

## **Ayer DPW Mailbox Damage Policy**

The intent of this policy is to establish a uniform process to reimburse citizens for mailbox damage due to snow removal operations performed by the Town of Ayer Department of Public Works (DPW). The DPW's mandate during "Snow and Ice Season" is to ensure that its roadways are kept free of snow and ice. It is also understood that most mailboxes are located inside the public right of way, and therefore, damage to them 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. All property owners are urged to inspect their posts and mailboxes at least yearly and replace any rotted or insecure post installations.

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 DPW or its plow subcontractors. For additional information regarding the installation of residential mailboxes, refer to the United States Postal Service at the following website address:  
<https://www.usps.com/manage/mailboxes.htm>

Every 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, 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, a reimbursement may be made in accordance with this policy. Mailboxes or posts damaged by the weight of the plow windrow (snow exiting the end of the plow) will not be covered under this policy and replacement/repair is the property owner's responsibility.

Any unauthorized structure or personal property which is in the right-of-way and is damaged by any snow plowing, sanding, or removal activity shall be the responsibility of the homeowners. These items include, but are not limited to: basketball hoops, bicycles, toys, fences and walls. Further, if such impediments are left in the right-of-way during the winter parking ban season, the Town may remove it without notification and shall not be responsible for the outcome of its condition. We ask for your assistance in removing these objects from the right-of-way during winter months in order to protect your personal property and make the plow routes safer for our drivers.

It is the homeowner's responsibility to notify the DPW and file a Mailbox Reimbursement Request with the Town through the DPW. Such requests shall be submitted in writing (on the attached form) and within 48 hours from the date of the alleged damage so it can be assessed and verified for any claim. Any claim presented after the 48-hour period will be subject to the discretion of the DPW. All damaged posts and mailboxes must be available for inspection. The Town may authorize a reimbursement up to a maximum of \$50.00. This amount is intended to cover any and all damages to the mailbox, post and brackets. No reimbursement in excess of \$50.00 shall be provided, regardless of the location, size, original cost or elaborateness of the mailbox and post.

Claims must include a receipt of the repairs and be sent to the Town of Ayer, Department of Public Works at 25 Brook Street, Ayer, MA 01432, 978-772-8240.



TOWN OF AYER  
**DEPARTMENT OF PUBLIC WORKS**

25 BROOK STREET  
AYER, MASSACHUSETTS 01432  
978-772-8240 ♦ Fax 978-772-8244

## MAILBOX REIMBURSEMENT REQUEST

I \_\_\_\_\_ of \_\_\_\_\_ (address),  
Ayer hereby request reimbursement for damages caused to my mailbox and related fixtures caused by  
snow removal operations on \_\_\_\_\_ (date).

Describe damages:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I understand the Town of Ayer DPW has a right to review this claim, and may reimburse me up to \$50.00 for damages to the mailbox, post and brackets. No reimbursement shall exceed \$50.00 regardless of the location, size, original cost or elaborateness of the mailbox, post and brackets. Claims must include a receipt of the repairs. The Town of Ayer is tax exempt and will not cover sales tax. This claim must be submitted within forty-eight (48) hours of the date of the alleged damage. Any claim presented after the 48-hour period will not be accepted by the DPW.

*Submit to:      Town of Ayer  
                         Department of Public Works  
                         25 Brook Street  
                         Ayer, MA 01432*

I affirm the above statement is true to the best of my knowledge and belief.

\_\_\_\_\_ (Signature)

\_\_\_\_\_ (Date)

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***For Town Use Only***

Date Received: \_\_\_\_\_

Reviewed By: \_\_\_\_\_

Recommended Action: \_\_\_\_\_

CC:    Superintendent of Public Works