

Town of Montville
Mailbox Damage Policy

In order to provide a fair and uniform resolution to incidents involving mailboxes damaged by a Town snow plow the Town of Montville adheres to the following policy concerning repair/replacement of mail boxes.

It's the job of the Public Works Department to remove snow from the road surfaces. Snow being thrown by the plow can significantly impact mailboxes and cause damage. There is nothing that can be done to prevent snow from being thrown from the plow blade. Mailboxes must be securely fastened to a sturdy post in the ground to reduce or resist the impact of thrown snow.

The mailbox, post and arm should be installed by United Postal Service (USPS) guidelines.

If a mailbox has been hit by a Town snow plow it must be reported to the Public Works Department within 48 hours.

If it is determined that a mailbox was struck directly by a Town snow plow, The Town will replace the existing mail box and post with a standard mailbox and post. Custom mailboxes and post will not be replaced in-kind.

No mailbox or post will be considered for replacement if the post shows signs of dry rot, is unstable or was placed too close into the travel-way.

The Town will replace the mailbox and/or post only when the Town snow plow is found to have made direct contact with the mailbox, not when the box is knocked over by snow or slush that is thrown by the plow.

Basketball hoops within the Town right of way are not permitted and will not be replaced, repaired or reimbursed by the Town if damaged.

The Director of Public Works or his/her designated representative is authorized to use reasonable discretion in resolving matters involving of unusual circumstances.