

**VILLAGE OF BARTLETT**  
**PUBLIC WORKS DEPARTMENT**  
**MAILBOX REIMBURSEMENT POLICY**

**Please Note: This Policy is for Mailboxes that were installed per United States Postal Service (USPS) Specifications. Any Mailboxes that are or were not installed per USPS Specifications, will NOT qualify for the reimbursement program**

**Purpose**

It shall be the policy of the Village of Bartlett Public Works Department to repair all mailboxes that have been damaged by **direct contact** with a snow plow during snow removal operations. Before the snow season begins, plow operators will drive their assigned routes and make note of those mail boxes that may be a hazard. The driver will also note and photograph those mailboxes that are already in a state of disrepair for future consideration, if contact is made with a snow plow. Residences identified as having mailboxes in disrepair will be notified with a deficient mailbox door tag/letter explaining the mailbox replacement policy.

**Village Replacement v. Homeowner Replacement**

Homeowner Replacement

Occasionally during winter plowing, when snow has accumulated at the curb to a height of greater than three feet (3'), the windrow of snow coming off the snow plow will have a wave effect across the top of the snow. This wave effect will dislodge mailboxes from the post. If this occurs, it shall be the responsibility of the resident to replace the mailbox.

The Homeowner will also be responsible for replacement if a private contractor, or any non-Village vehicle destroys the mailbox.

Note: Under NO circumstance will the Village replace in kind "fancy" wrought iron, customized, decorator type, brick, or other special order mailboxes, posts or related hardware. Such units are placed within the public right-of-way strictly at the risk of the property owner. The Village's liability shall not exceed the cost of a "standard" mailbox as hereby established.

Village Replacement

If a mailbox and/or post are damaged by **direct contact** by the snow plow and is beyond repair, it is standard Village policy for the mailbox and/or post to be replaced by the Village with the Village of Bartlett standard mailbox and wooden cedar 4"x4" post as illustrated on the attached installation document.

If a decorator mailbox and/or post are damaged by **direct contact** by the snow plow and is beyond repair, the standard procedure is that the Village will replace the mailbox and/or post with the approved standard mailbox and/or post. If the resident chooses to have the decorator or standard mailbox and/or post replaced, the Village will reimburse the resident the cost of materials for the approved standard mailbox and/or post up to the amount of **\$100.00** and it shall be the responsibility of the resident to purchase and install the decorator or standard mailbox and/or post.

**Procedure for Reimbursement**

The following procedure is required for reimbursement:

- The resident will call the Public Works Department to report the damage within one (1) week of the end of a plowable snow event.
- The Public Works Department will send an employee to inspect the damage for a direct plow strike.

- Once the damage has been investigated, the Street Supervisor will respond to the resident and inform them of the Public Works' response. If the damage is due to a direct plow blade strike, the resident will have the option to buy and install a new mailbox and/or post and submit for reimbursement up to **\$100.00**. The resident will also have the option to have the Public Works Department install the standard mailbox and/or post.
  - If the damage is not due to a direct plow strike, the resident will be informed that any repairs or replacement will be done at the resident's sole expense.
- The Public Works Department will set up a temporary mailbox and/or post for all reported instances of damage so that residents will continue to receive mail. Once the permanent repairs/replacements are completed, the temporary mailboxes and/or posts will be collected.
- Mailbox repairs that can be completed prior to the spring time snow melt and that will be completed as soon as possible. Mailbox post replacements will take place following the winter season when snow melt and that allows for new post installations.
- Residents that have mailbox and/or post damage that choose to repair/replace themselves are responsible to submit receipts for materials to the Public works Department. Once the repairs and/or replacements have been completed, Public Works Staff will inspect the completed work to make sure the installation was done properly. Pending proper installation confirmation, reimbursement will be made to the residents for the materials purchased to make the repair up to **\$100.00**. Reimbursement checks will be processed as a pay request, and will follow the same procedures as an invoice. Reimbursement will also be limited to one time per household.
- All mailbox installation by the homeowners must be completed by the second week of April.

### **Proper Installation of Mailbox and/or Post**

Installation requirements for mailboxes and/or mailbox posts have been established by the Village of Bartlett and the United States Post Office. Any reimbursements for mailbox repairs or replacements must follow the established installation requirements. These are the minimum requirements for installation. Some items may vary in the case of a more decorative mailbox. The dimensions of the face and/or post or body of the mailbox must not be any closer than the diagram attached, or it will be denied for reimbursement and any future damage will be solely the owner's expense.

The installation of the post and box must be mounted so the face of the box is six to eight inches (6-8") behind the back of the curb and set to a height of 41 to 45 inches from the top of the curb to the bottom of the box. The post should be set in a hole ten inches (10") in diameter 24" deep.

Concrete or compacted gravel should be placed around the post and up to six inches (6") from the finished surface. The remaining six inches (6") should be back filled with dirt once the concrete has hardened.

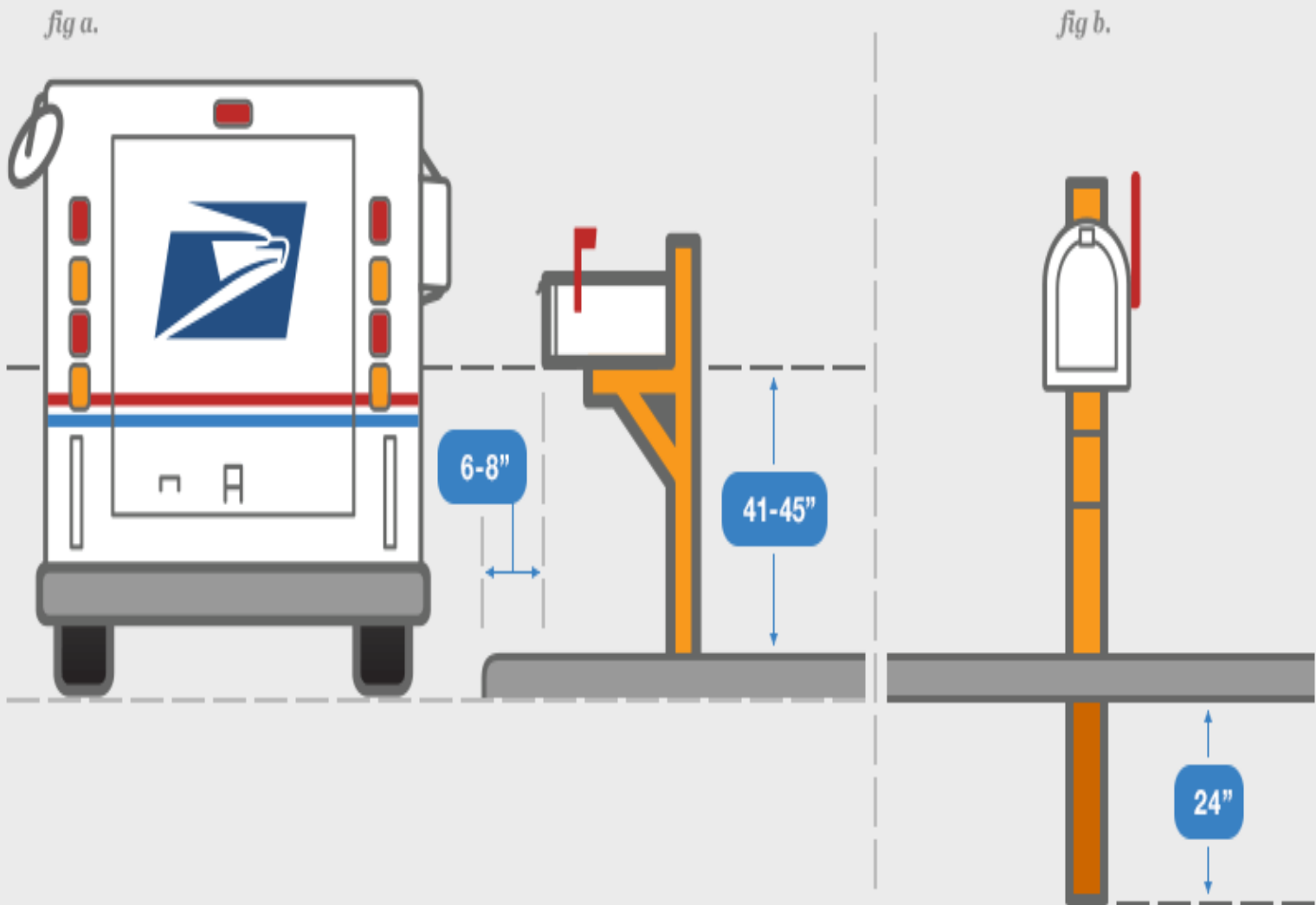
The material used for the post shall be a 4" x 4" pressure treated or cedar post of 1-1/2" I.D. minimum to a 2" I.D. maximum steel or aluminum post, maximum wall thickness 0.154".

The Village does not recommend the use of plastic or metal rod posts for installation, nor does it recommend the installation of brick mailboxes. Installation diagram is attached on the following page for reference.

### **Conclusion**

The Village of Bartlett Public Works employees are trained and taught to avoid mailboxes during snow plowing events if at all possible. As accidents do happen, if the Village is responsible the Village will assist accordingly in the manner explained above. For further details, and in the event of mailbox damage please contact the Village of Bartlett Public Works Department at (630) 837-0811.

## EXHIBIT A – PROPER MAILBOX INSTALLATION DIAGRAM



Photos of Standard Mailbox Installed by Public Works

