Town of Hopkinton

Mailbox Replacement Policy

It shall be the policy of the Hopkinton Public Works Department (DPW) that if any mailbox or post is damaged as the result of Town snow removal operations, the following procedures shall be implemented:

- **When a mailbox or post is damaged by <u>direct contact</u> from Town snow removal equipment, the steps outlined below shall be implemented:**

  1. An inspection of the mailbox and post by DPW personnel will be conducted to determine the actual cause of damage (photographs of the damage to be taken, when feasible).

  2. A DPW Inspector will render a decision regarding fault, determining whether damage was caused by a snowplow operator's error or as a result of the defective installation and/or poor maintenance of the mailbox.

  3. Following the inspection, the mailbox or post will be repaired or replaced by DPW personnel if it was determined the snowplow operator was at fault. In some cases, permanent work may need to be delayed until weather permits proper installation or repair.

  4. If it is determined that the mailbox was improperly installed and/or poor maintenance is evident, i.e.: a rotted post, unsecured foundation, etc., then the responsibility for repair or replacement shall be borne by the property owner.

  5. Decorative mailboxes and posts will be replaced with standard mailboxes and posts.

- **When a mailbox or post is damaged by <u>indirect contact</u> from Town snow removal equipment, the Town shall NOT be responsible for mailbox damage.**

  1. Indirect contact occurs when snow is discharged from snow removal equipment.

  2. The majority of mailbox and post damage results from improper installation and/or poor maintenance. A properly installed and maintained mailbox should withstand winter snow removal operations.

  3. However, the Public Works Department will strive to assist the elderly and those less fortunate property owners in temporarily repairing damage to their mailboxes or posts to insure that they are able to receive mail.

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