



Damaged Mailbox Policy

Adopted April 17, 2012

Purpose: During snow removal operations, many miles of roadway must be cleared and maintained for safe travel. Unfortunately, during this process, a few mailboxes may be damaged by the weight of the thrown snow and in some instances by the strike of a plow truck. The Village of Prairie Grove respects its residents' property and realizes the importance of our residents receiving mail in a timely fashion. This policy is put in place to direct Village Staff with regard to guidelines by which they can refer to when determining whether damage is the result of a snow plow truck striking a properly installed and operating mailbox.

Guidelines

1. As soon as possible after receiving resident notification of a damaged mailbox, (usually within 24 hours after the snow storm subsides); a Public Works representative will evaluate the damaged mailbox to determine if the damage is due to a snow plow truck striking the property and if so, schedule a temporary mailbox installation. The temporary mailbox shall remain until such time as a permanent mailbox can be installed. A copy of the Damaged Mailbox Resident Letter shall be forwarded to the affected resident (see attached).
2. The Public Works representative will contact the resident to outline the plan for replacement or repair. The following options are available to resolve the damage:
 - a. The Village will repair the mailbox to its original condition (i.e.: reattaching the box or straightening the post) with approval of the homeowner/business, or
 - b. The Village will purchase and install a standard mail box and 4 x 4 post assembly, or
 - c. The occupant of the home or business may purchase a like-kind mailbox and have it installed at their own expense, and the Village will reimburse the resident up to a maximum of \$50 with proof of payment.
3. Mailbox installation shall meet the following standards set by the U.S. Postal Service:
 - a. Mailboxes shall be placed at a height of 41-45 inches from the road surface to the bottom of the mailbox.
 - b. Mailboxes should be set back 6-8 inches from the back side of the curb (or edge of street) to the mailbox door.
 - c. Numbers should be placed on the box in contrasting colors not less than 1 inch high.
 - d. The approaches on either side of the mailbox must be kept clear so the mail carrier can make delivery without dismounting or having to back the vehicle up.
4. The Village Administrator has the right to approve or deny any or all requests for mailbox repair/replacement.