



TOWN OF BOYLSTON

Highway Department

385 Main Street

(508) 869-2261

MAILBOX CLAIMS POLICY

PURPOSE

The intent of this policy is to establish a uniform procedure for processing claims received from residents for mailbox damage allegedly due to snow removal operations performed by the Town of Boylston Highway Department. The Highway Department is responsible during the winter season to ensure that Town roadways are kept free of snow and ice. It is also understood that most mailboxes are located within the public right of way and, therefore, damage to a mailbox 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 Highway Department nor its plow subcontractors. For additional information regarding the installation of residential mailboxes, refer to the USPS at the following website address:
<http://www.usps.com/manage/mailboxs.htm>
2. During the 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**, and evidence shows that the actual plow blade hit the mailbox, a reimbursement may be made to the owner of the mailbox in accordance with the terms of this policy. Mailboxes or posts damaged by the weight of the plow windrow (snow exiting the end of the plow) **are not included or covered** under this policy. In such an instance, the replacement/repair of the mailbox is the property owner's responsibility. Please remember that any improvements within the Town's right-of-way including mailboxes, shrubbery, fences, sprinkler heads and other property enhancements are installed at the sole risk of the owner.
3. In the event a mailbox is struck directly by a plow or truck during the Highway Department's snow removal operations, it is the property owner's responsibility to notify the Highway Department and file a Mailbox Reimbursement Request form in person or on the Town of Boylston's Website on the Highway Department page. Such requests must be submitted within 48 hours from the date of alleged damage so it can be assessed and verified for any claim. Any claim submitted after the 48-hour period will be subject to the discretion of the Highway Department. To verify a claim, the damaged post and mailbox must be available for inspection by the Highway Department's representative. Mailboxes/posts will not be repaired if they are in a deteriorated condition. The Town may authorize

reimbursement to the owner of the damaged or destroyed mailbox up to a maximum of twenty-five dollars (\$25.00). This amount is intended to provide an equitable share of the cost of replacing the damaged mailbox, post and brackets with the homeowner. No reimbursement in excess of \$25.00 shall be provided, regardless of the location, size, original cost or elaborateness of the mailbox and post.

4. Once a claim is approved by the Highway Superintendent, a receipt of the repairs must be sent to the Town of Boylston Highway Department at 385 Main Street, within 7 days of the of the approved claim.
5. All homeowners are urged to inspect their posts and mailboxes every year and replace 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 USPS where snow removal is a problem.
6. Only one claim per household will be accepted in a single winter season.
7. Payment of a claim by the Town is no admission of fault or liability by the Town for damages to personal property of the applicant/claimant.
8. Request forms can be found on the Town of Boylston Website: <https://www.boylston-ma.gov/highway-department> or at the Highway Garage, 385 Main Street.



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Mailbox Reimbursement Request

I _____ of _____ (address)

Boylston MA, hereby request reimbursement for damages to my mailbox and related fixtures allegedly caused by snow removal operations on _____ (date)

Describe damages:

I understand the Town of Boylston has the right to review this claim, and may reimburse me up to \$25.00 for damages to the mailbox, post and brackets. I understand and agree that processing and approval of a claim for damages to my mailbox is not an admission of fault or liability by the Town of Boylston.

NOTE: No reimbursement shall exceed \$25.00 regardless of the location, size, original cost or elaborateness of the mailbox, post and brackets. Once a claim is approved, receipts for the repairs must be submitted within 7 days of the approved claim. The Town of Boylston is tax exempt and will not cover sales tax. This claim must be submitted within 48 hours of the date of the alleged damaged. Any claim presented after the 48-hour period will not be accepted. All damaged posts and mailboxes must be available for inspection. Mailboxes/posts will not be approved if they are in a deteriorated condition.

Submit to:

Mail or drop off: Town of Boylston Highway Department

385 Main Street

Boylston, MA 01505

Or email to: jpupkar@boylston-ma.gov

(Resident Signature)

(Date)