

Proposed
City of Waukesha
Mailbox Repair and Replacement Policy

Mailbox Damage from City Snowplow

The following procedure will be used when a mailbox has been hit by a City snowplow and the damage has been verified by a City Garage Supervisor.

1. Any repair requests not received in a timely manner may be denied (must be called in within 48 hours). A City Garage Supervisor must verify the damage occurred as a result of a City snowplow.
2. If the mailbox or post is in poor, deteriorated or rotted condition, the City may not replace it. Check your mailbox annually to make sure it is secure and the post has not deteriorated.
3. The City will attempt to repair if possible.
4. If replacement is required, the City will replace with a 4" x 4" treated wood post and a steel mailbox in either black, white or green. The City will not install any specialty mailboxes.
5. Newspaper boxes are not repaired or replaced by the City. Contact your newspaper provider for replacement paper boxes.
6. If the property owner chooses to repair on their own mailbox, the City will reimburse up to \$100 with proof of a valid receipt for materials only. US Postal Service Guidelines must be followed.
<https://www.usps.com/manage/mailboxes.htm>
7. If the ground is frozen a temporary mailbox will be placed by the City until permanent repairs can be completed.