

POLICY NO. 2026-___ TOWN OF CLAYTON
MAILBOX INSTALLATION & DAMAGE REPLACEMENT POLICY

General:

The Town, in conjunction with the local post office branches, requires the installation of mailboxes to serve each residence or commercial building which requests delivery of mail by the federal postal service. Mailbox dimensions must meet the United States Postal Service (USPS) size and construction standards, be legally installed, and kept in good working condition by the owner for the safety of all users of the public roads. This policy incorporates those standards and explains other Town requirements.

Additionally, the Town has repaired or replaced many mailboxes that residents claimed were damaged by the routine operation of municipal vehicles and equipment. The Town's Department of Public Works (DPW) has many services that require various types of vehicles and equipment to work along the street shoulder and curb line. These operations include snow removal and plowing, road repairs and painting, and mechanical sweeping. Performing these operations generally requires the DPW to navigate as close to the roadside ditch as possible. The DPW takes great care not to damage any property within the Town right-of-way; however, mailboxes are occasionally impacted. Due to the time and cost associated with these claims, this policy also defines when the Town may bear the costs or take responsibility to restore a mailbox and/or post.

USPS Mailbox Dimension and Installation Guidelines:

The following are regulations established by the USPS regarding mailbox installation. See Figure 1 for a visual demonstration of these standards.

1. Mailboxes shall be installed 41 to 45 inches above the street surface to the bottom of the mailbox.
2. Mailboxes shall be set back 6 to 8 inches from the curb, as measured to the mailbox door. For roads without curb improvements, the mailbox must be set at least 24 inches from the pavement edge to the mailbox door.
3. The post supporting the mailbox shall be set no deeper than 24 inches into the ground. The best mailbox supports are designed to be stable but to bend or fall away if a vehicle hits them. Collision events with unyielding supports are more dangerous and lethal than those with correctly installed supports.

Town Installation Guidelines:

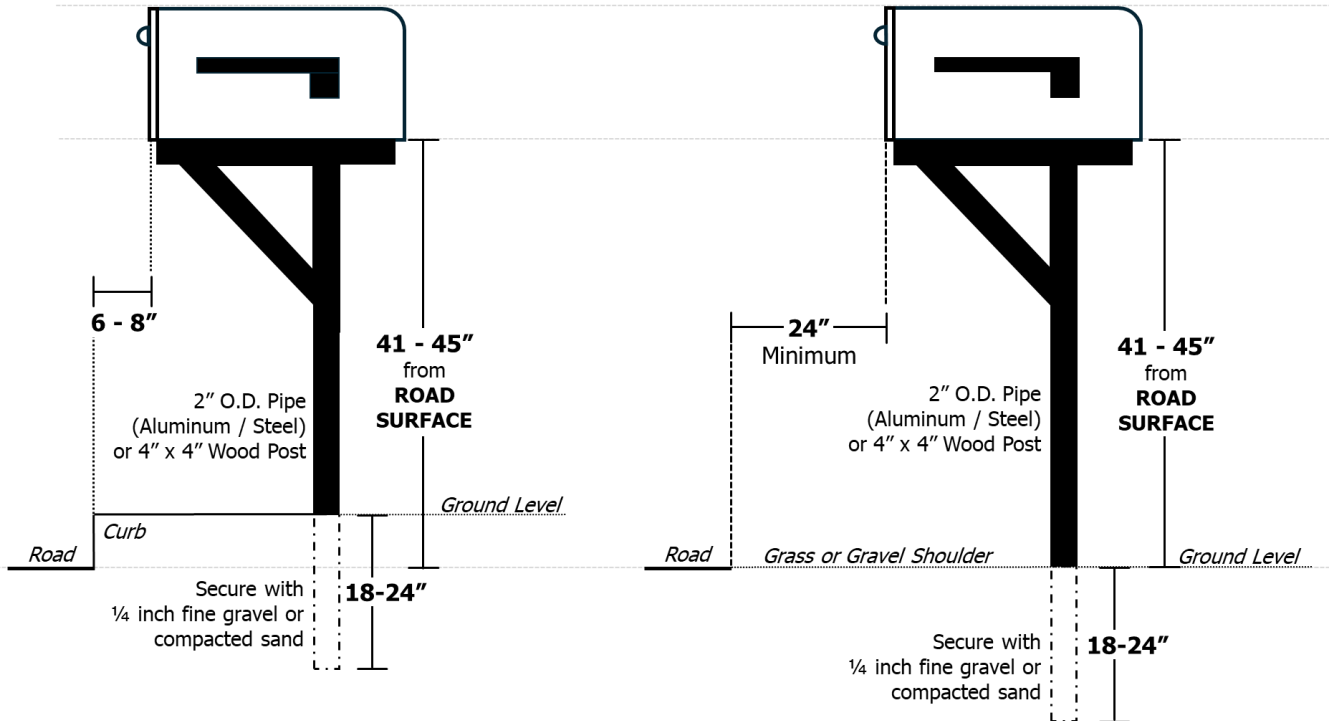
1. **Concrete shall NOT be used to secure your mailbox post.** Instead, use ¼ inch screenings (1/4" gravel with fines) or compacted sand.
2. In the case of replacement by the Town of mailboxes that had previously used concrete, the Town will not remove concrete and will only trim broken posts to the top surface of

the concrete. Placement of the new post will be to either side of the existing concrete, unless the mailbox owner specifies a new location or removes the concrete within the timeframe requested by the Town.

Figure 1

Roads with Curb

Roads with Shoulders



Damage from Municipal Operations – Replacement Policy

The DPW will repair or replace any damaged standard mailbox and/or support post when all of the following) criteria are met:

1. Within 30 days of the damaging event, the resident or mailbox owner submits a completed General Comment Form, available from the Town office and website, documenting when the damage occurred. Forms must be submitted within 30 days of the damaging event to be eligible for review and replacement by the Town.
2. To qualify for replacement, Town staff must determine that the Town operator actually struck the mail box with the equipment (snow plow, wing, truck, etc.), directly causing the damage to the mailbox while operating within the street right-of-way. A mailbox impacted by snow, ice, or other debris coming off a plow shall not be considered the responsibility of the Town. This determination shall be made by a site visit to the location as follow-up on the completed General Comment Form.
3. The mailbox had been properly installed and maintained prior to the damage occurring. This means it must have met USPS installation guidelines as outlined in this policy and

was kept in good condition by the resident or mailbox owner prior to the damage occurring. Mailbox installations that were set in concrete are not eligible for replacement at Town expense under this policy.

Procedure:

Upon notification by the property owner through the General Comment Form, the Town Public Works Foreman will conduct an investigation of the alleged damage. If all criteria of the policy are met, the Town of Clayton will repair or replace a mailbox with the standard mailbox and/or support post the Town offers. If the mailbox owner does not want the standard mailbox and/or support post, the owner may repair or replace the mailbox/post at his/her own cost. Original receipts shall be submitted by the mailbox owner to the Town of Clayton prior to the issuance of a reimbursement of costs, up to a maximum of \$50.00.

The Town shall not replace decorative mailboxes in kind. Should the investigation determine that a decorative mailbox was damaged by Town equipment or operations, the mailbox owner shall receive a reimbursement check to cover the replacement in kind, of either actual costs or \$50.00, whichever is less. The submission of original receipts is required prior to issuance of the reimbursement payment.

As a service to our residents, the DPW will install a temporary mailbox where the existing mailbox is deemed unusable, regardless of fault. The temporary mailbox may remain until the permanent mailbox has been installed for a duration not-to-exceed three (3) months.

Should the property owner dispute the findings of the Department of Public Works, they may request the matter be placed on the agenda for the next available meeting of the Town Board for discussion and action.

This policy shall be in full force and effect upon its passage by the Town Board of Supervisors.

Vote: Yes: ___ No: ___ Abstain: ___

Adopted this ___ day of ____, 2026.

Russell D. Geise, Town Chair

Attest: _____
Kelsey Faust-Kubale, Town Clerk