

Additional comments:

Whole thing is too simplistic and makes too many assumptions up front. Folk should be opting in not having to opt out.

Biggest issue is the picking up items from delivery offices with restricted hours not having the items returned there.

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 makes too many assumptions up front.

no guarantee that neighbours are trustworthy or happy to take in mail or look after it.

I recently had a neighbour a tenant in the house next door turn up with a parcel 3 weeks after delivery. The carrier had conducted an investigation and the vendor refunded the cost before the missing item turned up

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.:

Limited time of opening of delivery offices for collecting returned items. Also office also being closed during the advertised times due to staff shortages or other reasons.

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

Single sticker for opting out

Some postmen deliver to my front door some to the back

Neither door is front facing and which is most easily located depends on the direction of approach.