

**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 regularly not in to receive deliveries from Royal Mail (I shop a lot online), I am happy that alternatives are being looked into. I receive sensitive information at times and also relatively high value goods. I live on a council estate in London, my neighbours on one side change regularly and on the other are not trustworthy, having stolen items in the past belonging to me.

In the past other another delivery agent gave a parcel to a neighbour and when I went around they said that it wasn't there. I spent ages on the phone, emailing and waiting for a resolution. I work in an environment regularly dealing with neighbour disputes. Of all the people to receive a persons mail, in a lot of instances a neighbour would be the last choice.

The opt out service proposed does not reassure me. A sticker outside my property. How often would this sticker be replaced and how? regular cleaning and environmental conditions would gradually degrade the sticker, will it stick to brickwork? Will foliage grow around the sticker. Will a postman look that hard for a sticker? In all honesty I don't want to put a sticker on the front of my house.

I would support an Opt In service. If this proposal is all about people being given more choice about their deliveries, let them choose to put a sticker on their door and Opt in to this service, they could even nominate a preferred address to drop the delivery off to.

I have never responded to any consultation before but I really feel strongly that an Opt Out service is not in the best interest of the population.

I would be very happy to simply collect a delivery from the sorting office, to spare the postman attempting a delivery. Why couldn't I get an email or a text to just say, a delivery has arrived for you, it's at this address, come and collect it within 7 days?

Or Amazon are now offering the collect+ service at local news agents, and the automated collection boxes in certain areas (where you get sent a code and box number and collect your delivery from a locker).

I understand that costs savings need to be made and am very happy to accept alternatives to delivery methods.

I have never responded to any consultation before but I really feel strongly that an Opt Out service is not in the best interest of the population.

**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.:**

Elderly and other vulnerable people who may not understand the new opt out system.

What surfaces can an opt out sticker stick to?

If this is about choice, let someone who is inconvenienced by deliveries arriving when they are out put up a sticker and opt into this new system.

What if a neighbour isn't in? how far down the street will the delivery end up?

What if I get on with one neighbour but have a dispute with another? Can I opt in and specify which neighbour?

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

It should be an opt in service, not an opt out service.