



TOWN OF SHERBORN
DEPARTMENT OF PUBLIC WORKS
7 BUTLER STREET, SHERBORN, MA 01770
508-651-7878

Town of Sherborn Mailbox Policy

Purpose:

The intent of this policy is to establish a uniform and consistent approach regarding mailbox damage due to snow removal operations performed by the Town of Sherborn Department of Public Works (DPW).

Policy:

The DPW's mandate during "Snow and Ice Season" is to ensure that its roadways are kept free of snow and ice. Accepting most mailboxes are located inside the public right-of-way, damage to them is often unavoidable for various reasons. On occasion, mailboxes become damaged or broken because of snow being thrown against them by the snowplows passing by during storm removal. This often happens when the snow being cleared from roadways is heavy and wet.

Damage caused by the weight of snow being thrown from the plow passing by will not be covered. Reimbursement for mailbox damage will only apply if a Town or Town-contracted plow directly strikes the mailbox.

To prevent damage from thrown snow, the Town recommends installing a protective snow guard or shield to protect the mailbox from snow casting. Decorative, elaborate or expensive mailboxes and/or posts installed and unprotected within the right-of-way are installed at the homeowner's risk. Owners are urged to inspect their posts and mailboxes at least yearly and replace any rotted or insecure post installations to ensure the mailbox post is sturdy and fully supported to the ground to withstand heavy snow moved aside by the plow.

Accidents can happen due to poor visibility, adding a section of reflective tape to the right side of the post (facing traffic) will make it easier to see during storms. If a Town or Town contractor plow or truck damages a mailbox through direct contact, the Town may authorize a reimbursement up to a maximum of \$100. A claim must be submitted in writing within 48 hours from the date of the alleged damage so it can be assessed and verified. Claims may be submitted by email to DPW@sherbornma.org with any available supporting documentation to assist with the review.