Municipality of Meaford Administrative Policy

Policy: **Mailbox Replacement**

Division: **Infrastructure & Public Works**

Last Revision: **New Policy - November 2026**

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Policy Statement

The Municipality of Meaford is committed to providing winter maintenance to support safe travel on municipal roadways. Snow clearing near the edge of the roadway may affect mailboxes within the municipal road allowance. This policy outlines how reported damage will be assessed and, where warranted, repaired or replaced.

Purpose

This policy provides guidance on the consistent process for responding to damage to private mailboxes caused by vehicles undertaking winter maintenance on behalf of the Municipality.

Definitions

"Direct Physical Contact" means contact between a mailbox or its mounting and a municipal winter maintenance vehicle or equipment. It does not include the force or weight of snow discharged by the plow.

"Municipality" means Municipality of Meaford.

Scope

This policy applies to reported damage to private mailboxes within the municipal road allowance arising from winter maintenance performed by or on behalf of the Municipality. Each report will be evaluated on a case-by-case basis.

Policy Requirements

Resident Responsibility

Residents are responsible for placing mailboxes in a suitable location, as per Canada Post requirements, securely attaching them to a post or cantilever arm, and maintaining them in good condition. Damage caused by the force or weight of snow discharged by a plow, without direct physical contact, is not eligible for municipal repair or replacement under this policy. The Municipality bears no liability for such damage or impact and is only responsible to advise the mailbox owner of this policy's limitation should an inquiry be made.

Eligibility for Repair or Replacement

The Municipality will replace or repair mailboxes and mountings when Transportation & Fleet Services determines that the damage resulted from direct physical contact with equipment undertaking municipal winter maintenance. The Municipality will decide whether repair or replacement is appropriate, based on the nature of the damage.

Replacement Standard

Where replacement is warranted, the Municipality will provide a standard metal mailbox supported by a wood post, installed in accordance with Canada Post requirements. A resident installed mailbox may differ from this standard; the Municipality does not provide a like-for-like replacement of a custom mailbox or mounting. Work will be completed as conditions permit. A temporary installation may be used until a permanent installation is completed.

Reporting Damage

Homeowners or residents must report damage to the Municipality within 48 hours of the occurrence by calling 519-538-1060 ext. 1302 or emailing roads@meaford.ca. Reports of damage received after that time must include an explanation for the delay.

Location of Mailboxes

Mailboxes must be located within the municipal road allowance so that the Canada Post delivery contractor can service them from a vehicle without obstructing traffic. The mailbox post shall be located at the rounding of the shoulder area so that the opening of the mailbox is at the outside edge of the shoulder. The bottom of the mailbox shall be 107cm-114cm (42”-45”) above the roadway.

Review

This policy shall be reviewed every five years.

Monitoring

The Manager of Transportation & Fleet Services, or designate, shall be responsible for administering this policy, investigating reported damage and determining eligibility for repair or replacement.

Authority

N/A

Contact

Tori Perejmybida
Director of Infrastructure & Public Works
Telephone: 519-538-1060 ext. 1135
Email: tperejmybida@meaford.ca

Change History

Policy Name	Effective Date	Significant Changes
Mailbox Replacement	November 6, 2026	New Policy