



City of Holstein – Mailbox Replacement Policy

1. Subject

Establish department procedures and policies for mailbox replacement.

2. General

The City of Holstein recognizes the fact that mailboxes within the city right-of-way may be damaged or destroyed by city public works operations. It is the policy of the City of Holstein to replace or repair to a reasonable standard, at no expense to the owner, mailboxes that are destroyed or damaged by city crews. This policy statement will cover the procedures to be followed in accordance with this objective.

3. Procedures

The City Administrator and/or Public Works Director will investigate all complaints and claims relative to mailboxes damaged or destroyed by city street maintenance. These investigations will also include reports of said damage or destruction reported by public works employees. Public works employees are encouraged to report all said damages known to them to the City Administrator and/or Public Works Director to avoid citizen complaints.

The investigation of all such reports, complaints and claims shall be conducted as promptly as possible and a determination made by the City Administrator as to the validity and extent of damage. This investigation must clearly verify that the damage was a direct result of the city public works operations and not other causes. Only mailboxes damaged by direct contact from the City of Holstein maintenance vehicles will be repaired or replaced; mailboxes damaged as the result of forced snow and the like will not be replaced. On the basis of this determination, the Public Works Director will instigate the required repairs and/or replacement as soon as possible. Temporary repairs or installations may be required if conditions do not allow for permanent repairs and/or replacement (i.e. frozen ground).

4. Replacement

If replacement is required, the permanent installation shall consist of a standard size galvanized mailbox (not more than 24” long by 6” wide by 8” high) mounted on a 4”x4” green treated post. Damaged special ornamental boxes and/or damaged special supports will be substituted by the standard installation. If the citizen does not want the city to replace the mailbox with the standard, the citizen will be responsible for installing a replacement mailbox and can be reimbursed for the replacement expenses.

Reimbursement shall be only for materials for mailbox and/or post and shall be for actual amount on receipts, but not in excess of \$100.00. Completion and submittal of the City of Holstein Mailbox Damage Claim Form shall be required before receiving reimbursement.

All new mailbox installations shall be positioned per the requirements of the U.S. Postal Regulations.