Mailbox Damage/Replacement
Muskegon County Road Commission Procedure

January, 2018

If a mailbox is damaged by Road Commission equipment during maintenance operations, the property owner **may** receive a new standard mailbox and/or post as a replacement. This document is providing guidance for appropriate procedures to follow when mailboxes are damaged during maintenance operations.

- The mailbox and/or post must be physically hit by equipment; damage from the force of snow or ice coming off the plow blade will not qualify for replacement.
- Lack of maintenance of the mailbox and/or post will not qualify for replacement.
- Any previously existing mailbox or post that was a fancy ornate type will only be replaced with a standard type box/post as approved by the US Postal Service.

The property owner is responsible to remove the damaged mailbox/post and to install the replacement mailbox/post using installation standards acceptable and approved by the United States Postal Service and Muskegon County Road Commission. Standard mailboxes and posts can be picked up at any one of the below locations. You must call 231.788.2381 (press 0) to set up an appointment at any location. The locations are open Monday through Friday, except on holidays or observed holidays established by the Board. Appointments are to be made between the hours of 8:00 a.m. to 3:30 p.m.

Muskegon Office/Garage
7700 E Apple Avenue
Muskegon, MI 49442
231.788.2381 (press 0)

Twin Lake Garage
5333 Holton Road
Twin Lake, MI 49457

Whitehall Garage
7100 Whitehall Road
Whitehall, MI 49461

The property owner must provide the actual damaged mailbox/post for inspection before a new standard mailbox and/or single wood post can be issued. Upon receipt of a new mailbox and/or post, the property owner is expected to sign a register and provide the property address.

Road agencies are not legally required or obligated by statute to repair, replace or compensate the owners of private mailboxes located in the public road right of way. However, the Road Commission is not insensitive to the inconveniences and has adopted this policy regarding mailbox damage.