

## Policy Manual

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| Section:       | Infrastructure Services          |
| Subject:       | Mailbox Damage Policy            |
| Policy Number: | 77                               |
| Approval Date: | November 4, 2024                 |
| Approved By:   | R24-11-484                       |
| Prepared By:   | Manager, Operations and Drainage |

## Objective

The purpose of this policy is to establish guidelines for mailbox placement to help reduce the chances of damage during winter operations and the Town's responsibilities with replacing damaged mailboxes and property owners' responsibilities for maintenance.

### 1. Property Owner Responsibilities

- 1.1 Mailboxes should be kept in good state of repair and be able to support the delivery of regular mail, parcels, and shall be able to withstand weather events.
- 1.2 All mailboxes shall meet all applicable Canada Post Standards as per Schedule A.
- 1.3 The face of the mailbox will be in line with the edge of the shoulder of the road to avoid contact with oncoming traffic or regular operations.

### 2. Mailbox Damage or Replacement

- 2.1 The Town will not be responsible for any damage caused by snowplows to mailboxes or support posts which are not consistent with the standards as provided in this policy.
- 2.2 The Town will not be responsible for any damage caused by snow or slush coming into contact with a mailbox or post during snow removal operations.
- 2.3 If any winter control equipment comes into direct physical contact with a mailbox or post which meets the Town's standards and is damaged by the Town's snow removal operations, the property owner will be given two options for replacement:



**Option 1:**

- a) The post and mailbox will be replaced by the Town at the discretion of the Director of Infrastructure Services or their designate.
- b) The replacement mailbox, if required, will be a standard metal rural mailbox with 100mm (4") diameter wooden post as shown in Schedule B.
- c) The delivery of the Mailbox will be contingent on the completion of winter control services on the roadway. The Town will only supply the mailbox and post but will not perform the installation.

In the case that weather is a conflict with installation (ie. frozen ground), the Town will provide a temporary mailbox for the resident.

**Option 2:**

- a) At the discretion of the Director of Infrastructure Services or their designate, the property owner will be provided with a cheque for \$75 which is considered the cash equivalent of the replacement noted in Option 1 above.

2.4 If a mailbox is repeatedly damaged as a result of physical contact, the Town will provide a written recommendation for an alternate installation location. The Town will not be responsible for further damage should the landowner fail to relocate the mailbox as recommended.

2.5 Mailboxes which are not ruggedly constructed, aged, or are not securely affixed to their post or cantilever arm may be damaged or dislodged by the direct weight and force of snow thrown from the plow. The Town bears no liability for such damage or impact and is only responsible to advise the mailbox owner of this policy's limitation should an inquiry be made.

**Revision Log**

| <b>Revision No.</b> | <b>Approval Date</b> | <b>Prepared By:<br/>(Position Title)</b>           | <b>Approved By:<br/>(Position Title)</b>             | <b>Description of Change</b> |
|---------------------|----------------------|--|--|------------------------------|
| 1                   | 4 Nov 2024           | Norm Nussio<br>Manager, Operations<br>and Drainage | Kevin Girard<br>Director,<br>Infrastructure Services | Creation of policy           |



## **Schedule A**

### **Canada Post Mailbox Installation Guidelines**

# Rural Mailbox Guidelines



The proper placement and maintenance of rural mailboxes ensures continued safe delivery of mail by Canada Post. Please consult with your local post office to ensure that all mailbox specifications and road safety criteria are met before installing a rural box. Your Local Postal Official can answer any questions you have about rural mail delivery.



## Specifications:

- When choosing a rural mailbox, ensure it is strong enough to hold the weight of letters and parcels and that it is weatherproof.
- All rectangular mailboxes must have an opening of at least 17.5 cm (7") in width and height, and an interior of at least 45 cm (18") in length.
- A cylindrical mailbox must have an opening of at least 25 cm (10") in diameter and an interior of at least 45 cm (18") in length.
- The bottom of the box should be at least 100 cm {and preferably 107-114cm (42"-45")} above the ground. It should not obscure or obstruct access to any other boxes near it.
- Mailboxes must have a door located in the front, with a sturdy handle, lip or flange. They must remain open while mail is being picked up or delivered, and be able to open with ease and close securely.
- The mailbox must be upright and securely attached to a fixed post or an arm on a lever, and must not be allowed to swing freely.

## Placement:

- All rural mailboxes must meet Canada Post's safety criteria so the Corporation can ensure the safety of employees, customers and motorists.
- A rural mailbox should be located along the right hand side of the road in the direction that the delivery agent travels.
- Mailboxes must be placed where the delivery agent can safely deliver the mail through the passenger window without getting out of the vehicle.
- It is the responsibility of mailbox owners to ensure that the location for the rural mailbox is free of underground obstructions such as power, gas and cable lines, water mains, etc. Please call your local utility locator service before you dig.
- Delivery vehicles must have sufficient clearance to drive up to the mailbox and then continue in a forward direction while merging back into traffic.
- Rural mailboxes should never be placed in lane ways or driveways.

## Identification:

- The civic address of each resident or homeowner should be marked on the right hand side of a rural mailbox when facing the receptacle from the front.
- In non-civic addressed areas, a resident's full name should be clearly indicated on the side of the box.
- A resident's name or address information must be placed on the side of the box so it is clearly visible to the delivery agent as he or she approaches the mailbox.
- Local post offices should be advised of the names and/or businesses that will receive mail at a rural mailbox.

## Snow Clearance:

- The area in front of a rural mailbox must be kept clear of snow and ice to ensure uninterrupted delivery of letters and parcels.
- Delivery agents require at least one car length on both sides of a rural mailbox to pull over safely, deliver the mail then safely merge back into traffic.

## Clustering:

- Before clustering or grouping mailboxes next to or in front of someone else's property, approval must be obtained from the owner of that property.
- Approval must be obtained from local post offices to cluster rural mailboxes.
- Clustered mailboxes must be aligned at the same height and in the correct numerical sequence.

**Correct** ✓



**Incorrect** ✗



Mailboxes **must** be aligned and evenly distributed along the support.



Ideally the bottom of the mailbox should be 107-114 cm (42"-45") above the ground.



## Signal Device:

- A signal device is used by Canada Post delivery agents to indicate that mail has been deposited in a mailbox for pickup or for customers to indicate that there is outgoing mail to be picked up (proper postage must be affixed to all outgoing mail).
- The signal device should be easily visible from a distance and should not obstruct a name or address on a rural mailbox.
- Signal devices must be on the right hand side of rural mailboxes when facing the receptacle from the front.

## Maintenance:

- Rural mailbox owners are responsible for all costs associated with placing, relocating and for ongoing maintenance of their mailbox and the surrounding terrain.
- Replacing or reinstalling a mailbox that becomes damaged or knocked down is also the responsibility of the owner.
- Please ensure that, during delivery hours, access to mailboxes remains free of obstructions such as garbage and newspaper receptacles, parked vehicles, etc.
- The area in front of a mailbox must be firm and level to allow safe and easy access for Canada Post delivery vehicles.
- Delivery agents are not required to leave their vehicle while delivering to a rural mailbox and their inability to access a rural mailbox may result in non-delivery.
- Metal mailboxes are prone to rust and should be checked frequently to ensure that they do not pose a risk to Canada Post employees.

**For more information contact your local post office or call Canada Post's Customer Service at 1-800-267-1177.**



## Schedule B

### Example of a Rural Standard Mailbox

