

I consider that ofcom should NOT permit delivery to neighbours as indicated.

Amongst other concerns, Banks, and other organisations, including government organisations/departments send contractual details and change notifications via 1st class post with the contractual assumption that I will have been 'informed' within 4 days of their posting the letter. So - delivery via a neighbour will probably increase the likelihood of a failure to get that notification to me in the specified time, and make information that should be confidential available to neighbours who I may not know, or even have a very poor relationship with.

Basically, rather than expanding the freedom, and possibilities for the Royal Mail to fail to fulfil it's contractual agreements, they should be made liable to the full cost of any failure to fulfil their contract with senders of mail.

Re section 5.6 - when the system is operated properly

When the mail system is operated properly there will be no lost mail, or deliveries that take more than 4 days for the first attempt.

Additionally, there is a requirement that I should opt-in for additional contacts etc. via email, the opt-out approach having been found to be inappropriate, and frequently ignored.

I believe that, at a minimum constraint the requirement should be that a recipient should have to display an opt-in with the names and property identities of the 'trusted' neighbours. That should be associated with an acceptance of the facility by the sender, perhaps indicated by the use of a second-class stamp, with first class stamp/franking indicating the requirement to deliver to the designated address -
Whatever process is adopted to indicate the senders opt-out of the scheme, it should certainly not cost as much as a special delivery.

I consider the royal mail facility should be able to justify it's additional costs by the service it provides - both in time and in security.

Sadly, it seems to be failing in those, which is a major reason for the use of the alternative facilities, added to the cheaper and more secure heavy (4-15KG) parcel service offered by the competitors.

The scope should, as I have indicated above, include a penalising recompense be paid to the sender for the failure to fulfil the contracted delivery within the indicated delivery time.

I have personally experienced:

Failure to get signature for 'to-be-signed-for' letters.

A failure to return confirmation of delivery notification.

Failure to deliver 'next-day special delivery' for over a week.

A 'you were out' card being put in the letter box by the delivery person who, without the parcel in his hand, walked past me (gardening by the path to the front door).

And - A to-be signed-for parcel (containing documents) left by the front door, in the rain.

So - before officially permitting more leeway and avoidance of the contract with senders, make sure there is an appropriate penalty for failure, and full recompense for costs to the sender, and designated recipient of such failure.