

	MAILBOX POLICY	PW-01
	CATEGORY: PUBLIC WORKS	Adopted: Dec. 21, 2016

POLICY STATEMENT

The Township of Chatsworth is committed to providing its residents with a safe and efficient roadway. During the winter season, increased maintenance is required to maintain an acceptable level of service for the travelling public. Unfortunately, winter patrol activities may damage mailboxes or other private features within the Township road allowance.

PURPOSE:

The purpose of the policy is intended to establish appropriate and consistent action when private mailboxes located on Township road allowances are damaged or impacted by vehicles undertaking winter maintenance activities on behalf of the Township.

DAMAGE TO MAILBOXES:

Mail boxes can be affected by the operation of snowplows in two ways. Mailboxes which are not ruggedly constructed 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. As such, it is the responsibility of individual residents to ensure that mailboxes are constructed in a suitable location and are maintained in good order. The Township 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.

If however, the damage should result from the snowplow wing or any other part of the snowplow vehicle coming into contact with the mailbox, the mailbox shall be repaired and/or replaced with a new metal mailbox and which meets the standard as established by Canada Post and supported by a wooden post. It shall be at the Township's discretion as to whether the damage can be repaired or replacement with new materials is warranted.

LOCATION OF MAILBOX

Mailboxes must be located within the Township road allowance to facilitate efficient service by the Canada Post mail delivery contractor. Contractors are required to reach and service the mailbox without leaving their vehicle or being an impediment to other traffic. Of necessity, this requirement places all mailboxes in close proximity to the area which must be cleared by the snow plow. Accordingly, the mailbox post should be located at the rounding of the shoulder area so that the opening of the mailbox is at the outside edge of the shoulder. The bottom of the mailbox should be 105 cm (42") above the roadway.

REPLACEMENT OF MAILBOXES

The Township does not stipulate the materials or method of construction for rural mailboxes which are installed by the resident.

Where replacement of a mailbox is warranted, the Township shall, as a courtesy and without acknowledging any liability whatsoever, replace mailboxes that are damaged as a clear result of a direct impact from a Township snowplow. Replacement will be completed as soon as conditions permit. A temporary installation may be performed until such time as a permanent installation can be completed by the township road authority. Installation shall be in accordance with Canada Post requirements as described in "LOCATION" ABOVE.

Should the property owner or resident not wish to accept the mailbox as provided for by the Township, the Township will reimburse the property owner up to \$50.00 towards the replacement cost. In this instance, the homeowner shall install the mailbox and post themselves.

Homeowners or residents must make their complaints to the Township within 48 hours of the damage occurring by telephoning 519-794-3232, Ext. 128 or by completing the Township's Mailbox Damage Report Form which can be found on the Township's website at www.chatsworth.ca. Reports of damage received after that time must include an explanation for the delay and will be considered on a case by case basis.

The decision to repair or replace a mailbox and/or supporting post rests solely with the Township's Operations Manager.