

**Village of Richfield**  
**Mailbox Replacement Policy**

1.0 PURPOSE:

Snow plow operators use a great deal of care when plowing our Village roads, often under difficult conditions. However, as a result of the Village's snowplowing operations, from time to time plow drivers will strike and damage residents' mailboxes. As a way of reconciling the damage the Village will, under certain circumstances, reimburse the purchase of a new mailbox and/or issue a temporary mailbox to property owners.

2.0 ORGANIZATIONS AFFECTED:

This policy applies to all Village of Richfield departments, divisions, offices, boards, commissions, committees and Village employees.

3.0 POLICY:

THE FOLLOWING POLICY ESTABLISHES GUIDELINES FOR REPLACEMENT OF MAILBOXES DAMAGED BY SNOWPLOWING OPERATIONS.

4.0 PROCEDURE:

- 4.1 When a mailbox is damaged during snow removal operations, the property owner must notify the Village via "Mailbox Replacement Form" within forty-eight (48) hours after the event, at the discretion of the Village Administrator. (If the form is sent via USPS, the parcel should be postmarked within 48 hours of the damage.)
- 4.2 Upon notification by the property owner, after snow removal operations are sufficiently completed, the Public Works Superintendent or a designated Staff member will investigate the alleged damage.
- 4.3 Determination – Mailbox replacement will be done based on the discretion of the Public Works Superintendent or his/her designee, based on the following:
  - 4.3.1 Village Replacement – If it is determined that Village equipment physically hit and damaged, or destroyed, the mailbox, the Village will reimburse the citizens as outline in item 4.4.
  - 4.3.2 Citizen Replacement – If it is determined that the damage was due to improper installation, a deteriorated post and/or mounting material, or that the mailbox was not physically hit by Village equipment the Village will not be responsible for damage, and replacement will be at the citizens expense.

4.3.2.1 Postmaster's Specifications – If it is determined that the mailbox was not installed to the Postmaster's specifications, no compensation will be provided from the Village.

4.4 If it is determined that the damage was caused by a Village snowplow striking the mailbox and/or post, the Village will reimburse the citizen an amount not to exceed \$35.00 upon submission of receipts for the replacement materials.

4.5 Regardless of the determination of fault, property owners are responsible for replacing or repairing the mailbox and/or post.

4.5.1 A temporary mailbox may be provided, at the request of the citizen, until the damaged mailbox is repaired, replaced, or until May 1<sup>st</sup>, whichever comes first.

4.6 Should the property owner dispute the findings of the initial investigation, they may request an appeal to the Village Administrator, who will make a final determination on the matter.

5.0 VIOLATION:

Employees found in violation of this policy may be subject to disciplinary action up to and including termination of employment.

Amended on

2012.7.19



**VILLAGE OF RICHFIELD  
DEPARTMENT OF PUBLIC WORKS  
MAILBOX CLAIM FORM**

TODAY'S DATE: \_\_\_/\_\_\_/\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

E-MAIL: \_\_\_\_\_ PHONE: \_\_\_\_\_

.....  
**INSTRUCTIONS:** YOUR CLAIM CANNOT BE PROCESSED WITHOUT COMPLETION OF THE SECTIONS BELOW. PLEASE PRINT ALL INFORMATION LEGIBLY. IF ADDITIONAL SPACE IS NEEDED, YOU MAY ATTACH ADDITIONAL SHEETS. THE MORE DETAILED AND COMPLETE YOUR RESPONSES TO THE FOLLOWING QUESTIONS, THE MORE EFFICIENTLY THE VILLAGE OF RICHFIELD WILL BE ABLE TO PROCESS AND EVALUATE YOUR CLAIM. THIS CLAIM WILL BE PROCESSED IN ACCORDANCE WITH THE VILLAGE OF RICHFIELD MAILBOX REPLACEMENT POLICY.  
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**PLEASE PROVIDE THE FOLLOWING INFORMATION FOR THE MAILBOX INCIDENT:**

**DATE/TIME OF INCIDENT:** \_\_\_/\_\_\_/\_\_\_ \_\_\_\_\_

**A. DESCRIPTION:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you requesting that the Village install a temporary mailbox?    Yes     No

**A. WITNESSES/EVIDENCE:**

- PLEASE IDENTIFY ALL WITNESSES TO THE INCIDENT, IF ANY, BY NAME, ADDRESS AND TELEPHONE NUMBER (IF KNOWN).
- PLEASE ATTACH PICTURES OF DAMAGE, IF POSSIBLE

\_\_\_\_\_  
\_\_\_\_\_

**B. ADDITIONAL COMMENTS:**

\_\_\_\_\_  
\_\_\_\_\_

*I attest that I am the Owner of the property which is the subject of this claim form in the Village of Richfield, Washington County, Wisconsin, and that all the information attached to or provided in support of said form, including pictures, numbers, and any other documents and material, are honest and true to the best of my knowledge.*

\_\_\_\_\_  
(Signature of Claimant)

WHEN COMPLETED, PLEASE RETURN TO: VILLAGE OF RICHFIELD – MAILBOX REPLACEMENT  
4128 HUBERTUS ROAD, HUBERTUS, WI 53033;  
[dpw@richfieldwi.gov](mailto:dpw@richfieldwi.gov); OR FAX TO; (262)628-7507