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.:

Yes, in principle, but with strong caveats attached to the practicalities. However, I feel obliged to point out that the proposals are a very blunt and wrongly targetted instrument if used in any way to correct the situation mentioned where postal staff leave items at the deliver depot rather than deliver them. That is a matter purely for internal discipline, particularly where Royal Mail is in effect a monopoly provider. A very efficient competitive market ensures such practices rarely occur with courier companies. And in relation to courier companies, what prevents Royal Mail similarly providing post persons with what are now cheap digital devices to indicate any special delivery instructions and monitor the delivery round's progress, rather than burden customers and add further grafitti to the environment.

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.:

I live in a town with the major proportion of housing being terraced streets. Many of these houses have transient rental tennants. It may be therefore, that one (of two) immediate neighbours is unacceptable, whilst others adjacent or opposite are satisfactory. The scheme would be impractical for both addressee and post person unless some mechanism is included to specify which of perhaps several very close addresses is a valid delivery point. A similar limitation exists for neighbours in dispute, a not uncommon occurrence nationally. The above concern therefore suggests that if some form of sticker is to be used, it should be able to indicate "if out, deliver to number 28 or 29" or similar and thereby that numbers 24 and 30 are not acceptable. This mirrors casual arrangements currently in practice.

And this further leads me to suggest that the default should be an opt-in process, rather than opt-out such that if no sticker is visible, then no delivery to neighbours is attempted. This would also accommodate situations where the proposed opt-out sticker is lost or defaced or when new tennants move in, unaware of their neighbours' reliability. This seems a much safer default for Royal Mail and their customers.

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