



Mailbox Damage from Snow Plowing Policy

During the City of Rockford snow and ice control operations, there is a potential for mailboxes to be damaged either by direct contact with City equipment or by snow being cast by City plows. It is essential that the City clears the entire width of the roadway to enable traffic flow, drainage and access to mailboxes. The purpose of this policy is to establish guidelines to be followed for the repair and/or replacement of mailboxes damaged by City equipment during snow removal operations.

REPAIRS AND REPLACEMENT LIMITED TO DAMAGE FROM CITY EQUIPMENT:

The City of Rockford will not be responsible for the repair and/or replacement of any mailbox or post unless the damage was a direct result of the City's snow removal equipment. Damage caused by private contractors, private vehicles, accidents not involving City equipment, or from an unknown cause will not be repaired by the City. Snow being cast by City plows will not be covered under snow removal equipment.

Notification of a broken mailbox and/or post must be provided and presented to the Public Services Department within 5 days of damage for repair or replacement by the City. Landscaping, Sprinkler systems and planting materials added to the parkway or around mailboxes will be the sole responsibility of the property owner. The City will not reimburse the owner for damage done to landscaping placed in the right-of-way resulting from City operations.

PROPER INSTALLATION OF MAILBOXES:

The placement of the mailbox, with respect to the back of the curb, is important and has a direct impact on the potential for damage. The U. S. Post Office sets a standard on installation guidelines. Now is the time to make repairs or replacement of loose or damaged mailboxes, rather than in the cold of winter. Check your mailbox now to make sure it is in good working order. Boxes that are missing doors, loose, rusty or not attached properly may be damaged easily by pushed snow and will not be replaced by the city.

A mailbox that is repaired or replaced should be placed 48 inches high from the road level where the Mail Carriers vehicle tire sets, to the bottom of the mail receptacle. If you have a box with a press box under it, measure to the mailbox, not the press box. Mailbox needs a setback of 6" behind the edge of curb.

MAILBOX REPLACEMENT:

If a mailbox has been damaged by City equipment during snow and ice control operations to the extent that it cannot be used for mail delivery, the City will provide and place a temporary mailbox until a permanent replacement can be installed. The resident must initiate this service by contacting the Public Services Department. The replacement box and/or post will be of a standard type selected by the City. The City will not attempt repairs or replace custom mailboxes.

If the resident or property owner elects not to have the mailbox and/or post replaced by the City using standard materials, the resident may complete the replacement or repairs himself/herself. With the prior approval of the City, the resident may present the receipt for the replacement of the mailbox and be reimbursed up to a maximum value of \$50. Reimbursement by the City is limited to one time per season.

