



TOWN OF SHIRLEY
DEPARTMENT OF PUBLIC WORKS

158 Great Road
Shirley, MASSACHUSETTS 01464
978-425-2628 ♦ Fax 978-425-2619

MAILBOX POLICY

PURPOSE

The intent of this policy is to establish a uniform process to reimburse citizens for mailbox damage due to snow removal operations performed by the Town of Shirley Department of Public Works (DPW). The DPW's mandate during "Snow and Ice Season" is to ensure that its roadways are kept free of snow and ice. It is also understood that most mailboxes are located inside the public right of way, and therefore, damage to them is often unavoidable for various reasons. This policy assumes there is a shared responsibility between the town and homeowner when mailboxes are damaged during snow removal operations.

POLICY

1. The U.S. Postal Service requires that customers maintain mailboxes in a manner that enables the carrier to deliver and collect mail. The customer is required to keep the approach to and the exit from the mailbox sufficiently cleared of snow for the carrier. This is not the responsibility of the DPW nor its plow subcontractors. For additional information regarding the installation of residential mailboxes, refer to the United States Postal Service at the following website address: <http://www.usps.com/receive/mailboxstandards.htm>.
2. Every winter, Town plow trucks occasionally damage mailboxes while clearing the streets of snow and ice. While Town crews do their best to avoid hitting mailboxes, sometimes especially when visibility is poor a mailbox can be struck by accident. If a Town or Town contractor plow or truck damages a mailbox through direct contact, a reimbursement may be made in accordance with established guidelines of this policy. Mailboxes or posts damaged by the weight of the plow windrow (snow exiting the end of the plow) operated by a Town employee or a private contractor under contract with the Town will not be covered under this policy and replacement/repair is the property owner's responsibility. A property owner who installs decorative materials within the right-of-way does so at his/her own risk.
3. It is the homeowner's responsibility to notify the DPW and file a *Mailbox Reimbursement Request* with the Town through the DPW. Such requests shall be submitted in writing (on the attached form) and within 48 hours from the date of the alleged damage so it can be assessed and verified for any claim. Any claim presented after the 48-hour period will be subject to the discretion of the DPW. All damaged posts and mailboxes must be available for inspection. The Town may authorize a reimbursement up to a maximum of \$30.00. This amount is intended to cover any and all damages to the mailbox, post and brackets. No reimbursement in excess of \$30.00 shall be provided, regardless of the location, size, original cost or elaborateness of the mailbox and post.
4. Claims must include a receipt of the repairs and be sent to the Town of Shirley, Department of Public Works at 158 Great Road Shirley, MA 01464.



5. All property owners are urged to inspect their posts and mailboxes at least yearly and replace any rotted or insecure post installations. Property owners might also consider placing their posts to the left of driveway openings or locating the posts further from the edge of the paved way without changing the location of the box itself as suggested by the postal department where snow removal is a problem.
6. If applicable, only one claim per household per year will be accepted by the DPW.
7. The Board of Selectman voted their concurrence with this policy during a meeting held on June 30, 2014, and shall remain in place until rescinded or modified by a vote of the Board of Selectmen.

Department of Public Works



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MAILBOX REIMBURSEMENT REQUEST

I _____ of _____ (address),
Shirley hereby request reimbursement for damages caused to my mailbox and related fixtures caused by
snow removal operations on _____(date).

Describe damages:

I understand the Town of Shirley has a right to review this claim, and may reimburse me up to \$30.00 for damages to the mailbox, post and brackets. No reimbursement shall exceed \$30.00 regardless of the location, size, original cost or elaborateness of the mailbox, post and brackets. Claims must include a receipt of the repairs. The Town of Shirley is tax exempt and will not cover sales tax. This claim must be submitted within forty-eight (48) hours of the date of the alleged damage. Any claim presented after the 48-hour period will not be accepted by the DPW.

*Submit to: Town of Shirley
 Department of Public Works
 158 Great Road
 Shirley, MA 01464*

I affirm the above statement is true to the best of my knowledge and belief.

_____ (Signature)

_____ (Date)

For Town Use Only

Date Received: _____

Reviewed By: _____

Recommended Action: _____

CC: Director, Department of Public Works