

**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.

My experiences of Royal Mail have been poor. I do not want this to be an excuse for the postman to dump my items anywhere, whether it be a neighbour or as they tend to do tossed over my back gate.

I buy quite a lot of items online and have many parcels coming. Most days I am not at home but I do not mind going to the delivery office to pick it up. That way I know that only the sender, Royal Mail and myself will have had access to it.

I do not want any one else having access to my parcels, especially nosey neighbours. They are unreliable and untrustworthy.

Neither do I want to accept their packages. I do not want to be responsible for their items or goods and be falsely accused of anything. This has the potential to cause all sorts of conflict in the neighbourhood. I do not want to have to live in an area where there is tension and conflict amongst neighbours. Northern Ireland has enough social issues without adding to them.

There are risks in relation to theft, damage as well as confidentiality. It is difficult enough to ensure my personal data is kept safe and secure I do think that adding another risk is acceptable.

If anything were to happen to my package or item it is hard enough to get a response let alone an explanation or compensation from Royal Mail as it is. This will just give them an excuse to say that they delivered it to a neighbour and they consider it to be delivered and sort it out with the neighbour/stranger.

Given the fact that I am registered to opt-out of the door to door service RM provides and they cannot even fulfil this request I have no confidence in the fact that they will honour my personal request to opt out of this service.

I am also disgusted by the fact that to opt out I have to display a sticker on my property. I do not find this acceptable. I should not have to de-face my property to ensure Royal Mail staff do their job correctly.

I will not display any such sticker and ruin the look of a house that I have spent a lot of money on to look well. I will refuse to do so. I feel that by taking the time to contact Royal Mail and opt out should be action enough to allow them to ensure my wishes are carried out. In fact, I think that it should be an OPT IN system rather than OPT OUT.

I refuse to accept any item for anyone else and should Royal Mail not hand an item to ME personally either at my home or at their Delivery Office, I will report it as undelivered/lost/stolen etc and I let them retrieve the item from where ever they claim to have delivered it and give it to me the addressee.

I am very strongly opposed to this service.

**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.:**

NA

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

No