even attempted to define what it meant by neighbour and this needs to be clarified for people wishing to opt in to the scheme as some people may automatically assume that this means their next door neighbour, which may not be the case.

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

The above matters need to be addressed.