

## **MAILBOX POLICY**

It shall be the policy of the City of Pleasant Hill to inspect the mailboxes in the City each fall, prior to winter weather conditions. If mailboxes are not installed to US Postal Service Standards, or are in poor condition, a door hanger will be left at the address to notify the resident of the deficiencies. A list will be retained and referred to in the event of a damage claim during winter operations.

It shall be the policy of the City of Pleasant Hill to review all claims from residents regarding mailbox damage stated to be from snow removal operations. The following criteria shall be utilized:

The address where claim is cited shall be reviewed within 72 hours by Public Works staff. The address will be checked against the list of deficient mailboxes reported from the fall inspection process. If the address was listed as deficient, no repair or replacement will be performed.

If the address was not listed, and damage is determined to be the direct result of impact from City snow removal equipment, a temporary mailbox will be installed and a replacement standard issue mailbox will be ordered and installed by Public Works personnel or the City's designee. The cost of the mailbox replacement shall not exceed \$ 100.00. The City will not provide replacement of mailboxes above this dollar amount. The City will not provide reimbursement of costs for work undertaken by property owners without City review of damage.

The City of Pleasant Hill will take no responsibility and provide no replacement or repair for mailboxes that are not installed to the standards set by the USPS. The City of Pleasant Hill will take no responsibility and provide no replacement or repair for mailboxes that are documented as being in disrepair or poor condition prior to the snow event.