

Additional comments:

The Royal Mail has changed working practices that mean it now attempts to deliver during the working day when the highest number of customers are likely to be out and unable to take delivery. Rather than passing on part of their work to neighbours the Royal Mail should adopt working hours that mean they are best able to deliver the highest number of items on the first time to the recipient.

Leaving items with neighbours is likely to cause an increase in lost items and breaches of privacy.

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. When I pay postage I pay Royal Mail to deliver to the addressee, not some unknown person. I pay first class postage for delivery to the addressee, not to have to wait for a neighbour to deliver an item at their leisure.

I would prefer the delivery to be made to a post office where I trust the staff and can work around their open hours, not to have to wait for over 3 days to go and collect an item some distance away at a post office delivery office.

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.:

Putting responsibility onto a neighbour to look after items of mail is relieving the royal mail of their responsibility to deliver to the addressee.

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