

Resolution No. 16-0313

**A RESOLUTION APPROVING A MAILBOX DAMAGE
REIMBURSEMENT POLICY AND PROCEDURES**

WHEREAS, on occasion mailboxes located within the right-of-way become damaged while City employees are conducting work, including during snow removal efforts; and

WHEREAS, the City seeks to provide a uniform process and fair resolution for handling damage claims resulting from work performed by City staff within the right-of-way.

NOW, THEREFORE, BE IT HEREBY RESOLVED by the City Council of the City of Windsor Heights, Iowa, on this 21st day of March, 2016, that the attached Policy labeled Exhibit 1 and Titled, “Mailbox Damage Reimbursement Policy” is hereby approved as a City policy.

Passed and approved this 21st day of March, 2016.

Diana Willits, Mayor

Attest: _____
Brett Klein, City Administrator

**City of Windsor Heights
Department of Public Works**

Title: Mailbox Damage Reimbursement Policy

Effective Date: March 21, 2016
(Revisions)

Resolution No.

Policy Number: Reserved for Later Use

1. PURPOSE

The purpose of the Mailbox Damage Reimbursement Policy is to provide guidance to both citizens and Public Works employees in the event of damage to a mailbox during seasonal snow removal efforts, or other Right-of-Way work conducted by City Employees.

2. EFFECTIVE DATE AND TERM

The Mailbox Damage Reimbursement Policy shall be in full force and effect from the date of its passage, adoption, and approval.

3. POLICY

It shall be the policy of the Windsor Heights Public Works that if any mailbox or post is damaged as the result of snow removal operations or Right-of-Way work, the responsibility for making repairs shall be borne by the property owner. The Department of Public Works will not be responsible for mailbox damage from snow being discharged from snow removal equipment.

4. POLICY EXCEPTIONS

When a mailbox or post is damaged by **direct contact** from the City's snow removal equipment, the following will occur:

- A. Inspection of mailbox and post to determine cause of damage.
- B. Inspector will determine who is at fault (improper installation of mailbox, or plow operator error).
- C. Following investigation, if it is determined the mailbox was damaged by the plow blade or vehicle; the resident will be reimbursed in an amount not to exceed \$50.00 for a new mailbox and/or post. If it is determined that the damage was not caused by the plow blade or vehicle, no reimbursement will be provided. All actual repairs and/or replacements shall be the responsibility of the resident. Depending on the

circumstances, the City may provide a temporary mailbox for use until homeowner is able to have a new mailbox installed.

- D. Damaged mailbox must meet the requirements of the US Postal Service in regard to location and construction for reimbursement. Citizens are strongly encouraged to replace damaged mailboxes and/or posts with a break away mailbox system.
- E. Citizens may appeal the inspector's decision to the Director of Public Safety. Under this process, the decision made by the Director of Public Safety shall be final and any further appeals must be presented to City Council for decision.

5. INSTALLATION GUIDELINES AS PER THE US POSTAL SERVICE

Placing the Mailbox. Here are some helpful guidelines to follow when installing your mailbox:

- A. Position your mailbox 41" to 45" above ground level.
- B. Place your mailbox 6" to 8" back from the curb. If you do not have a raised curb, contact your local postmaster for guidance.

6. IMPROPERLY INSTALLED MAILBOXES AND PRE-EXISTING DEFECTS

The City reserves the right to limit replacement or reimbursement for any improperly installed, previously damaged, or improperly maintained mailbox. The City may periodically inspect mailboxes and send notification to resident upon any findings. Improperly installed mailboxes include those that are too close to the road edge or back of the curb, or those that were not installed per the guidelines listed in Section 5 of this policy.