

Janet Letourneau - Mailbox Claim- Mensel, Michelle

From: TownClerk
To: Claims; Rivers, Lindsey
Date: 2/21/2019 11:50 AM
Subject: Mailbox Claim- Mensel, Michelle
Attachments: Mensel, Michelle.pdf

Good Morning,
Attached please find a claim that was filed with our office.
Thank you,
Patricia Ochoa

Bristol Town Clerk's office
111 North Main Street
Bristol, CT 06010
860-584-6200 ext 0

City Clerk

February 21, 2019

To Whom it may concern,

RECEIVED
2019 FEB 21 AM 11:04
TOWN AND CITY CLERK
BRISTOL, CT

I am submitting a claim against the Public Works Department for damage done to my mailbox. I witnessed this damage on February 12th. The driver of the snow plow was driving at an excessive rate of speed causing the impact of the snow to knock the mailbox off the post. The composite material of the post was shattered. I have the mailbox and the broken post material. I also have photos of the damage. I contacted the Public Works Department to let them know of the damage. I also followed up with a phone call to report the driver for excessive speed.

We have been at the same residence for 30 years and have never had a mailbox damaged. I received a mailbox damages report from the Public Works Department dated 2/20/19, that states that there is no proof of impact. This would be the case as my husband repaired the damage on 2/16/19. The report also states that the mailbox was placed too close to the curb. My mail carrier disputes this claim. He states that the mailbox is properly placed according to the U.S. Postal Service.

I am enclosing an invoice for the repair kit for our mailbox. My husband did the repair himself so we are not seeking that cost. There were also a number of other mailboxes damaged on our street at the same time.

I am hoping you will do the right thing and reimburse us for our out of pocket costs. It's the least that can be done given the inconvenience caused.

Sincerely,

Michelle Mensel
56 Larkspur Lane
Bristol, CT 06010

Michelle Mensel

860 302-9140



WALPOLE OUTDOORS LLC
 100 RIVER RIDGE DR, STE 302
 NORWOOD MA 02062
 (781) 349-4911

Your local store for inquiries:
 1079 FARMINGTON AVENUE

 FARMINGTON, CT 06032
 860-677-9690

Order Number: 0635412
 Customer Number: 07-5849498

Sold To:
 RICK MENSEL
 56 LARKSPUR LANE
 BRISTOL, CT 06010

Ship To:
 RICK MENSEL
 56 LARKSPUR LANE
 BRISTOL, CT 06010

Confirm To:

E-Mail:

Customer P O:

Order Date: 2/16/2019	Salesperson: 0750 GLENN HOWLEY	Phone: 860-5849498	Ship VIA: CASH & CARRY	Terms: upon receipt
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Item Number	Unit	Ordered	Price	Disc %	Amount
79340108 TWIN STAR CV REPAIR KIT	EA	1.000	136.00	0.00 %	136.00

VISA Appv: Y081950 144.64-
 Card Name: RICK MENSEL
 Card No: *****1313, Exp.: **/**

Card Name: RICK MENSEL
 Card No: XXXXXXXXXXXXXXXXXXXX
 Signature: _____

Net Order:	136.00
Less Discount:	0.00
Freight:	0.00
Sales Tax:	8.64
Order Total:	144.64
Less Deposit:	144.64
Order Balance:	0.00

Customer Satisfaction, Refunds and Exchanges
 We stand behind the quality of our products. If a product fails to meet your expectations, return it to the store where purchased within 30 days in its original packaging and we will refund, replace or exchange it for you. Mail Order customers must call 800-343-6948 for a Return Authorization Number. Shipping charges are not refundable. Custom work cannot be returned.



NO postage!

Mailbox Damages

Address: 56 LARKSPUR

Date: 02/20/19

The City of Bristol Public Works Department has investigated your report of damage to your mailbox caused by our winter operations.

The City will only approve claims for mailbox damages when our plow/truck has made contact with the mailbox/post. We do not cover damage caused by snow/slush movement. Mailboxes that are found to have been structurally unsound prior to the damage will also not be repaired/replaced by the City or approved for a claim. Mailboxes should be placed where approved by the US Postal Service/Public Works specifications and be in good condition.

Our investigation has determined that the City is not liable for the damage for the following reason(s):

- ✖ There is no proof of impact between the mailbox/post and our plow/vehicle.
 - The mailbox was found to have been in a weakened condition or was in disrepair prior to the damage.
- ✖ The mailbox was placed too close to the curb per specifications from the US Postal Service and Public Works (see reverse).
 - The mailbox/ post was installed too low. (see reverse)

NO IT WASN'T

If you wish to dispute this assessment, you may appeal in writing to the Board of Public Works (111 North Main Street, Bristol, CT 06010). The Board meets on the third Thursday of each month. Appeals will be acted upon at the next meeting following receipt of the appeal.

