

### **Additional comments:**

748,000 households trialed.

They had customer satisfaction surveys from 360. In total.

Very poor survey.

### **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 No No.

Absolutely no way. This is not 1950 where people know their neighbours. I live in a block of flats. If no one is in, the postman brings the post back to the delivery office where I collect it.

I live in a block of 6.

Postman has to ring doorbell to get access to communal hallway. Where exactly would I put the decline sticker?

If no one answers in my block of flats, (reasonable since most of us work) is postman going to work his way down the street until he finds someone who is in?

And then come back to leave a card?

### **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.:**

Safety. Who takes responsibility for damaged post, or parcels that don't contain all they are supposed to?

Royal Mail says delivered, neighbour denies all knowledge? System open to abuse

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

According to Royal Mail, it is up to us to display sticker where Royal Mail can see it.

Loads of opportunity for "I didn't see it"

And again, I live in a flat. Should it be outside my door? Postman wouldn't see it.

Outside the block of flats?

No guarantee he wouldn't see it.