

Additional comments:

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 do not agree. It equals carrying out unpaid service for the Royal Mail and it has been practiced for a long time already and does not work well. It can also have grave legal consequences for the individuals concerned, both the neighbour and the addressee.

I have had appalling experiences with the postal services over the years. Here are some examples:

- 1) An item worth £60 sent to me with a signed-for delivery was handed over to a neighbour who signed for it with a name no-one in my neighbourhood knows; no notification on whereabouts of the delivery was left, so I didn't even know that there was a delivery attempt. The package was never found, and I have been trying to get a refund for it already for 2 months.
- 2) Court letters with a red stamp to be delivered personally were left in the front garden in the rain.
- 3) While on holidays a parcel to be delivered personally was left at the house together with a note to collect it from the post office!
- 4) A large and heavy parcel was left in the snow in the basement and no note on delivery was left so that I have not noticed the package for a few days.
- 5) A note was left that a package for me is in a "safe place". I found it in the rubbish cupboard (luckily it was not a collection day)
- 6) On many occasions no note was left that packages are with my neighbours and I got the items only when my neighbours remembered to give them to me or came back from their holidays.

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.:

The areas where the trial was rolled out are not representative of London with its strong cultural diversity and the related different attitudes to work; also the transient, young and dense population which often changes their address may not have been accounted for in the trial.

Legal consequences for the addressees and the temporary storage providers (=neighbours) should be explored. Cases of missing legal or business deadlines due to late (or non-) deliveries via neighbours, or health consequences for those awaiting a prescription or medicine are imaginable. Will Royal Mail check the identity of those signing for a delivery? It is unlikely as they do not do it now either. Implications of a criminal character are also plausible.

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

no