

## 1.1 MAILBOX REPAIR/REPLACEMENT POLICY

### A. POLICY

1) Intent. The intent of this policy is to establish a uniform process to replace or reimburse residents for damage to mailboxes due to snow removal operations. The City's primary obligation is to ensure that its roadways are as clear as possible of snow or ice. It is also understood that most mailboxes are located within the public right of way, and therefore while fulfilling the primary objective, mailboxes may be unintentionally and unavoidably damaged. This policy assumes there is a shared responsibility between the City and the homeowner when mailboxes located in the public right-of-way are damaged during snow removal operations.

2) Past Practice. While there is no legal requirement for the City to replace these mailboxes it has been the long-standing practice of the City to do so. In recent years, property owners have begun to install more expensive decorative mailboxes and support structures and have requested that the City install similar mailboxes at a higher cost when replacing damaged mailboxes. In addition, the use of plastic mailboxes that are more easily damaged has increased. The purpose of this policy is to outline the circumstances under which the City will replace private mailboxes or reimburse owners who wish to install different and/or more expensive replacements than the City will provide.

3) Eligibility for Reimbursement. In order for a damaged mailbox to be eligible for replacement or reimbursement, the following conditions must be met:

- a) The damaged mailbox and/or post must meet the requirements of the U.S. Postal Service in regard to construction and location.
- b) The damage must have been caused by direct contact with City equipment. The City will not repair or replace mailboxes or posts damaged solely by snow thrown by City plowing or removal equipment.
- c) The property owner must notify the City within seven days of the date the damage occurred, unless the property owner/tenant/or individual responsible for the property was out of town, the damage must be reported to the City within seven days of that individual's return.
- d) The "Mailbox & Post Damage Notification" Form must be completed and signed by the resident filing the claim and subsequently approved by the Public Works Manager.

### B. PROCEDURE

1) Reimbursement Procedure. In the event that a mailbox and/or its support post is damaged or destroyed by direct contact with City equipment engaged in snow plowing or snow removal operations and satisfies the other criteria noted above, the City will offer the owner of the property the choice of one of the following options:

- a) The City will furnish and install a standard replacement post and/or mailbox selected by the City. Standard mailbox replacement includes light sheet metal or plastic construction mailboxes conforming to the requirements of the U.S. Postal Service. The standard post will be a 4x4 treated wood post.
  - b) Where a more expensive decorative mailbox/post is involved, or where the property owner simply wants to erect a different mailbox than the mailbox offered by the City, the City will offer the property owner the option of reimbursement in an amount equal to the actual cost of the mailbox erected by the property owner, or cost of the standard post and/or mailbox offered by the City, whichever is less. The current City mailbox cost is \$35.00. The replacement mailbox and post must be in compliance with the United States Postal Regulations.
- 2) Public Works Responsibilities.
- a) The Public Works Manager shall review the established reimbursement to be provided in accordance with the policy above. This reimbursement amount shall be based on the actual cost to the City of a standard post and/or mailbox.
  - b) The Public Works Division shall install a new box and/or post for all eligible residents requesting and approved for same. Where this work cannot be performed within seven days for any reason, including but not limited to frozen ground, the Division shall either make temporary repairs or provide a temporary mailbox installation sufficient to allow the postal service to resume mail delivery.
  - c) Where reimbursement has been requested for a different or more expensive decorative mailbox and the presence of frozen ground or other factors make installation impractical, the Public Works Division shall also install a temporary box and/or post as outlined above.
  - d) The Public Works Manager shall periodically review this policy and, when necessary, recommend changes or revisions to the City Manager.