



**TOWN OF OXFORD**  
**DPW**  
**DEPARTMENT OF PUBLIC WORKS**

## **Mailbox Policy**

The intent of this policy is to establish a uniform process to repair or replace residential mailboxes that are damaged by snow removal operations performed by the Department of Public Works.

The goal of the Town of Oxford Department of Public Works Winter Maintenance Program is to maintain the Town's transportation network including streets, sidewalks, curb ramps, and parking areas in a condition that allows for safe and convenient vehicular and pedestrian movement.

It is understood that by order of the US postal Service, mailboxes are located inside the public right of way and are vulnerable to damage. Therefore, mailboxes installed within the public right of way are done so at the Resident's own risk. This policy assumes there is a shared responsibility between the Town and Resident when mailboxes are damaged during snow removal operations.

### **Resident Responsibilities:**

All property owners are urged to inspect their posts and mailboxes at least yearly and replace any rotted or insecure post installations.

The U.S. Postal Service requires that customers maintain mailboxes in a manner that enables the carrier to deliver and collect mail. The customer is required to keep the approach to and the exit from the mailbox sufficiently cleared of snow for the carrier.

### **Public Works Responsibilities:**

On occasion a Town plow vehicle damages a mailbox while clearing streets of snow and ice. While Town crews do their best to avoid damaging mailboxes, a mailbox can be damaged by accident. If the Town or a Town Contractor damages a mailbox through direct contact, a request for repair or replacement may be made in accordance with this policy.

**Town of Oxford  
Department of Public Works  
450 Main Street  
Oxford, MA 01540  
508-987-6006**

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### **Procedure:**

1. The Resident must notify the Town within 7 days of the date the damage occurred, unless the property owner/tenant/or individual responsible for the property was out of town at the time of occurrence. If the responsible party was out of town, the damage must be reported to the Town within 7 days of the individuals return.
2. The Town will only replace mailboxes if the Town's plow came in contact with a well maintained mailbox or post. The Town does not replace mailboxes that are in need of repair due to lack of maintenance or vandalism. The Town does not replace mailboxes that have obvious signs of neglect such as rotten posts or spike type supports.
3. The Town will not replace mailboxes if the box is damaged by snow being discharged by the snowplow and if the plow does not come in contact with the mailbox or post. Mailboxes tipped, damaged, or knocked down by the weight of the snow **WILL NOT** be eligible for repair or replacement.
4. Mailboxes will only be replaced with standard steel mailboxes; posts will only be replaced with 4x4 pressure treated wooden posts. No substitutions. The Department of Public Works shall install a new box and/or post for those residents requesting this option. Where this work cannot be performed within seven days for any reason, including frozen ground, the Department shall either make temporary repairs or provide a temporary mailbox installation sufficient to allow the postal service to resume mail delivery.
5. Residents will have the option of only one (1) of the following replacements:
  - a. Temporary replacement – The Department of Public Works will provide a temporary mailbox assembly consisting of a standard steel mailbox and 4x4 pressure treated wooden post set in a 5-gallon bucket with concrete. This option is intended to have postal service resume as soon as possible during the winter months. It will be the Resident's responsibility to install a permanent replacement after winter if they so choose.
  - b. Permanent replacement – The Department of Public Works will install a standard steel mailbox and 4x4 pressure treated wooden post set in natural ground at the culmination of winter when the ground has sufficiently thawed. Residents opting for this option will be responsible for providing a temporary mailbox assembly during winter for postal service to resume.

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6. The Town does not replace plastic mailboxes. Plastic mailboxes in cold weather may become very brittle and are not suitable in our type of climate.
7. The Town does not replace mailboxes if the front of the box extends past the curb line and is not at least 6 to 12 inches back from the curb line.
8. Mailboxes to be fixed will be put on a list and repaired when the Department of Public Works is current with snow plowing, snow clearing, and all other post snow event duties.

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