

## Town of Lancaster Replacement Policy

If you believe the Town of Lancaster's plows damaged your mailbox, you need to call 683-3426. An employee from the Highway Department will assess the damage to your mailbox. We will repair it, or if need be replace it, or reimburse you. You need to call the Highway Department first in order for this to happen. We will not accept receipts that are just mailed in without a previous phone call. We keep a list in our office.

If you have a special mailbox other than a standard mailbox on a wooden post you have two options:

The first option – The Town will supply a standard mailbox on a wooden post if you would prefer. We will do a temporary repair during the Winter and install the wooden post in the Spring time. Town Highway Employees will replace standard mailboxes and post if they are damaged again during the Winter season.

The second option – The Town reimburses up to \$75.00 once per year. If you decide on reimbursement it is the homeowner's responsibility to install the new purchased mailbox. The Town only reimburses once a year so it is recommended that you do not put it up until Spring. Please send in your receipt to the Town of Lancaster Highway Department at 525 Pavement Road, Lancaster, NY no later than June 1, 2018. Checks will be made payable within three weeks of receipt once it has been approved by the Town Board.

After receipt of this letter, please call the office at 683-3426 and inform them which option you decide on. Should you have any other questions regarding this policy, please do not hesitate to call.