



Snow Plow Damage Policy

Snowplow drivers take care to avoid damaging private property while operating their plow vehicles, however accidents can occur. Please contact the Town Hall at 219-662-2665 to file a complaint.

Common Occurrence Procedures:

Mailbox damage: We only repair mailboxes that are hit by the plow. Any damage caused by snow off of the blade is the homeowners' responsibility. The town will replace a damaged mailbox with a basic mailbox model or if the homeowner wishes to replace the mailbox on their own, the town will reimburse the resident up to \$75 for their replacement. A receipt must be provided to the town from the homeowner.

**Please allow up to 2 weeks for the Street Department to make repairs/install replacements. Restoration time dependent on volume of reports and availability of supply. Mailboxes deemed to be in poor condition (rotted wood, rusty, etc.) will be the homeowner's responsibility to repair.*

Lawn damage: The Street Department will make lawn repairs in the spring. Inform the Town Hall of the damage so a record of the complaint can be kept for follow-up by the Street Department.

For any other complaints, please fill out a complaint form which can be found under the Miscellaneous Forms tab or at the Town Hall, 10645 Randolph Street.

To avoid damage to your mailbox, please make sure your mailbox is properly installed the correct distance from the curb. See the recommended tips below from the US Postal Service on installation and maintenance of your mailbox:

Installing the Post: The best mailbox supports are stable but bend or fall away if a car hits them. The Federal Highway Administration recommends:

- A 4" x 4" wooden support or a 2"-diameter standard steel or aluminum pipe.
- Avoid unyielding and potentially dangerous supports, like heavy metal pipes, concrete posts, and farm equipment (e.g., milk cans filled with concrete).
- Bury your post no more than 24" deep.
- Position your mailbox 41" to 45" from the road surface to the bottom of the mailbox or point of mail entry.
- Place your mailbox 6" to 8" back from the curb. If you do not have a raised curb, contact your local postmaster for guidance

Maintenance: Mailboxes take a beating from the weather, so we recommend an annual mailbox upkeep to avoid damage to your mailbox or difficulty identifying your address:

- Tighten loose hinges on the door
- Take care of rusty or loose parts
- Replace missing or faded house numbers
- Keep the path to your mailbox clear

