



City of Bristol  
Office of Town and City Clerk  
111 North Main Street  
Bristol, Connecticut 06010  
(860) 584-6200 ext. 0

January 8, 2020

Bernice R. Aldieri  
21 Jay Lane  
Bristol, Connecticut 06010

Dear Ms. Aldieri:

My office received your mailbox claim against the City of Bristol and forwarded it to the Claims Division and the Board of Public Works for further investigation.

Please note that my office's only responsibility is to refer the claim. We are not involved in its resolution or disposition. Any future communications will arrive from the Claims Division or the Public Works Department.

If you require additional information concerning your claim, please contact:

Department of Public Works  
111 North Main Street  
Bristol, Connecticut 06010  
Telephone: (860)584-6125

Very truly yours,

A handwritten signature in cursive script, appearing to read "Therese Pac".

Therese Pac, MCTC, MMC  
Town and City Clerk

TP/po

cc: Claims Division  
Corporation Counsel  
Public Works

BERNICE R. ALDIERI  
21 JAY LANE  
BRISTOL, CT 06010  
860-582-5553

RECEIVED  
2020 JAN -8 AM 10:44  
TOWN AND CITY CLERK  
BRISTOL, CT

January 7, 2020

Town Clerks Office  
Bristol Public Works Department  
111 North Main Street  
Bristol, CT 06010

RE: Claim for damaged mailbox

**INFORMATION REQUESTED:**

Name: Bernice R. Aldieri

Address: 21 Jay Lane

Phone: 860-582-5553

Date/Time of incident: Evening of December 10, 2019

Location: At curbsite

Description of damage: Everything was knocked off including mailbox, newspaper receptacle, strut holding the box. This was observed by Peter from your department.

Date reported: December 11, 2019

Cost estimate: I requested an estimate from Walpole in Farmington and just received it. It is included with this letter.

The structure holding the mailbox was installed consistent with the US Post Office requirements. The damage was done not with the truck going forward, but in backing up not once but twice as recorded by a neighbor's security camera.

If there is any further information you may need to facilitate this request, please let me know.

Sincerely,

*Bernice R. Aldieri*



## Mailbox Damage Process

The City of Bristol Public Works Department has investigated your report of damage to your mailbox caused by our winter operations. We apologize for any inconvenience this has caused. We try to maintain an adequate distance from the curb, but it can be hard to judge on snow covered roads.

If you are unable to receive mail, we will ensure that your mailbox is repaired to allow mail delivery. If more permanent repairs are needed, you have two options:

The City can repair/replace your mailbox as weather allows, typically after the spring thaw. We can replace your mailbox with a standard metal mailbox (in either white or black) on a 4x4 post if needed. Please contact us at 860-584-6125 to notify us that you wish to have Public Works repair/replace your mailbox.

**OR**

If you wish to repair/replace the mailbox yourself, you may submit a claim to receive payment of \$75.00 towards the expenses. To file a claim, please submit a letter in writing and include the following:

- Your name, address and phone number
- The date and time of the incident when damage occurred and the exact location
- A description of the damage
- Include any cost estimates/receipts or invoices
- The date the damage was reported to Public Works.

Mail or deliver your letter with an original signature (no copies accepted) to the Town Clerks Office (111 North Main Street, Bristol, CT 06010).

If neither of these options is satisfactory, 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.



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: 0665689  
Customer Number: 07-5825553

Sold To:  
CHARLES + BERNICE ALDIERI  
21 JAY LANE  
BRISTOL, CT 06010

Ship To:  
CHARLES + BERNICE ALDIERI  
21 JAY LANE  
BRISTOL, CT 06010

Confirm To: E-Mail: [blaldieri@sbcglobal.net](mailto:blaldieri@sbcglobal.net) Customer P O:

Order Date: 12/30/2019 Salesperson: 0751 CHARLENE EASTER Phone: (860) 582-5553 Ship VIA: SHOWRM PICKUP Terms: upon receipt

Item Number	Unit	Ordered	Price	Disc %	Amount
79540108	EA	1.000	136.00	0.00 %	136.00
TWIN STAR CV REPAIR KIT				Unit Price	0.00

Card Name: CHARLES + BERNICE ALDIERI  
Card No: XXXXXXXXXXXXXXXXXXXX  
Signature: \_\_\_\_\_

Net Order:	136.00
Less Discount:	0.00
Freight:	0.00
Sales Tax:	8.64
<b>Order Total:</b>	<b>144.64</b>

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.

## Janet Letourneau

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**From:** Jason Morrocco  
**Sent:** Thursday, January 9, 2020 10:13 AM  
**To:** Janet Letourneau  
**Subject:** RE: 21 Jay ST

We backed into the mailbox during a storm, we offered to replace the box with one of our standard boxes (4 x4 wood post with a white or black metal box). They refused and we told them about the claims process to get reimbursed for the new set up.

**From:** Janet Letourneau  
**Sent:** Thursday, January 9, 2020 7:56 AM  
**To:** Jason Morrocco <JasonMorrocco@bristolct.gov>; Dispatch <Dispatch@bristolct.gov>  
**Subject:** 21 Jay ST

Please give me an update on this mailbox as a claim was put in.

**Janet Letourneau**  
**Senior Administrative Assistant**



Public Works Department  
City of Bristol  
111 North Main Street  
Bristol, CT 06010  
860-584-6125  
[www.bristolct.gov/publicworks](http://www.bristolct.gov/publicworks)