

I believe that there should be an opt in scheme, rather than the proposed opt out scheme, for the following reasons:

1. You cannot assume that, by default, everyone wants items left with neighbours. Poor awareness of the scheme means that most people do not even know that they will have a choice. It is much safer to have people making a positive decision to opt in to having items left elsewhere.
2. Postal delivery workers not spotting or not respecting opt out stickers could lead to unpleasant problems, particularly where neighbours dislike or do not know each other. Missing an opt in sticker is likely to be less problematic.
3. Following on from the previous point, it could lead to a rise in compensation claims for undelivered items, in the situation mentioned. This would add to RM's costs, as well as causing severe inconvenience for customers. There are less likely to be such financial claims if an opt in sticker is missed.
4. The cost of providing opt in stickers, rather than opt out, is likely to be higher, but must be considered against the costs mentioned in the previous point.
5. There is no provision to nominate a local delivery point. Not all neighbours may be suitable to a householder.
6. Displaying an opt out sticker may cause problems with neighbours and others who spot it. It is unlikely that an opt in sticker would cause problems; presumably, neighbours will have spoken to each other before opting in.
7. Not everyone will be happy about affixing a sticker to the door.

#### **Other points:**

Royal Mail has advertised its proposal via a leaflet delivered through letterboxes. This may be ineffective, as it looks like another item of junk mail and can therefore be ignored very easily. This is likely to be a particular problem with those who are unable to read.

Will replacement stickers be available when existing ones eventually wear out?

Just because other delivery companies leave items with neighbours, does not make the practice acceptable. However, I welcome the fact that Royal Mail is the only company to give customers a choice.