



RESIDENTIAL MAILBOX REPLACEMENT POLICY

Revised December 13, 2019

Section 1: Resident Responsibilities

The City of Pepper Pike (herein referred to as the “City”) encourages residents to regularly inspect their mailboxes, especially prior to the onset of the snow season. Any abnormalities or weakening structures should be repaired or replaced prior to the first snowfall in order to prevent further damages and/or service interruptions. All mailboxes and mailbox posts should be durable enough to withstand contact from heavy snow and slush, as the process of removing snow from public roadways naturally entails this type of debris being extruded from the City plows. This debris may make contact with residential mailboxes, and it is the resident’s responsibility to ensure his or her mailbox can withstand contact from snow debris resulting from public roadway clearing. It is the resident’s responsibility to keep mailboxes clear of debris, so that postal carriers can access the mailbox receptacle. Mailboxes shall not impede upon or overhang any curb or pavement surfaces that are used as part of public travel-ways. Residents are responsible for being aware of and following the most up-to-date United States Postal Service (USPS) and Ohio Department of Transportation (ODOT) regulations for proper placement. In the event that all ODOT and USPS regulations are being actively followed, residents must report to the City of Pepper Pike Service Department any incidents involving direct contact from a City plow within 48 hours of the occurrence by calling the department directly at (216) 896-6149 or emailing service@pepperpike.org. The City acts as the authority designated to make a determination as to whether a complimentary repair or replacement is warranted. If you have questions regarding the final determination, please contact the Service Department.

Section 2: City Liability

The City will repair or replace mailboxes and/or posts that are properly installed and properly placed, as per Section 1, only in instances where a City plow makes **direct** contact with the mailbox and/or post. Any mailbox that is outside of current USPS and/or ODOT regulations will not fall within the parameters of the City’s liability, even if the plow makes direct contact with the unit. The City will not be held liable for incidents not involving City vehicles and staff. The City does not on a complimentary basis repair nor replace damaged posts that demonstrate prior rotting or deterioration.

In the event that a City vehicle makes direct contact with a mailbox and it is determined that the unit was actively within the parameters of Section 1 at the time of the incident, the City will repair or replace the affected mailbox and/or post with a simple, standard mailbox and a 4" x 4" post. As per Section 1, the City acts as the authority designated to make a determination as to whether a complimentary repair or replacement is warranted. These determinations will be made on a case-by-case basis. A site visit will be conducted by an authorized member of the Pepper Pike Service Department within five (5) business days of receipt of a residential complaint, pending Section 1 compliance, and pending weather conditions.

Section 3: Repair/Replacement of Mailboxes and Posts

If the City determines a complimentary repair or replacement of a mailbox and/or post is warranted, the repair or replacement will be as follows:

1. The mailbox will be reinstalled, when deemed reusable by the City
2. The mailbox will be removed and replaced, when repairing is deemed impractical by the City. The replacement mailbox will follow standard USPS dimensions
3. If replacement of the post is required, the post will only be replaced with an ODOT-approved post, as selected by the City. A standard 4" x 4" wooden post is the current standard for City use

Section 4: Fee-Based Mailbox Services

In scenarios where the City is not deemed liable for mailbox and/or post damage, residents are welcome to complete a Mailbox Installation Request Form, available on the City website, and make the required payment to obtain replacement through the Service Department.

Addendum

Any questions regarding this policy should be presented to the Service Director via phone at (216) 896-6149 or via email at service@pepperpike.org.