

**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, approval should not be granted. I have listed my concerns:

Security of parcel and the potentially private information it contains. If a parcel is reported as left with a neighbour but they do not recognise this fact (either innocently or on purpose), what recourse would there be to dispute this, would the Royal Mail intervene if such a dispute took place?

Lack of notification period - you mention in your summary that one month notice would be given. I have received my leaflet today (4th September) and the expected roll out is late September (subject to your approval).

General Awareness - I was unaware this was being trialled and until now was unaware this was happening at all. Your summary mentions that appropriate advertisement should be made (e.g. Royal Mail website) The leaflet informing me of this was received bunched with junk mail and could have been easily missed. I do not frequent the Royal Mail website. I expect by the implementation of this change that a large proportion of people will be unaware this is happening to their post.

Option of opting out. I would much prefer that this was a system that could be opted into; if your particular circumstances made it useful to you. I feel that rolling it out to all in this manner gives people very little control. I also resent having to display a sticker if I choose to opt out.

My neighbour may resent answering the door and accepting parcels on my behalf, and, depending on the frequency of their delivery, so might I. Can I opt out of accepting their parcels and would I be required to display a second sticker to state that I do not wish to be disturbed regarding my neighbours mail?

Relationships are complex and whilst I may have a good relationship with a neighbour one day it may be quite different in future when perhaps I would be concerned about them receiving my mail.

**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.:**

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

I have never read an Ofcom notification before but it reads as though the decision has been made already; and given the lack of awareness and notification period I expect you will receive very little negative feedback.