



**Town of Palmer**  
**DEPARTMENT OF PUBLIC WORKS**  
*1015 Bridge Street, Palmer, MA 01069*

Matthew S. Morse, DPW Director: Mmorse@townofpalmer.com, 413- 283-2615, ext-2750

Matthew S. Morse  
DPW Director

## MAILBOX POLICY

The Department of Public Works' implementation of the below mailbox policy is with regards to the repair/replacement of residential mailbox damage as a result of snow plowing equipment during winter season, or town owned construction/maintenance equipment. The Town of Palmer will only be responsible to repair/replace damaged property having been in actual contact with snow removal or construction equipment. Our drivers/operators are instructed to take necessary precautions to avoid striking mailboxes with their plow truck/construction equipment. Please note that any improvements within the Town's Right-Of-Way including mailboxes, shrubbery, fences, sprinkler heads and other property enhancements are placed there at the owner's risk. Municipalities are not responsible for any damages caused during snow removal operations. In most cases, mailboxes are damaged by the weight of the snow and not from direct contact from plow equipment.

The Town of Palmer will evaluate damages to a mailbox on a case-by-case basis. However, damaged mailboxes will only be approved for reimbursement when it is determined to be caused by direct contact with snowplow/construction equipment and not caused by incidental conditions such as heavy snow. Residential property owners are advised to place these structures at the maximum allowable distance beyond the paved area of the roadway.

Refer to the United States Postal Service Guidelines at- <https://www.usps.com/manage/mailboxes.htm>.

All complaints will be investigated by the Director of the Department of Public Works or his Designee, in order to determine if the damage was the cause of a direct hit by a town operated vehicle.

### PUBLIC RIGHT OF WAY:

In most cases, the right of way extends 10'-15' beyond the edge of the paved or gravel road. Most owners maintain this area, place mailboxes in these areas, which improve the appearance of the street, but are obstructive to good maintenance from being conducted on the roadway. Structures erected in the towns right of way are placed at the owner's risk and the town is not responsible for incidental damage.

The snow window must be pushed back as far as possible for many reasons, some of which include:

1. traffic safety
2. future snow being plowed
3. opening of storm drains and curb lines for proper drainage of melting snow
4. to allow for maximum visibility for drivers from all roads

## CLAIM/CLAIM FORM:

All mailbox damage complaints will be addressed in the order they are received. Requests are to be submitted in writing by the form entitled "Claim Form for Mailbox Damage." This form must be completed in full by the resident and/or property owner.

## CLAIM NOTIFICATION OF DAMAGES:

ALL claims will be handled in the following manner and in the order they are received.

1. Claims must be made within 72 hours of storm event. A "Claim Form for Mailbox Damage" Form is available for print on the Town of Palmer's DPW website or can be obtained in person at the DPW Highway office at 1015 Bridge Street. This form must be completed and returned in order to have your request acknowledged.
2. Upon return of the "Claim Form for Mailbox Damage", determination of damage(s) and notification will be made within 10 days of the date the claim was filed, for repair(s)/replacement as needed. Once a determination is made, you will be notified of approval/denial of reimbursement via the information you provided on the claim form.

## MAILBOX REIMBURSEMENT:

All Mailbox replacement claims will be regulated by the Department of Public Works, and per the approval of the Director/Town Manager.

Residents are required to conduct repairs/replacements on their own, (proof of purchase(s)/and receipts must be provided). The Town of Palmer may (if approved) provide reimbursement, as per costs stated on the claim form, in the amount not to exceed fifty dollars \$50.00.

The Palmer CERT team/Venture Crew 164 may provide the ***Labor only*** for qualifying Veterans in certain scenarios, please reach out to them for conditions of approval. Contact: Timothy Cienciwa (413) 433-9440, [timothycienciwa@gmail.com](mailto:timothycienciwa@gmail.com)

CLAIM FORM FOR MAILBOX DAMAGE

Name of Claimant \_\_\_\_\_

Address \_\_\_\_\_

City/Town Palmer, Ma.

Telephone \_\_\_\_\_

Date and Location of Damage: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Description of Mailbox Damage:

\_\_\_\_\_

\_\_\_\_\_

Repairs/Replacement (please itemize, indicate type of repair made and cost(s), include all receipts.)

DESCRIPTION COST \_\_\_\_\_

\_\_\_\_\_

TOTAL: \$ \_\_\_\_\_

Claimant's Signature \_\_\_\_\_ Date \_\_\_\_\_

If returning completed Claim Form, please mail to:  
Town of Palmer, Department of Public Works, 1015 Bridge St, Palmer, MA. 01069

\_\_\_\_\_ *Do Not Write Below This Line- DPW Administration Only* \_\_\_\_\_

Assessment: (circle one)      REIMBURSEMENT-      DENIED / APPROVED

Date: \_\_\_\_\_ Director/Designee \_\_\_\_\_