

CITY OF BRISTOL – PUBLIC WORKS POLICY

25.14 Mailbox Damage Policy

1. Policy Name

25.14 Mailbox Damage Policy

2. Responsible Division and effective date

Public Works Streets Division, effective date

3. Rationale or Purpose

This policy establishes the formal Mailbox Damage plan for the City of Bristol. The policy also defines the policies and procedures for mailbox damage.

4. Policy Statement

In the course of winter operations, occasionally a resident's mailbox may sustain damage from either contact with a City operated plow truck or the force of snow/ice being thrown during plowing. The City of Bristol will investigate mailbox damage reports and if it is determined that the report is feasible either a repair will be performed or the resident may receive compensation of \$75.00 to replace their mailbox.

5. Scope

This policy applies to all rural (at the street) mailboxes on streets within the City of Bristol, with the exception of State-maintained roads.

State-maintained roads within the City are Route 72, Route 69, Route 6 and Route 229. The State is responsible for snow removal and ice control on these roads.

6. Procedures

A Service Request is opened and assigned to the Streets Division. Streets will investigate the damage. Streets will either repair the mailbox or offer to provide a temporary one if needed.

Upon completion of the investigation, it will be determined if the damage is the responsibility of the City or another party:

If the damage was caused by a private accident, the resident will be advised to contact the appropriate insurance carrier.

If the damage was caused by the City and not a private accident. A letter will be left with the resident advising them of the following:

The resident can opt to have Public Works provide a basic replacement mailbox on a 4x4 post or the resident can opt to file a claim to take a payment to replace the mailbox themselves. The damage amount will be set by the Public Works Board.

Claim Procedure:

The resident must submit a letter in writing. The letter must include:

1. The residents name, address and telephone number.
2. Provide the date and time of the incident; if unknown - date and time noticed and reason why City is responsible for damage.
3. Description of damage.
4. Provide the exact location.
5. Include any cost estimates, receipts, or invoices, if applicable.
6. The resident must inform the Town Clerk, in writing, if they have contacted the Public Works Department regarding the problem.

7. The letter must have an **original signature** (no copies accepted). Claim letters must be mailed or hand delivered to the Town Clerk's Office.

The Town Clerk will send acknowledgement to the resident and copies of the request to the Director of Public Works and Claims.

Upon receipt of letter or notification, Public Works will verify that the Mailbox Damage Report Procedure was followed.

If not, a Service Request will be opened to begin the procedure.

If the Mailbox Damage Report Procedure was followed:

- If the resident accepts the reimbursement offer, Public Works will print the Service Request and forward to Claims to process the payment.
- If the resident does not want either the replacement mailbox, or the reimbursement, they can appeal to the Board of Public Works in writing.

7. Roles/Responsibilities

It is the responsibility of residents to properly locate and maintain mailboxes and other personal property in the City's right-of-way to avoid damage from snow plowing.

It is the responsibility of the resident to promptly report mailbox damages to Public Works. Damage reports more than 45 days after the occurrences will be denied.

It is the responsibility of Public Works staff to enter service requests for all damage reports. It is the responsibility of the Public Works Streets Division to investigate all mailbox damage reports and determine if the damage was caused by winter operations and that the mailbox was properly installed and in good condition prior to the damage.

It is the responsibility of the Board of Public Works to act on all resident appeals.

It is the responsibility of the Claims Department to pay claims as approved by Public Works. Claims shall process a Purchase Order Request to have a check issued and delivered to Corporation Counsel.

It is the responsibility of Corporation Counsel to notify the resident that a check is ready to be picked up and to have a hold harmless release signed by the resident prior to receiving the check.

8. Definitions

N/A

9. References

See also Policy 25 Snow Removal and Ice Control.

10. Consequences of Non-Compliance

N/A

Approval authority: Board of Public Works

Approved date: May 17, 2018

Review cycle: Annually