



**TOWN OF HADLEY  
DEPARTMENT OF PUBLIC WORKS  
HIGHWAY DIVISION  
230 MIDDLE ST, P.O. BOX 406  
HADLEY, MA 01035-0406**

**Mailbox Policy**

It is the intent of this policy to repair or replace mailboxes that are damaged by plowing operations that are no fault to the homeowner. However, there are many issues that affect the sturdiness and strength of the mailbox and post that are the responsibility of the homeowner. The purpose of this policy is to define these responsibilities to enable a consistent enforcement policy.

Installation instructions: Many of today's plow blades actually overhang the edge of the road by several inches. In order to comply with Post Office Delivery standards as well as be out of harm's way from the plows, please make sure that the front of the mailbox is back 12" from the edge of road and 42" above the ground.

1. If the mailbox or post were actually hit by the plow or truck and if the box and post are off the road a reasonable distance and in compliance with the above installation instructions, the Town will repair or replace the mailbox at no cost to the homeowner. Please note that a pressure treated 4X4 post and standard mailbox will be installed by the Town. If the homeowner requests a more expensive mailbox and post, the homeowner must purchase the mailbox and post and the Town will install it. The Town will also compensate the homeowner for the cost of our standard setup.
2. If the box and post are actually hit but not off the road edge far enough or not in compliance with the above installation instructions, the Town will perform a temporary repair (if the box and post are repairable) however all future maintenance will be the responsibility of the homeowner.
3. The Town will not repair or replace mailboxes or posts damaged from the force of the snow from the plow.

Fall time mailbox checkup – Please keep in mind that many conditions can affect the mailbox and post setup that should be checked annually for strength and sturdiness. These include:

- Wooden post that is or has started to rot in the ground
- Wooden post that has two pieces and is or has started to rot at the connection point (nails typically hold these together and rot causing them to fall off at impact with snow)
- Wooden connection board between the mailbox and post typically rot first
- Plastic mailboxes and posts are not recommended as they become brittle in the cold temperatures