



Town of Sterling  
Department of Public Works  
171 Worcester Road  
Sterling, MA 01564

## Mailbox Policy

Revised 11/2021

**Purpose:** To set a standard of policy to reimburse a fixed dollar amount to replace a United States Postal Service mailbox physically damaged by coming into contact with a Town owned, operated, or contracted snowplow.

**Background:** While the Town employees and contractors taking part in snow removal operations take care and due regard while performing their duties, plows may come in contact with privately owned mailboxes in the Town's right-of-way and damage or destroy them. This policy recognizes there is inherent risk involved in plowing operations and is intended to provide some relief to property owners should their mailbox be damaged. The weather conditions at the time of the storm dictate the weight and characteristics of the snow that is being removed. This policy does NOT cover replacement for mailboxes damaged by snow coming off the plow, as the DPW has no control of the weather conditions.

**Policy:** The DPW Superintendent may grant residents a reimbursement up to \$55.00 when the resident's circumstances meet the following conditions:

- The property owner notifies the DPW as soon as possible when the damage is discovered.
- The property owner furnishes pictures or other visual evidence of the damage along with a written request (mail or e-mail) for reimbursement under this policy.
- The DPW Superintendent or his designee will visually inspect the mailbox and post for damage consistent with physically coming into contact with a snowplow.
- The DPW Superintendent or his designee will determine if the existing mailbox shows any signs of disrepair or lack of maintenance that would lead to the damage. (i.e. rotted mailbox post, not properly secured into the ground etc).
- The existing mailbox must have met the requirements of a United Postal Service mailbox.
- If it is determined that the snowplow made contact with the mailbox or post causing damage, the property owner will be notified by the DPW in writing that their request has been approved.
- If it is determined that the snowplow did not physically come into contact with the mailbox or post and the damage presented was caused by other factors (weight of snow or slush coming off the plow, a

private plow contractor etc) the property owner will be notified by the DPW in writing that their request has been denied.

- If the property owner has been notified in writing that the request has been approved, the property owner will procure and pay for all expenses to replace the mailbox and/or post including materials and labor.
- The property owner will submit paid receipt(s) for the replacement of the mailbox including materials and/or labor.
- All requests for reimbursement shall be made no later than May 1<sup>st</sup> each year.
- Requests for reimbursements may be refused if the DPW is not notified within two weeks from the date of the storm where the mailbox was damaged.
- This policy is in effect from the accepted date forward.

Accepted as Town of Sterling policy by the DPW Board on November 23, 2021