



TOWN OF WESTBROOK

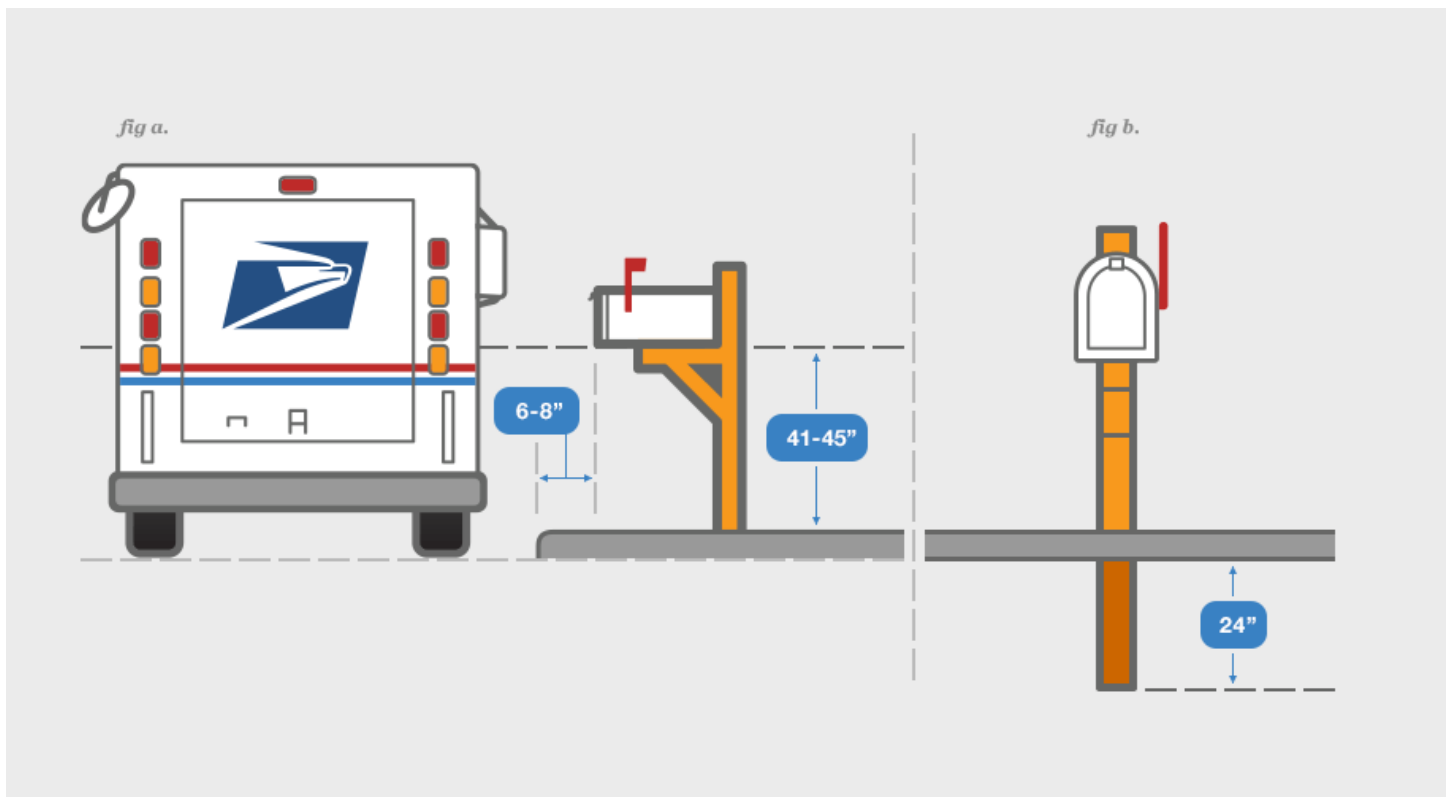
PUBLIC WORKS DEPARTMENT

185 HORSE HILL ROAD
WESTBROOK, CONNECTICUT 06498
(860) 552-4496 • Fax (860) 664-5094

January 24, 2022

MAILBOX INSTALLATION **WINTER DAMAGE POLICY**

Mailboxes and their posts are the responsibility of the homeowner, and should be installed in accordance with USPS guidelines (see diagram below).



Please inspect your mailbox regularly to be sure it is firmly attached to the post, and that the post is not rotted. Damage to the mailbox and/or post from snow thrust (that which is thrown from the blade of the plow as it passes by) is **not** the Town's responsibility. The Town is not liable and will not pay for mailboxes or posts damaged due to the inability to withstand the snow thrust.

If a mailbox and/or post is **physically struck** by the Town-owned plow or truck, the Town will repair or replace the damaged item at our discretion, based on our investigation utilizing the criteria below. Homeowners must notify the Department of Public Works (by phone or email) within seven (7) days of the incident. Upon receipt of said notification, an investigation will occur to assess the following:

1. Physical condition of mailbox and post - if it was physically struck, it will be very obvious.
2. Position of box and/or post in relation to the line which the plow traveled along the roadway.
3. Evidence of plow or truck leaving the surface of road, curbing or lawn damage, tire marks, and/or paint marks on the box or post.

4. Review of evidence of damage resulting from an unknown source. This could include private contractors working in the area (plowing driveways), delivery trucks, or other cars traveling on the road.

If it is determined that the Town is responsible for the damage, the Town will repair or replace the mailbox and/or post as soon as possible **with a standard mailbox and/or post**. The Town **will not** reimburse any homeowner who replaces the damaged mailbox or post themselves. Temporary repairs may have to be performed in order for you to receive mail, until such time as ground conditions are suitable to effect a permanent repair.

Please do not hesitate to contact the Department of Public Works at 860-552-4496 with any questions. For more information on proper installation of a mailbox, please refer to <https://www.usps.com/manage/mailboxes.htm>.