

# Town of Guilford

## Snowplow Damage to Mailboxes New Policy

Each year, the Department of Public Works invests a significant amount of time, labor and material in the investigation into and repair of mailboxes damaged during snowplow operations. We have operated without an updated policy to repair/replace only those mailboxes securely fastened to a sturdy post where the mailbox is physically struck by the plow, not damaged by the force of plowed snow. This has led to numerous conflicts with our residents and public works personnel who make that determination. In order to simplify the claim process, the Public Works Commission has adopted the following policy:

### **PUBLIC WORKS COMMISSION POLICY for MAILBOXES DAMAGED by TOWN SNOWPLOWS**

In order to provide a fair and uniform resolution to disputes involving mailboxes damaged by Town snowplows and snowplows contracted by the Town to plow town roads, the Guilford Public Works Commission approves the following policy concerning repair/replacement of mailboxes.

- A. All mailboxes should be securely fastened to a sturdy post which is sufficiently anchored in the ground to resist the impact of plowed snow.
- B. In accordance with current postal guidelines, the mailbox should be at least twelve (12) inches from the curb or edge of pavement (with the door closed) in order to prevent contact by the snowplow itself. The height of the bottom of the mailbox should be between 42" and 48" from the road surface.
- C. If it is determined a mailbox was struck by a Town snowplow, the Town will either reimburse the owner \$30 for the post and \$20 for the box or replace the mailbox with a standard 4x4 post and mailbox. The Town will not supply or pay for other types of mailboxes.

No mailbox or post will be considered for the damage reimbursement if the post shows dry rot or is otherwise unstable.

The Town will reimburse the owner for damage to the mailbox and/or post only when the Town's snowplow is found to have made direct contact with the mailbox, not when the box is knocked over by snow or slush that is pushed by the plow.

The First Selectman or designated representative is authorized to use reasonable discretion in resolving disputes involving unusual circumstances.