



Mailbox Replacement Policy

I. Purpose

As a result of the Town of Plainville's snow plowing/removal operations, occasional damage may occur to mailboxes. Damages can either be the result of (1) the weight/impact of snow, slush, or ice being discharged by the snow removal equipment or (2) direct contact with the Town's snow removal equipment.

The purpose of this policy is to inform residents of proper mailbox installation procedures and to define the conditions of when the Town will be responsible for replacing a damaged mailbox or reimbursing a resident for the cost of materials to replace their mailbox.

This policy is based on the past practices of the Town of Plainville's Roadways Department as well as those of surrounding municipalities.

II. Effective Date

This policy shall remain in effect until revised or rescinded. The Town of Plainville reserves the right to amend this policy as necessary.

III. Policy

- A. Placement and Construction – All mailboxes should be installed according to the U.S. Postal Service's guidelines for installing and placing a new mailbox.¹ Mailboxes and posts are to be constructed with appropriate materials.
- B. Maintenance – Residents are expected to maintain their mailbox in such a manner that it will withstand a New England winter and the weight/impact of snow, slush, and ice being discharged by the snow removal equipment. Mailboxes/posts should not be rotted or deteriorated.
- C. Reporting a Damaged Mailbox/Post – Residents must report any damage to their mailbox/post within seventy-two (72) hours from when the damage occurred. Residents can report a damaged mailbox/post and request a replacement or reimbursement by calling the Public Works Department at (860) 793-0221 ext. 7176.
- D. Investigating Damage and Processing Request – The Town Manager, Roadways Superintendent, or designee will promptly inspect the mailbox/post to determine if a request for replacement or reimbursement meets the conditions of this policy.

¹ <https://www.usps.com/manage/mailboxes.htm>

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- E. Conditions that Qualify for Replacement or Reimbursement – In the event a mailbox/post is physically struck by the Town’s snow removal equipment, the Town will either (1) replace the mailbox with a standard mailbox at a cost not to exceed \$80.00 or (2) reimburse a resident for the cost of materials to replace their mailbox, receipt required, at an amount not to exceed \$80.00. Decorative mailboxes/posts that receive direct contact from snow removal equipment will also be replaced or reimbursed under these same standards.
- F. Conditions that Do Not Qualify for Replacement or Reimbursement – The Town will not replace nor provide a reimbursement to a resident for mailboxes/posts that are (1) noncompliant with this policy, (2) damaged by private contractors or other non-Town entities, and/or (3) damaged by the weight/impact of snow, slush, or ice being discharged by the Town’s snow removal equipment.
- G. Appeals or Special Circumstances – The Town Manager is authorized to interpret this policy and make reasonable decisions in order to equitably resolve unique situations.



Michael T. Paulhus
Town Manager
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