

MAILBOX REPLACEMENT POLICY

Department of Public Works

The purpose of this document is to put in place the Town of Munster's mailbox replacement policy in the event of damage sustained due to snow removal operations.

In the event of "clean break" meaning the mailbox was deemed to be in good shape free of rot and properly maintained, the following applies.

1. When notified of mailbox damage, Public Works will either repair the damaged box or put up a temporary box so the homeowner can continue to get mail.
2. When the threat of snow has diminished for the season (in springtime) Public Works will hand out pamphlets with 2 box styles in several color options to affected homes. Residents then advise Public Works of their choice of box.
3. The boxes will be installed by Public Works at no charge.
4. In the event a resident is unsatisfied with the town's options, the Town will reimburse residents up to a maximum of \$200.00 which includes cost of installation and mailbox. The Town will not install the box. To be reimbursed, the resident must submit the original receipt for both the mailbox and invoice from whomever installs the mailbox. The receipt and/or invoice must show the resident's name and address. Reimbursement will be made to the person stated on the invoice. The receipt or bill must be only for repair or replacement items, nothing else related to other items can be on the receipt or bill. If the resident chooses to install it themselves, the Town will reimburse for the mailbox cost only.

If Staff deems the mailbox damage to be a result of deferred maintenance, (i.e. wood rot, lack of maintenance, etc.) a letter with pictures of the mailbox at the time of damage will be sent via U.S. Postal Service to the home advising the owner that the Town will not be replacing the box due to maintenance related issues.

Prepared by Lukas Kern 2-24-2022