

### **Additional comments:**

As a person with a walking disability, various health problems, living alone, and at home most of the time I object to the practice of 'Cold Calling' and the expectation of delivery persons for me to accept mail or packages/parcels for any address other than my own. I have made a sign to the effect of 'NO COLD CALLERS' but have identified exclusions one of which is 'Deliveries to this address only' that refers to all delivery persons including Royal Mail. The use of a sticker while showing I do not want my Royal Mail items left with a neighbour does not identify I do not wish any items left with a neighbour regardless of the carrier.

### **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. I believe the option should be removed from all carriers rather than extending it to Royal Mail. Any alternative arrangements for delivery should be specified by the sender at the request of the intended recipient.

### **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.:**

The nuisance caused by delivery persons whatever organisation they work for cold calling at the homes of the elderly and infirm with insistent knocking but then not waiting and disappearing before the person can open the door.

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

Opt out sticker should apply to all delivery persons not just Royal Mail.