

**City of Reynoldsburg**  
DEPARTMENT OF PUBLIC SERVICE  
ADMINISTRATIVE POLICY

**Mailbox Replacement Policy**

**Purpose:**

The intent of this policy is to establish a uniform process to reimburse citizens for mailbox damage caused by City crews during snow and ice control or any other maintenance activity.

**Applicability:**

This policy applies to all locations within the Reynoldsburg city limits.

**Policy:**

The City's primary obligation is to ensure safety by keeping roadways free of snow and ice. Damage to mailboxes is often unavoidable due to their close proximity to the roadway. Because mailboxes are generally located inside the public right of way, and the service of plowing streets is for the public good, this policy assumes there is a shared responsibility between the City and citizen when mailboxes are damaged during City operations.

All mailboxes should be installed (and maintained) in a fashion as to absorb the impact of snow coming off the face of a plow blade. Citing these criteria, **the City's policy shall be to grant no reimbursement for a mailbox failure due to impact of snow.**

When the City receives a complaint that a mailbox has been damaged, an investigation of the circumstances will be conducted. If a mailbox was incorrectly installed or not physically hit by City equipment, the City will not grant any compensation. In the case of a mailbox having been *physically hit* by City equipment a claim may be filed. The City will inform the homeowner that a claim form will be sent to them for processing by the City. A copy of this Mailbox Replacement Policy shall be mailed along with the claim form.

All claims must be filed within 30 days of the alleged damage to be considered for reimbursement. Under no condition will the City reimburse homeowners at a rate higher than those listed herein, regardless of the location, size, original cost or elaborateness of the mailbox and post. The current reimbursement rate for damaged mailboxes is as follows:

Mailbox only: \$35.00

Post only: \$45.00

Complete Post and Mailbox: \$80.00

The homeowner shall be responsible for the purchase and installation of mailboxes, posts, and accessories. The reimbursement amount is intended to cover the cost of any damage to the mailbox, post and brackets, or to provide a replacement mailbox that meets the requirements of the United States Postal Service.

**CITY OF REYNOLDSBURG  
DEPARTMENT OF PUBLIC SERVICE  
ADMINISTRATIVE POLICY  
MAILBOX CLAIM FORM**

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

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_ ZIP CODE \_\_\_\_\_ 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 CITY OF REYNOLDSBURG WILL BE ABLE TO PROCESS AND EVALUATE YOUR CLAIM. THIS CLAIM WILL BE PROCESSED IN ACCORDANCE WITH THE CITY OF REYNOLDSBURG MAILBOX REPLACEMENT POLICY.  
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**A. PROVIDE THE FOLLOWING INFORMATION FOR THE MAILBOX INCIDENT:**

Date/time of Incident: \_\_\_\_\_

DESCRIPTION:

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

Claim if for (check one):  Mailbox Only       Post Only       Both

**B. WITNESSES:**

◆ PLEASE IDENTIFY ALL WITNESSES TO THE INCIDENT, IF ANY, BY NAME, ADDRESS AND TELEPHONE NUMBER (IF KNOWN).

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

**C. ADDITIONAL COMMENTS:**

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

Making a false statement involving any of the sections above may subject the individual to criminal prosecution for violation of City Ordinance 525.02 (Falsification). The maximum penalties for Falsification are up to six (6) months in jail and/or a \$1,000.00 fine. I hereby certify that the statements and assertions I have made above are true and accurate.

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

WHEN COMPLETED, PLEASE RETURN TO: CITY OF REYNOLDSBURG – STREET DEPARTMENT  
7806 EAST MAIN STREET, REYNOLDSBURG, OH 43068