



## City of Portage Mailbox Structure Policy

The City is informing homeowners to inspect and evaluate the condition of their mailbox structure prior to the onset of winter weather. The structure components that support the mailbox may require repairs or replacement. All mailbox structures should be installed according to USPS guidelines and city building codes.

<https://www.usps.com/manage/mailboxes.htm>

City snowplow drivers pay close attention to avoid mailboxes in the right-of-way. Mailboxes are rarely hit by plows; however aged or weakened supports or frames may be toppled by the snow rolling off the end of the snowplows. Residents should make sure mailboxes are firmly attached to the post and that the post is constructed sturdily enough to withstand the weight of the snow as it comes off the end of the snowplow. Trash totes and bulk items should be least three feet from any object including your mailbox. **Call 811 or <http://indiana811.org> before you dig! Locating utilities is a FREE service!**

**Residents are also reminded that they are responsible for clearing their mailbox structure area of snow to ensure mail delivery.**

**What to do if your mailbox is damaged.** In the event that your mailbox is damaged during snow removal operations and you believe that city services caused the property damage, you should do the following:

- Take photos of the damaged mailbox structure due to property damage.
- Complete the [Mailbox Damage Form within ten days of loss](#). This can be submitted by email, mail or in person. Be sure to include photos of the damage and all receipts for parts if you have already replaced or repaired the structure. Maximum amount for mailbox replacement or repair is \$175.00
- Call Street department at 762-4564 or email [PSD@portage-in.com](mailto:PSD@portage-in.com) for a temporary replacement box if necessary. We will deliver the temporary box and pick up once repairs have been made.
- If the owner has completed the replacement or repairs themselves and claim has been approved, reimbursement checks will be issued by the Clerk Treasurer. If your damage claim is partially or fully denied regarding your cost recovery, the owner must go before the Board of Works for final decision with 14 days.