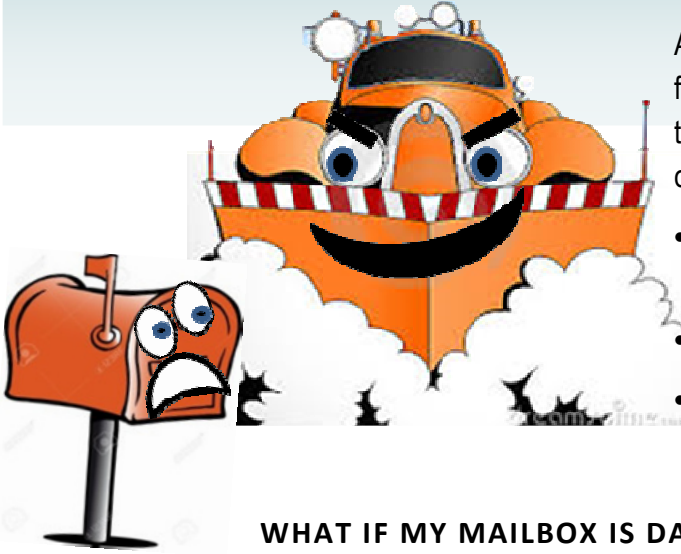


MAILBOX REPAIR AND REPLACEMENT GUIDELINES

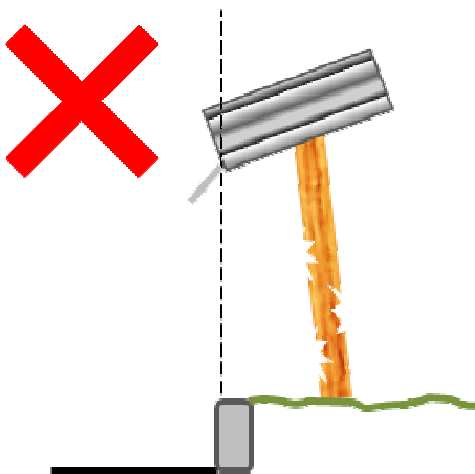


A properly installed and maintained mailbox should withstand the force of snow being plowed against it during normal plowing activities. We suggest property owners perform a routine mailbox check-up. It should include:

- Your mailbox must be a minimum of 6 inches behind the face of the curb or the edge of pavement
- Post should be plumb (straight), with no rust or rotted wood
- No missing hardware on post or mailbox

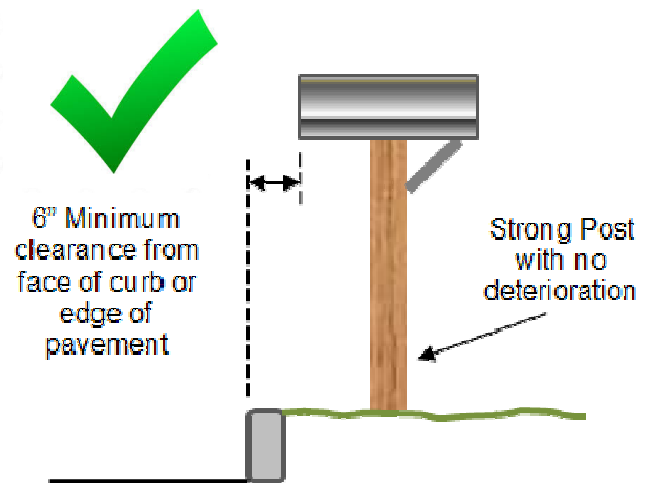
WHAT IF MY MAILBOX IS DAMAGED BY A CITY SNOW PLOW?

- 1** Contact our Public Works Department @ 740-203-1810 or pwcs@delawareohio.net
- 2** We will inspect your mailbox and make temporary repairs, if needed, so you can receive mail. Depending on the weather event we will inspect as soon as possible. Our goal is to address the issues within 24 hours of it being reported.
- 3** If the mailbox is found to be in conformance with these criteria, we will make all repairs necessary. We will send the property owner a letter indicating the findings.
- 4** If the mailbox was determined to be out of compliance with these criteria, the letter will identify the reason(s) why and indicate the owner is responsible for permanent repairs. A property owner may challenge our findings by completing a Proof of Loss form available at delawareohio.net and submit it to the City of Delaware Department of Administrative Services.



Improper installation

Weak deteriorated post leaning toward street with inadequate clearance between mailbox and curb clearance line.



Proper installation

Strong, plumb post; with 6-inches of clearance from face of curb to mailbox.