

Village of Greenville

Mailbox Repair and Installation Policy

(Adopted: 11/08/2021)

This document is intended to identify the official procedure for repair and/or replacement of mailboxes placed in Village-owned Right of Way, which are inadvertently damaged from Department of Public Works (DPW) activities. The procedure assumes that damaged mailboxes are properly and lawfully installed according to United States Postal Service (USPS) standards. This policy does not apply to damaged mailboxes that have not been installed correctly and/or legally, full responsibility of damage to these mailboxes fall on the property owner.

Installation Requirements

The United States Postal Service determines the local mailbox installation guidelines for mail delivery. Installation Guidelines can be received at www.usps.com or at the Local Post Office. Additional Guidelines include the following:

- A typical legal mailbox installation consists of a light sheet metal or plastic mailbox approved by the USPS, mounted on a 4X4 wooden post, or on a light gauge metal post no greater than 2 inches in diameter. Any other structure may be considered a roadside hazard because it may not break in a safe manner if hit.
- Newspaper delivery boxes must be installed using the same guidelines noted above for mailboxes.
- The Village of Greenville does not replace damaged newspaper boxes. Residents must contact their newspaper carrier to arrange for replacements.
- Homeowners must clean out their mailbox area in order to have proper mail delivery.

Repair Process

If a mailbox is damaged by DPW, it will be inspected to determine if it is repairable or if it needs to be replaced. If it is determined that the damage was caused by DPW, then repair or replacement will be handled in the following manner:

- Claims must be submitted to the Public Works department within 36 hours after the damage occurs. All claims will be reviewed by Public Works Staff to determine the need for repair or replacement.
- All mailboxes that are able to be repaired to working condition will not be replaced. Scratches, dents etc., which do not affect the functionality of the mailbox, do not constitute a need for replacement. Public Works Staff will fix the damage to the best of their ability and the claim will not be approved for replacement.
- DPW will not replace a mailbox post that is rotted/rusted to the point it is not structurally sound, as that condition is a contributing factor to mailbox failure under any circumstance.
- DPW will not replace posts that are secured to a “spike type plate” that is driven into the ground.

- If a mailbox can be repaired, DPW will repair the mailbox as soon as possible.
- Post replacements will be completed only during periods when there is no frost in the ground. So a post damaged during winter months will be temporarily repaired until it can be replaced at a later time.
- **DPW WILL NOT REPLACE MAILBOXES THAT ARE DAMAGED FROM SNOW/ICE/SLUSH THAT IS THROWN FROM THE PLOW or other vehicles.**

Type of Mailbox Replacements

Village Replacement

DPW realizes that there are many styles of mailboxes. However, DPW is not set up to repair/replace mailbox hardware beyond the standard USPS design. As such, when replacing mailboxes and posts, DPW will only replace hardware as follows:

- Mailbox posts will be replaced with a 4x4 treated wood post and horizontal cross member.
- Mailboxes will be replaced with a black, brown, or white next generation mailbox.
- If the property owner chooses to repair/replace their own mailbox, then they must install the new mailbox in accordance USPS guidelines.

Resident Replacement

- If the property owner chooses not to have the mailbox replaced by the Village, then DPW will reimbursement up to \$100 after receiving a receipt identifying actual replacement cost and a completed Reimbursement Voucher Form. Property owners can return their Reimbursement Voucher to the Public Works Office in person or through the mail to:

Village of Greenville
 Attn: Public Works
 W6895-A Parkview Drive
 P.O. Box 60
 Greenville, WI 54942

- Residents who choose to purchase and install their own mailboxes, must complete installation and turn in the receipt and damaged mailbox to the Public Works Department **BEFORE** June 1st if the damage was caused from snow removal activities. All reimbursement approvals are void after this date and will not be reimbursed.
- If a property owner wishes to pursue mailbox repair reimbursement for more than \$100, they must file a damage claim through the Clerk's Office

Limits of Village Responsibility

DPW will not repair or replace custom mailboxes, posts, enclosures, or structures. Mailbox posts and structures made of anything other than the previously noted are considered custom. As such, repairs and replacements must be made by the property owner.

DPW will not repair or replace mailboxes that are proven to have been damaged prior to the DPW's interaction. Plastic mailboxes will be replaced only if the post is also damaged beyond repair.



Village of Greenville Mailbox Damage Reimbursement Voucher

Date of Damage: _____

Name: _____

Address: _____

Phone #: _____

Notes: _____

If you select this option and a replacement mailbox was already placed at your address by the Village, it will be pulled immediately upon receiving this form.

If you are requesting reimbursement, please attach the following:

- Pictures of Damage
- Receipts for Materials

Requests and damaged mailboxes must be submitted by June 1st to:

Greenville Public Works Department
RE: Mailbox Damage
P.O. Box 60
W6895 Parkview Dr
Greenville, WI 54942

FOR OFFICE USE ONLY:	
Date Claim Received: _____	Reimbursement Approved by: _____
Date of Reimbursement: _____	Date of Mailbox Installation/Repair: _____
Reimbursement Total: _____	Installed/Repaired by: _____
Staple Receipt and Pictures to Back of Form	
Damaged Mailbox Received? Yes / No	