
Section:	Infrastructure & Operations
Subject:	Mailbox Policy
Policy Number:	IO-002-2025
Version:	2
Review Frequency:	Annually
Approved by:	Council
Approval Date:	April 23, 2025
Application:	This policy is updated version of the Mailbox Policy.
Notes:	

Legislative Authority: Municipal Act

1. Policy Statement

The Policy establishes a framework for Municipal Staff to act under the following criteria as it relates to reimbursement of residents for damage to mailboxes and posts.

2. Scope

Mailboxes and posts can be impacted by the operation of the snowplow in two (2) ways. Mailboxes may be damaged or dislodged by the direct weight and force of the snow thrown from the snowplow. The Municipality of North Middlesex bears no liability for such damage or impact and is only responsible to advise the mailbox owner of this policy's limitations should an inquiry be made.

If, however the plow comes into physical contact with a mailbox or post and is damaged by the Municipality's snow removal operations, the property owner will be provided a cheque of as per the below.

- A. The resident must report the damage within three (3) business days of the damage occurring on the claim form available from the municipal employees.
- B. The resident must provide a picture of the surrounding area and damaged mailbox.
- C. The damage must be investigated if the pictures are not clear of what caused the damage to the mailbox and post.
- D. The damage must be verified by a municipal public works employee.
- E. The maximum the Municipality will pay is as follows:



- | | |
|-----------------|-------------------------------|
| a) Mailbox | as per Fees and Charges Bylaw |
| b) Mailbox Post | as per Fees and Charges Bylaw |

F. All reimbursements will be by cheque and issued to the residents by mail following the next regular Council meeting.

For installation of rural mailboxes on the right-of-way of the roads please refer to the Canada Post Rural Mailbox Guidelines.