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# Mailbox Policy

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## INTRODUCTION

It is the intent of this policy that the Highway Superintendent will deal with the public fairly when handling replacement/repair of mailboxes which may have been damaged by a Town-owned or Town-hired vehicle.

Mailboxes and mailbox supports are the property of the mail route patron. The Town does not issue written permits for the placement of mailboxes within the road right-of-way and is placed there at the owner's risk.

## GENERAL POLICY AND RESPONSIBILITIES

When there is an accumulation of snow, the location of mailboxes close to the roadway makes plowing operations difficult, and boxes become quite susceptible to damage as a result of such activity. It is Highway Department policy to use care and consideration when plowing snow in their vicinity. Despite this, some mailboxes will be damaged during the snow removal season. In the vast majority of cases, it is the weight of snow from the snowplow which damages a mailbox. On occasion, the plow will hit and damage them as well.

The Highway Department will repair or replace any damaged standard mailbox and support post when the following criteria are met:

1. It is determined that the Highway Department operator damaged the mailbox; and;
2. The mailbox had been properly installed and maintained before the damage occurs. (Mailboxes must meet USPS\* installation guidelines-listed below).

**Please Note:**

**If a Town-owned or Town-hired plow vehicle did not come in direct contact with the mailbox or support but instead was damaged by the weight of the snow, or the mailbox door being left open, the mailbox and support will not be covered under this policy.**

**Mailboxes and support posts that are made out PVC plastic are not covered under this policy.**

If both criteria noted above are met, the Highway Department will repair or replace your mailbox with the standard mailbox and support post we offer. If the standard mailbox



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and support post is not acceptable, the resident may repair or replace the mailbox/support at their own cost.

We will not remove mailbox supports secured with concrete. We will only trim broken supports to the top surface of the concrete. Placement of the new support will be to either side of the existing concrete unless you specify a new location or remove any existing concrete.

Guidelines established per USPS regulations regarding mailbox installation:

- Mailboxes installed on streets with a curb must be 41 inches to 45 inches above the street surface.
- The face of the mailbox must be between 6 in and 8 in back from the edge of the road.

Please contact the Post Office with any questions regarding USPS mailbox installation guidelines.