

MAILBOX REPLACEMENT POLICY

(December 2009)

It shall be the policy of the Town of Durham Public Works Department that if any mailbox or post is damaged as the result of snow removal operations, the responsibility for making repairs shall be borne by the property owner. The Department of Public Works will not be responsible for mailbox damage from snow being propelled against the mailbox during snowplowing activities.

When a mailbox or post is damaged by **direct contact** from our snow removal equipment, the following will occur:

1. Call the Public Works Department at 860-349-1816 within 24 hours to report damage.
2. Inspection of mailbox and post to determine cause of damage.
3. Inspector will determine who is at fault (improper installation of mailbox, or plow operator error).
4. Following investigation, the mailbox or post will be repaired or replaced if the plow operator is at fault.

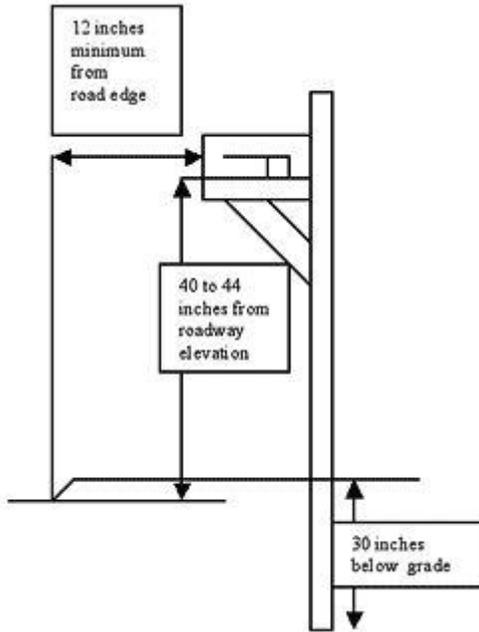
Decorator mailboxes and posts that receive direct contact from snow removal equipment will be replaced with a **standard mailbox and post**.

*The Public Works Department will assist elderly or impaired property owners with repairing damage to their mailbox or post.

The following guidelines for proper mailbox and post installation will help to prevent damage during snow removal operations:

1. The front of the mailbox must be 12 inches minimum, 18 inches maximum from curb line or edge of roadway.
2. The bottom of the mailbox must be 40-44 inches above roadway elevation.
3. The post should be constructed of pressure-treated wood, 4 inch by 4 inch minimum post size.
4. #8 minimum size screws that are weather-resistant should be used during assembly of mailbox and post. Do not use nails.

Please refer to the diagram.



Most mailbox damage is caused when:

1. The mailbox is not sufficiently constructed so as to withstand the impact of snow being thrown against it.
2. There is an accumulated volume of snow to contend with.

Some helpful hints:

1. Make sure your mailbox is sturdily constructed.
2. Reduce the height of piled snow around the mailbox.
3. Do not shovel or blow snow into the street or sidewalk. If you use a private snow removal contractor make sure the plow operator is insured and is aware that no snow may be plowed onto town property, i.e. the street.

If you have any questions or concerns please feel free to contact the Public Works Department at 860-349-1816.