

**Executive Order No. 727 of 24 June 2011**

**Executive Order on the Provision of Postal Services and Postal Service Providers**

Pursuant to section 2, section 3, section 5, section 6, section 8, section 9, section 12, section 22, section 23, section 24, section 25, section 27, section 29 and section 30 of the Postal Services Act, Act No. 1536 of 21 December 2010, the following provisions shall apply:

*Licence to the provision of postal services*

**1.** – (1) Undertakings providing postal services for commercial purpose shall be granted a licence by the Danish Transport Authority to exercise this right.

(2) The provision of postal services for commercial purpose shall be understood to mean collection for commercial purpose, sorting for commercial purpose or distribution for commercial purpose of addressed items of up to 20 kg, including items to and from abroad.

(3) Addressed items shall be understood to mean addressed letters weighing up to 2 kg, addressed daily, weekly and monthly papers or similar, periodicals and addressed items with uniform, printed contents, for instance catalogues and brochures, weighing up to 2 kg as well as addressed parcels weighing up to 20 kg.

(4) This Executive Order shall not apply to addressed parcels if carried under an agreement between the carrier and the sender.

(5) Courier services meaning door-to-door carriage of urgent mail shall not be deemed to constitute the provision of postal services for commercial purpose.

(6) Undertakings which perform only the physical transport of items or which are included in the provision of postal services as a postal service provider's subcontractor shall not be deemed to provide postal services for commercial purpose, but the postal service provider shall be responsible for the subcontractor's performance.

**2.** – (1) A licence to the provision of postal services may be granted to undertakings which

- 1) are not subject to insolvency proceedings,
- 2) have no overdue public debts exceeding DKK 50,000,
- 3) have not been found guilty of a criminal offence carrying with it an obvious risk of abuse of the right to provide postal services, cf. section 78 (2) of the Danish Criminal Code, and
- 4) have not been found guilty of serious or repeated infringements of social and employment laws, including legislation governing the protection of employees.

(2) The applicant shall have full legal capacity and may not be under guardianship. Besides, the applicant shall be able to render probable that it will be possible to operate the business properly.

(3) The conditions specified in subsections 1 and 2 shall also apply to members of the management of an undertaking applying for a licence.

(4) The granting of a licence to the provision of postal services shall furthermore be subject to the condition that the undertaking has a financial basis for operating the business properly from a commercial point of view and, if fulfilling this condition, its obligation to contribute to a compensation mechanism to cover the net costs of the universal service obligation.

(5) The granting of a licence shall be conditional on payment of a fee.

*Application for a licence etc.*

3. – (1) The licence to provide postal services application form, which is found at [www.Trafikstyrelsen.dk](http://www.Trafikstyrelsen.dk), must be completed and sent to the Danish Transport Authority's e-mail address [info@trafikstyrelsen.dk](mailto:info@trafikstyrelsen.dk).

(2) The application may be rejected if containing incorrect or incomplete information.

(3) The application must contain the following information:

- 1) Name, including any secondary names, address and registered office of the postal service provider.
- 2) Corporate form (owner-operated business, partnership, public limited company, private limited company or other corporate form).
- 3) Name, address and civil registration number of the person(s) empowered to sign for the undertaking (chief executive officer or owner(s)).
- 4) Registration number of the postal service provider as listed in the Central Business Register (CVR).
- 5) Geographic coverage area of the postal service provider.
- 6) Service and quality of the postal services provided by the postal service provider.

(4) The application must furthermore contain:

- 1) A declaration from the management or owner of the undertaking applying for a licence that the conditions stated in section 2 (1) and (2) are fulfilled.
- 2) A declaration from the management of the undertaking applying for a licence that the conditions stated in section 2 (3) are fulfilled.
- 3) A declaration from the management or owner of the undertaking applying for a licence that the undertaking agrees to contribute to a compensation mechanism to cover the net costs of the universal service obligation, cf. section 2 (4).
- 4) A declaration from the management or owner of the undertaking applying for a licence that the Danish Transport Authority may obtain further information from public authorities regarding the undertaking and the undertaking's owner, including on financial conditions and any criminal offences committed.
- 5) The undertaking's general terms and conditions.

(5) For the purpose of assessing whether the undertaking has a financial basis for operating the business properly from a commercial point of view, a business plan for the first year, the most recent financial statements, annual report, budget or similar may be enclosed with the application. The Danish Transport Authority may request the undertaking to provide additional information for use in this assessment.

(6) The Danish Transport Authority shall be notified of changes to the information as specified in section 3 (3) within one month after the change.

#### *Obligations of postal service providers*

**4.** – (1) Postal service providers shall mark addressed items in such a manner as to make it possible to identify the postal service provider.

(2) Marking may be undertaken by providing the item with a stamp, franking impression, postage stamp or inscription or by providing the recipient with a consignment note or receipt which states the name of the postal service provider.

(3) The requirement as to stating the postal service provider's name on the item may be dispensed with as concerns the carriage of unwrapped newspapers, magazines and periodicals.

**5.** – (1) Postal service providers are obliged to accept and carry addressed items forming part of the postal services and within the geographic coverage area of the undertaking.

(2) Addressed items carried by a postal service provider and which by mistake come into the hands of another postal service provider shall, in return for payment, be delivered to the rightful postal service provider or sender, unless otherwise agreed to between the relevant postal service providers. The delivery shall take place on conditions which are transparent, non-discriminatory and cost-based. Addressed items which cannot readily be delivered shall be kept by the postal service provider for a period of two months as a minimum after which they may be destroyed.

**6.** – (1) Where it has not been possible to find the recipient or the sender, addressed items handed over to a postal service provider for carriage may be opened without judicial authorisation by the relevant undertaking. Postal items may likewise be opened without judicial authorisation where this is done to determine the extent of or limit any damage to the postal item.

(2) Where, after its introduction of reasonable measures, it has not been possible for a postal service provider to find the recipient or the sender of an addressed item or article of value, meaning that it is undeliverable, the item or article shall be advertised for within one month by notice published in the Danish Official Gazette, unless its value is out of proportion to the costs of the notice.

(3) Items and articles advertised for shall be held for collection by the postal service provider in a period of three months, after which they shall be sold or destroyed.

(4) Addressed items and articles of no value shall be held for collection by the postal service provider in a period of two months, after which they shall be sold or destroyed.

(5) Sale otherwise than by public auction shall not be allowed to persons performing work for the postal service provider.

**7.** – (1) Postal service providers offering delivery of postal items to a post office box address shall, in return for payment, make it possible for other postal service providers to deliver addressed items to the post office box on conditions which are transparent, non-discriminatory and cost-based.

(2) The items shall be delivered collectively to the postal service provider at the postal service outlet where the post office box is located, unless otherwise agreed with the postal service provider.

*Distribution, conditions for delivery, letter boxes etc.*

**8.** – (1) Distribution of addressed and unaddressed items shall be provided to the recipient's letter box, clustered delivery box, letter slot or post office box, to other delivery locations agreed to with the recipient or to a person at the address. By agreement with the sender or the recipient, addressed items may be delivered to a postal service outlet or a self-service point, cf., however, section 12.

(2) Addressed items may furthermore be delivered to the person empowered to receive the item.

(3) In their general terms and conditions, postal service providers may stipulate further rules relating to which persons at the address shall be entitled to take delivery of addressed items.

(4) Postal service providers may omit distribution of postal items to recipients who fail to comply with the provisions laid down for the installation of letter boxes, clustered delivery boxes or letter slots. The same shall apply if the recipient has failed to give access to the clustered delivery box or if the recipient's letter box is completely full.

(5) Addressed items which cannot be delivered or in respect of which a notice cannot be left at the address informing the recipient of attempted delivery or in respect of which distribution may be omitted in pursuance of subsection 4 shall be returned to the sender or held for collection at a postal service outlet or similar.

(6) Unaddressed items shall be delivered in such a manner as to cause the least possible inconvenience to the recipient. Unless agreed to with the recipient, cf. subsection 1, unaddressed items delivered may not hang out of a letter slot, letter box or clustered delivery box, be left in a door handle, on a doormat, in a staircase, in the entrance of a building, on a garden path or similar places outside the letter box or clustered delivery box. Unaddressed items may not be delivered to a letter box if this is completely full or if there are clear signs indicating that nobody lives at the address.

**9.** – (1) The owner of a property is obliged to install a letter box by the property line of buildings, detached and semi-detached houses with one or more households or businesses etc. The letter box must be set up in such a manner as to ensure ready and unimpeded access to the letter box straight from a public access road (public road, public path or shared private road) for delivery of items. Accordingly, it must be possible for delivery staff to deliver items to the letter box without having to leave the road area, go into the property area or otherwise pass through a front yard, carport, plants or other kind of blocking or similar. The following rules shall apply to the installation of letter boxes:

- 1) For properties with access to a public road either directly from the property or via a private road, the letter box must be set up at the crossing to the public road.
- 2) For properties with access to a public road via a shared private road, the letter box must be set up at the entrance to the property from the shared private road.
- 3) For properties with access to a public road via a shared private road and a private road, the letter box must be set up at the connecting point of the private road and the shared private road.

(2) For properties in rural areas, the letter box must be installed by the natural property line of the property's buildings. The letter box may not be more than 50 m away from the property's dwelling or farmhouse however, unless the owner finds that it is more convenient to set up the letter box at a longer distance from the dwelling house. As a basic rule, free and unimpeded access must be provided to the letter box straight from a vehicle.

(3) Clustered delivery boxes must be installed in or at multi-storey buildings with more delivery locations (households, businesses etc.). Owners of multi-storey buildings shall be responsible for the installation of clustered delivery boxes as well as for giving postal service providers access to them. If such access cannot be given otherwise than by means of keys, electronic key cards, codes or similar, postal service providers shall be entitled to obtain such keys, electronic key cards, codes or similar in return for payment of the direct costs involved.

(4) Letter boxes must be installed by the property line of recreational dwellings, cf., however, subsection 5. The rules laid down in subsection 1 in relation to the setting up of a letter box shall apply correspondingly.

(5) In areas for recreational dwellings developed according to planning permission issued after 1 January 1973, clustered delivery boxes must be installed in a central location irrespective of whether the recreational dwellings are suitable for use throughout the year. Recreational dwellings shall be a designation comprising also allotment garden houses (allotment society houses). In connection with the development of areas for recreational dwellings, adequate land must be reserved for the installation in a central location of clustered delivery boxes. The person to whom planning permission is granted shall be responsible for the procurement of adequate land for the installation in a central location of clustered delivery boxes. Owners of the recreational dwellings are obliged to install and maintain the clustered delivery boxes.

(6) Owners shall be responsible for providing free and unimpeded access to the letter box or clustered delivery box.

(7) The Danish Transport Authority may grant an exemption from the requirement as to the installation of letter boxes or clustered delivery boxes if the installation would contravene preservation, building or fire technical regulations. The granting of an exemption shall be conditional on an alternative option provided for delivery in the form of a letter slot in the door or a letter box near the door.

(8) The Danish Transport Authority may furthermore grant an exemption from the requirement as to the installation of clustered delivery boxes in buildings where the dwellings are arranged or used as sheltered housing units for the elderly, including assisted living facilities, and similar housing types,

which are subject to advance municipal assessment. The same shall apply to sheltered residences under sections 109 and 110 of the Danish Act on Social Services.

(9) Undertakings providing distribution of individualised, unaddressed items for commercial purpose shall be treated equally with postal service providers in relation to the provisions of subsection 3. Individualised, unaddressed items shall be understood to mean unaddressed items in respect of which, for the purpose of segmented distribution, the recipient's address either is indicated by the distributor on behalf of a cover or similar or appears from the distributor's address lists, electronic messenger files or similar.

**10.** The further rules governing the installation and layout of letter boxes, clustered delivery boxes and letter slots as well as requirements as to the storage by postal service providers of received keys, key cards or similar are specified in Appendix 1 to the Executive Order.

**11.** – (1) Items to different units of an enterprise or institution shall be delivered collectively in one place if the units are located within a limited area and cannot be identified by a publicly recognised street name and number, meaning that the units cannot be said to have an individual address.

(2) Items to recipients who live in barracks, hotels, hospitals, rest homes, sheltered housing units for the elderly, including assisted living facilities, and similar housing types, which are subject to advance municipal assessment, sheltered residences under sections 109 and 110 of the Danish Act on Social Services, student hostels, office hotels and the like shall be delivered in reception, a clustered delivery box or similar. Items which cannot be delivered in reception, a clustered delivery box or similar shall be delivered under a separate agreement with the institution's management on delivery of items.

**12.** – (1) Upon the decision of the relevant residential municipality, mail recipients who are unable to collect their mail from a letter box or clustered delivery box shall be entitled to delivery of addressed items straight to their doorstep. The delivery of addressed items straight to the doorstep shall be conditional on an alternative option provided for delivery in the form of a letter slot in the door or a letter box near the door. In respect of multi-storey buildings with locked entrance doors, the postal service provider shall furthermore have been provided with keys, key cards or similar to the door.

(2) Further rules governing delivery of addressed items straight to the doorstep, including the local authority's case administration and disclosure of information for use by the universal service provider in updating its address database, are described in "Vejledning om post til døren" (Guidelines for mail to the doorstep) issued by the Danish Transport Authority.

**13.** – (1) Postal service providers may set up letter boxes in streets, on roads or other sites accessible to the public subject to fulfilment of the following conditions:

- 1) The letter box must be provided with a clear inscription of the postal service provider which owns the letter box.
- 2) The risk of confusing the letter box with letter boxes owned by the universal service provider must be avoided.
- 3) The necessary information on clearance time, items admitted in the letter box, the postal service provider's geographic coverage area etc. must be stated on the letter box.

(2) The postal service provider shall obtain permission to install and set up the relevant letter boxes from local authorities, site owners and similar.

*Other requirements imposed on postal service providers, complaints, compensation rules etc.*

**14.** – (1) Postal service providers shall prepare and publish general terms and conditions informing users of:

- 1) the postal services provided by the undertaking, the terms and conditions for their provision and use as well as the fixing of tariffs,
- 2) service and quality,
- 3) the right to complain to the postal service provider,
- 4) the complaints and limitation rules,
- 5) the rules and amounts of compensation paid by the postal service provider in cases involving damage to or delay, loss and theft of postal items.

(2) The postal service provider may limit the liability for claims for compensation in respect of delayed, lost (including stolen) or damaged addressed items in terms of fixing maximum amounts of compensation or in terms of limiting the liability for claims for compensation in such a way that no compensation shall be paid for the delay, loss or damage in respect of addressed letters where these have not been recorded for carriage as well as in respect of addressed newspapers, magazines and periodicals, catalogues and similar. The liability for claims for compensation may also be limited implying that no compensation shall be paid for the delay of addressed items to or from abroad.

**15.** – (1) Postal service providers shall ensure that transparent, simple and inexpensive procedures are made available to users of their postal services for dealing with complaints, particularly in cases involving damage to or delay, loss and theft of items.

(2) Unless special circumstances exist, postal service providers shall deal with postal users' complaints within one month after the complaint has been received.

(3) Postal service providers that by mistake receive a complaint about another postal service provider shall without delay forward the complaint to the intended postal service provider for dealing with.

(4) Postal service providers shall prepare an annual report with information on the number of complaints about postal services provided by the undertaking and the outcome of complaints dealt with. The report shall be published.

**16.** – (1) Postal service providers shall monitor at least once a year the performance fulfilment of the undertaking, cf. paragraph 6) of section 3 (3). The result of the monitoring shall be published and reported to the Danish Transport Authority.

(2) Monitoring may be carried out by either the postal service provider itself or an external body.

**17.** Undertakings providing distribution of individualised, unaddressed items for commercial purpose, cf. section 9 (9), shall be subject to the rules laid down in section 13 of the Postal Services

Act governing postal service providers' access to address data from the address database of the universal service provider.

*Supervision and right to complain*

**18.** The compliance with the provisions of this Executive Order shall be supervised by the Danish Transport Authority.

**19.** – (1) For the purpose of ensuring conformity with postal legislation or for clearly defined statistical purposes, postal service providers shall provide the Danish Transport Authority, upon request, with any information concerning their provision of postal services and the execution of this task, including financial information.

(2) Postal service providers shall provide the Danish Transport Authority, upon request, with information concerning the number of postal service outlets, their geographic location etc.

**20.** – (1) In the event of users' complaints about postal service providers or distributors, including complaints in the mutual relationship between the undertakings, the option shall have been provided for the undertaking complained about to deal itself with the complaint.

(2) The Danish Transport Authority shall deal with users' complaints about postal service providers or distributors, including complaints in the mutual relationship between the undertakings, regarding their compliance with the Postal Services Act or this Executive Order. Complaints about an infringement of the Danish Competition Act shall be dealt with by the Danish Competition and Consumer Authority.

(3) Complaints to the Danish Transport Authority shall be lodged no later than three months after the relevant user has been informed of the postal service provider's or distributor's decision. The Danish Transport Authority may decide that complaints lodged after the time limit for lodging a complaint has expired shall be dealt with.

(4) Decisions of the Danish Transport Authority made in pursuance of the Postal Services Act or this Executive Order cannot be referred to another administrative authority or to the Minister for Transport. They may be brought before the courts of law however.

*Non-application and revocation of a licence to the provision of postal services*

**21.** – (1) A licence to provide postal services shall no longer apply if the undertaking becomes subject to insolvency proceedings.

(2) The Danish Transport Authority may revoke a licence to provide postal services where a postal service provider or members of the undertaking's management:

- 1) wilfully or repeatedly have infringed the Postal Services Act, this Executive Order, other rules laid down in pursuance of the Postal Services Act or the provisions applicable to the licence,
- 2) have overdue public debts of DKK 100,000 or more, or
- 3) no longer fulfil the conditions specified in the first indent of section 2 (4).



(3) A licence may furthermore be revoked where the postal services provided in terms of geographic coverage area, service and quality, cf. paragraphs 5) and 6) of section 3 (3), are not as indicated by the undertaking.

(4) The decision of the Danish Transport Authority to revoke a licence may be brought before the courts on the request of the postal service provider. The request shall be submitted to the Danish Transport Authority no later than four weeks after the postal service provider has been informed of the decision. Hereinafter, the Danish Transport Authority shall bring the case before the courts following the procedures of civil law. The request that the case should be brought before the courts will act as a stay, unless the court orders that the licence holder shall not be allowed to exercise the right to provide postal services during the proceedings.

#### *Penalty*

**22.** Unless more severe penalty is incurred under other legislation, any infringement of section 1, section 4, section 5, section 6, section 7, section 8, section 9, section 11, section 12, section 13, section 14, section 15, section 16 and section 19 shall be punishable by a fine.

**23.** Companies etc. (legal persons) may incur criminal liability under the rules laid down in Part 5 of the Danish Criminal Code.

#### *Commencement and transitional provisions*

**24.** – (1) This Executive Order shall come into force on 1 July 2011.

(2) The provision in section 9 (1), however, shall first take effect from 1 January 2012 with respect to buildings erected according to planning permission issued before 1 January 1973.

(3) The provision in section 9 (2), however, shall first take effect from 1 January 2012.

(4) Executive Order No. 1313 of 14 December 2004 on the Provision of Postal Services and Postal Distribution shall be repealed simultaneously.

*Danish Transport Authority, 24 June 2011*

Carsten Falk Hansen

/Nicolai Bundgaard

## **Appendix 1**

### **Rules as to the installation of letter boxes, clustered delivery boxes and letter slots**

#### **1. General provisions**

##### **General requirements as to the layout and design etc. of letter boxes, clustered delivery boxes and letter slots**

For the layout of letter boxes, clustered delivery boxes and letter slots, reference is made to the current European standard, at present DS/EN 13724 “Postal services – Apertures of private letter boxes and letter plates – Requirements and test methods”.

However, the installation or mounting height of letter boxes, clustered delivery boxes and letter slots must be as specified below, just as an aperture height of 35 mm is required as a minimum for letter slots regardless of type.

##### **Name plate**

The individual letter box or letter slot must be provided with a name plate located near the letter slot. The name plate must be protected by a transparent material if the name(s) indicated on the name plate otherwise might be erased. The name plate must be securely fastened to the letter box.

Instead of a name plate, the name(s) may be indicated on the letter box by means of self-adhesive letters of a weather-resistant type affixed to the letter box.

The name plate must state the mail recipient's family name and, if appropriate, occupation, first name or initials. The name(s) of any children or lodgers should also be stated on the name plate.

Name plates on clustered delivery boxes in multi-storey buildings must also indicate floor location and possibly door location (side location or door number).

Name plates at recreational dwellings must indicate street or road name, house number and any house name.

Name plates on letter boxes at recreational dwellings used by different mail recipients for a shorter or longer period of time must state the name(s) of the dwellers of the relevant period.

##### **Fastening**

Letter boxes must be securely fastened to prevent unauthorised removal.

##### **Illumination**

Clustered delivery boxes must be sufficiently illuminated to make it easy for delivery staff to read at any time the recipient name indicated on respectively the relevant item and the relevant name plate. Adequate electric lighting must be used to illuminate clustered delivery boxes, if required.

##### **Rain, snow etc.**

Letter boxes and clustered delivery boxes wholly or partly located outdoors must be designed to keep mail protected from rain, snow etc.

## **2. Rules as to the installation of letter boxes at detached and semi-detached houses, farms etc.**

### **Definition**

A letter box shall be understood to mean a letter box mounted on a post, wall, fence or similar.

### **Use**

Letter boxes must be installed at detached and semi-detached houses, farms etc. and must be provided with a name plate.

### **Installation**

As a normal rule, the letter slot must be fronted onto the access road. If such installation would hamper access to the property, the letter slot may be installed at right angles to the access road however.

If there are several individual dwellings (two-family houses and/or business locations) in the relevant building, a letter box must be installed per each individual dwelling. However, a letter box may be shared by two or more dwellings by agreement between the dwellers concerned. In that case, the letter box must be provided with the individual names of those sharing it. As a normal rule, two or more letter boxes must be installed in a horizontal row in immediate proximity to each other. Letter boxes in a vertical row must be installed with the lowest-positioned letter slot at a height of not less than 65 cm and the highest-positioned letter slot at a height of not more than 175 cm measured from the ground level.

In connection with the installation of letter boxes at farms, consideration must be given to traffic conditions in terms of access and exit roads, including with regard to the traffic from large vehicles, agricultural machines etc.

Letter boxes and units consisting of a number of letter boxes in a horizontal row must be installed with the bottom edge of the letter slot at a height of not less than 100 cm and not more than 120 cm measured from the ground, pavement or road level.

## **3. Rules as to the installation of clustered delivery boxes in multi-storey buildings**

### **Definition**

Clustered delivery boxes shall be understood to mean a centralised box system containing a letter box per each delivery location (dwelling) in the building (staircase).

### **Use**

Clustered delivery boxes must be installed in or at each staircase of multi-storey buildings.

### **Installation**

Clustered delivery boxes must be installed indoors or outdoors as close as possible to the main entrance(s) of the building in a place on the ground floor or near the main entrance door to which delivery staff has easy and unimpeded access and ensuring that delivery of items can take place without causing inconvenience to delivery staff. If the installation at the main entrance or on the

ground floor is impossible, clustered delivery boxes may be installed in a gate or yard area, as appropriate.

Clustered delivery boxes must be installed with the lowest-positioned letter slot of the box system at a height of not less than 65 cm measured from the floor, pavement or road level and the highest-positioned letter slot of the box system at a height of not more than 175 cm measured from the floor, pavement or road level.

If the owner of a building installs locks on the building's main entrance(s) by means of which access is given to the clustered delivery boxes, the box system must, as a normal rule, be installed in such a manner as to allow delivery of items through the letter boxes outside the building without delivery staff having to open the entrance door.

Where clustered delivery boxes cannot be installed in such a manner as to allow delivery of items outside the building, the owner of the building must either give delivery staff access to the building or provide the postal service provider with keys, key cards, access code or similar to the entrance door.

### **Arrangement**

As a normal rule, the individual letter boxes of a centralised box system must be arranged so that the letter box of the dwelling on the bottom floor to the left is the lowest positioned letter box to the left and the letter box of the dwelling on the upper floor to the right is the highest positioned letter box to the right of the centralised box system. The individual letter boxes must be provided with a name plate.

### **Rules as to the storage of keys to multi-storey buildings**

Postal service providers are responsible for ensuring that keys etc. to multi-storey buildings are stored securely and for keeping the keys protected from unauthorised use.

Postal service providers must establish procedures for storage, administration and security of received keys, electronic key cards, codes or similar by means of which access is obtained to locked staircases. The procedures must be published.

The liability for claims for compensation for a postal service provider's loss of keys etc. lies with the relevant postal service provider.

In the event of loss of keys, key cards or similar, compensation must be paid by the postal service provider for the direct costs involved in new keys or similar and any replacement or change of locks, codes or similar, if required.

### **4. Rules as to the installation of clustered delivery boxes and letter boxes in areas for recreational dwellings**

The delivery of items to recreational dwellings is conditional on the installation of letter boxes or clustered delivery boxes.

### **Definition**

In this context, clustered delivery boxes shall be understood to mean a centralised box system containing a letter box per each recreational dwelling in the area. A letter box shall be understood to mean a letter box mounted on a post, wall, fence or similar.

## **Clustered delivery boxes**

### **Use**

Clustered delivery boxes must be installed in concentrated areas for recreational dwellings developed according to planning permission issued after 1 January 1973. In connection with the development of new areas for recreational dwellings, adequate land must be reserved for the installation in a central location of clustered delivery boxes.

### **Installation**

Clustered delivery boxes must be installed at the entrance to the area or in a central location, for example near joint facilities to which all of the dwellers have access. Two or more centralised box systems may be installed in central locations of the area, if relevant in consideration of the number of recreational dwellings and efficient provision of the postal service.

Clustered delivery boxes must be installed with the lowest-positioned letter slot of the box system at a height of not less than 65 cm measured from the ground, pavement or road level and the highest-positioned letter slot of the box system at a height of not more than 175 cm measured from the ground, pavement or road level.

### **Arrangement**

The individual letter boxes of a centralised box system must be arranged according to road name and in numerical order for each road name. The letter boxes must be arranged so that the letter box of the recreational dwelling provided with the lowest road number on the relevant road is the lowest positioned letter box to the left and the letter box of the recreational dwelling provided with the highest road number on the relevant road is the highest positioned letter box to the right of the centralised box system. The individual letter boxes must be provided with a name plate.

## **Letter boxes**

### **Use**

Letter boxes must be installed at recreational dwellings developed according to planning permission issued at 1 January 1973 or earlier. The letter box must be provided with a name plate.

### **Installation**

As a normal rule, the letter slot must be fronted onto the access road. If such installation would hamper access to the recreational dwelling, the letter slot may be installed at right angles to the access road however.

If there are several individual recreational dwellings on the relevant piece of land, a letter box must be installed per each individual recreational dwelling. However, a letter box may be shared by two or more dwellings by agreement between the dwellers concerned. In that case, the letter box must be provided with the individual names of those sharing it. As a normal rule, two or more letter boxes must be installed in a horizontal row in immediate proximity to each other. Letter boxes in a vertical row must be installed with the lowest-positioned letter slot at a height of not less than 65 cm

and the highest-positioned letter slot at a height of not more than 175 cm measured from the ground level.

## **5. Rules as to the installation of letter slots**

In cases involving the non-installation of a letter box or clustered delivery boxes in accordance with the rules set out for the installation of letter boxes and clustered delivery boxes, the installation is required of a letter slot in the door or a letter box near the main entrance door.

As a normal rule, letter slots must be installed horizontally at a height of not less than 65 cm measured from the bottom edge of the door. A name plate must be mounted near the letter slot.

## **6. Conclusive rules**

Queries regarding the installation and layout etc. of letter slots, letter boxes or clustered delivery boxes should be addressed to the universal service provider, Post Danmark, wherefrom further guidance may be obtained about the installation etc.

In the event of disagreement between the owner and Post Danmark, the owner may contact the Danish Transport Authority for a final decision of the case.