



TOWN OF ANDOVER  
12 LONG HILL ROAD  
ANDOVER, CT 06232  
PHONE: 860.742.4048  
E-MAIL: [Publicworks@andoverct.org](mailto:Publicworks@andoverct.org)  
[www.andoverct.org](http://www.andoverct.org)

## POLICY ON DAMAGE BY TOWN PLOW'S OF MAILBOXS, ETC.

11/1/21

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In order to provide a fair and uniform resolution to incidents involving mailboxes and other items damaged by an ANDOVER Town snowplow, the Town of Andover adheres to the following policy concerning repair/replacements of items. The town of Andover uses plows with vertical ends to minimize the likely hood of damage from a plow strike.

It is a job in the Public Works Department to remove snow from road surfaces. Snow being thrown by the plow can significantly impact the mailboxes and other items and cause damage. There is nothing that can be done to prevent snow from being thrown from the plow blade.

### Mailboxes:

Mailboxes must be securely fastened to a sturdy post in the ground to reduce or resist the impact of thrown snow. All Mailboxes must conform to US postal regulations. According to United States Postal regulations proper placement of a mailbox means at least 41 and no more than 45 inches above ground **and no part of the mailbox may be closer than 8 inches to the face of the curb or edge of pavement.**

If a mailbox has been hit by a Town snow plow it must be reported to Public Works Department within 48 hours. Phone # 860.742.4048 or [Publicworks@andoverCT.org](mailto:Publicworks@andoverCT.org)

The Town will repair or replace the mailbox and/or post only when the Town snowplow is found to have made direct contact with the mailbox, not when the box is knocked over by snow or slush that is thrown by the plow. If is determined that a mailbox was struck, damaged directly by a Town snowplow and can't be repaired, the Town will replace the existing mail box and/or post with a standard size, steel mailbox and post. **Custom mailboxes and posts will not be replaced in-kind.**

No mailbox or post will be considered for replacement if the post shows dry rot, is unstable or was placed too close to the travel way. If there is curbing in front of the mailbox, the mail box will not be replaced unless there is evidence that the plow jumped the curb.

### Other Items in the Town's ROW

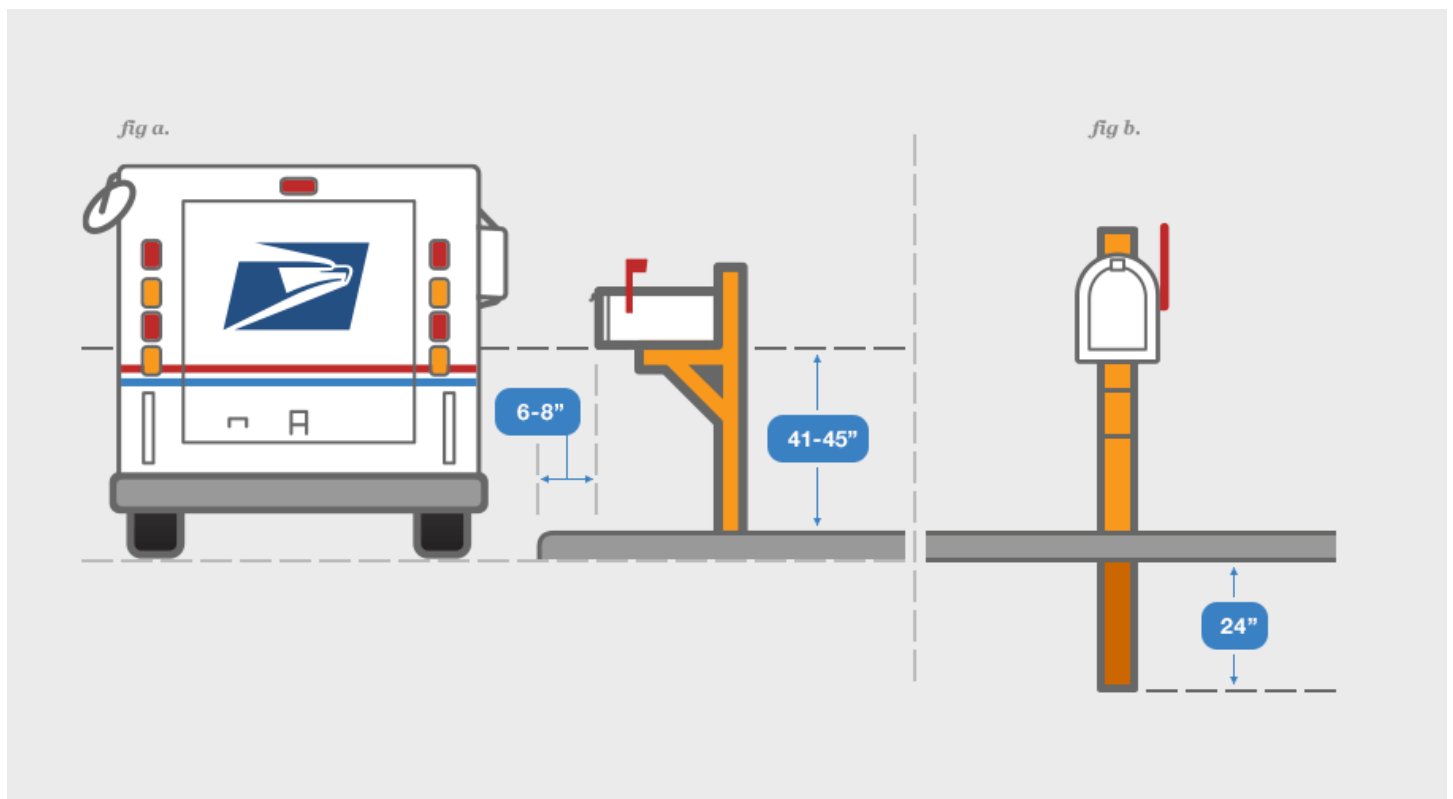
Basketball hoops and sprinkler systems within the town right away are not permitted and will not be replaced, repaired or reimbursed by the town.

Trash and Recycling Bins should not be set out the night before pickup if snow is expected. They should be placed out in the morning of pickup to minimize the likely hood of damage. They should be set back a minimum of 10 inches from the curb or edge of pavement and will likely be knocked over by the force of the snow during routine plowing operations. Plow drivers are not responsible for picking up knocked over trash and recycling bins.

If a Trash bin has been hit by an ANDOVER Town snow plow it must be reported to Public Works Department within 24 hours. Phone # 860.742.4048 or [Publicworks@andoverCT.org](mailto:Publicworks@andoverCT.org)

Public works will pay for the trash and recycling bins if they were hit on the day of recycling/trash pickup and plow is shown to have been more than 8" past the edge of the pavement.

The Public Works Foreman or Town Administrator is authorized to use reasonable discretion in resolving matters involving unusual circumstances.





## Replacement / Request Form

PHONE: 860.742.4048

E-MAIL: [Publicworks@andoverct.org](mailto:Publicworks@andoverct.org)

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Description of the incident

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Pictures Attached? \_\_\_\_\_

Signature \_\_\_\_\_

PW Foreman Notes:

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Foreman Signature \_\_\_\_\_