



Damaged Mailbox Box Replacement Policy

Mailboxes are typically in close proximity to the edge of roadways, are subject to damage from passing traffic, and are particularly vulnerable to snowplowing operations. During snowfall, the weight of the snow coming off the plow can damage mailboxes and/or knock over the mailbox completely. It is the weight of the snow, and not the actual snowplow truck, that typically causes the damage; unfortunately, this is unavoidable.

Residents are responsible for the condition and stability of their mailbox. **The Town of Verona is only responsible for damage if the snowplow blade actually hits the mailbox, not from the force of snow hitting the mailbox.**

Town Staff will attempt to repair mailboxes within four (4) days of notification of damage, provided it can be determined by the Public Works Department that the Town was responsible for damages as indicated above. The resident must notify the Town of the damage within seven (7) days of the occurrence. **Please report damage to the Town of Verona at 608 845-7187 or email: cbarnes@town.verona.wi.us.**

Public Works staff will provide a temporary mailbox as soon as possible if the damage cannot be repaired immediately. If the damage can be attributed to the snowplow, residents have 3 options:

Option 1: If a damaged mailbox cannot be repaired by the town staff, the mailbox and/or post will be replaced with a standard black 6.5" X 19" x 8.5" box with a hinged door and flag and a standard 4" x 4" wooden post meeting U.S. Postal service specifications.

Option 2: If a resident so chooses, the town will install a new larger 13.6" x 7.5' x 16.5" style T4 mailbox for an additional cost of \$70 for the larger box and post. The larger box is recommended by the U.S. Postal Service for the delivery of small boxes and parcels and packages.

Option 3: Special decorative mailboxes and/or posts will not be provided and, in fact, may not be acceptable by the Postal Service. Those residents so desiring a replacement of a specialty box and/or post may choose to be reimbursed \$45 for the cost of the standard style mailbox/post offered by the town. By choosing this option, the resident will be responsible for any cost difference and the installation of the specialty mailbox/post.

Please check the stability of your mailbox and post before, during, and after the season's snowfalls.