

## **MAILBOX REPLACEMENT POLICY**

**(Updated 2/7/24 per PWHC)**

1. The Village Department of Public Works will NOT be responsible for damage to mailboxes that are determined to have been improperly installed, have deteriorated posts and mounting materials or were not physically hit by Village equipment.
2. Upon notification by the property owner, the Village will conduct an investigation of the alleged damage, with investigation conducted by the Superintendent of Highways, Parks, Buildings and Grounds. Should the Superintendent (or designee) determine the damage was due to improper installation or other defects as described in section 1 above, the Department of Public Works will not be responsible for damage and replacement will be at the property owner's expense. Should the Superintendent determine that Village equipment actually hit and damaged the subject mailbox, the Department will replace the mailbox with a standard post and box unit. The post shall consist of either treated or cedar posts, depending on what was found in the investigation.
3. The Village shall not replace any decorative mailboxes in kind. Should the investigation determine that a decorative mailbox was damaged by Village equipment, the property owner shall receive a check to apply toward replacement, with the check not to exceed \$100.
4. As a service to our residents, the Department of Public Works will install a temporary mailbox for all mailboxes damaged, regardless of fault. The temporary mailbox may remain until the permanent mailbox has been installed for a duration not to exceed six (6) months.
5. Should the property owner dispute the findings of the Department of Public Works, they may request the matter be placed on the agenda of the next available meeting of the Public Works & Highways Committee for discussion and action.