


POLICY

	Policy:	Rural Mailbox		
	Department:	Infrastructure Services		
	Division:	Roads and Fleet Division	By-Law No.:	N/A
	Administered By:	Manager of Roads and Fleet	Approval Date:	December 15, 2025
	Replaces:	Rural Mailbox - October 22, 2021		
	Attachment(s):	Addendum A: Mail Receptacles Regulations		

1. POLICY STATEMENT

The Corporation of the Town of Amherstburg is committed to ensuring that there is a program in place to repair or replace rural mailboxes that are damaged as a result of Town winter control operations.

2. PURPOSE

- 2.1. This policy provides guidance for the installation of rural mailboxes on roads maintained by the Town.
- 2.2. This policy defines the Town's responsibility regarding mailbox damage and replacement as a result of winter control operations.

3. SCOPE

- 3.1. This policy applies to all rural mailboxes installed on the right-of-ways of roads maintained by the Town.
- 3.2. This policy shall be reviewed every five (5) years from the date it becomes effective, and/or sooner at the discretion of the CAO or designate.

4. DEFINITIONS

- 4.1. **Canada Post** refers to the Canada Post Corporation.

Other common definitions, acronyms, and terms are available in the Glossary located on the Town's Policies webpage.

5. INTERPRETATIONS

Any reference in this policy to any statute or any section of a statute shall, unless expressly stated, be deemed to be reference to the statute as amended, restated or re-enacted from time to time. Any references to a by-law or Town policy shall be deemed to be a reference to the most recent passed policy or by-law and any replacements thereto.

6. GENERAL CONDITIONS

6.1. Mailbox Requirements

6.1.1. All mailboxes shall meet all applicable Canada Post Standards.

6.1.2. All new and replacement mailboxes shall be installed in accordance with the specifications prepared by the Canada Post Corporation.

6.1.2.1. Posts shall not consist of material stronger than a 6" (0.15m) diameter cedar post or a 2" (0.05m) diameter standard steel wall pipe.

6.1.2.2. The bottom of the mailbox shall be 3'-6" (1.05m) from the ground elevation.

6.1.2.3. Installations shall conform to the provisions provided in *Addendum A – Mail Receptacles Regulations*.

6.2. Location of Mailbox

6.2.1. The general location of the mailbox will be determined by Canada Post.

6.2.2. The face of the mailbox will be in line with the edge of the shoulder as prescribed in Addendum A.

6.2.2.1. The distance from the edge of the shoulder may be alternatively directed by Canada Post.

6.3. Mailbox Damage and Replacement

6.3.1. The Town will not be responsible for any damage caused by snow plows to mailboxes or support posts which are not consistent with the standards as provided in this policy.

6.3.2. If a plow comes into physical contact with a mailbox or post which meets the Town's standards and is damaged by the Town's snow removal operations, the property owner will be given two options for replacement:

6.3.2.1. Option 1

- a. The post and mailbox will be either repaired or replaced by the Town at the discretion of the Director of Engineering and Public Works or their designate.
- b. The replacement mailbox, if required, will be a standard metal rural mailbox with 100mm diameter wooden post as shown in *Addendum A*.
- c. Damaged mailboxes shall be replaced as weather and resources permit.

- d. The completion of winter control services on the roadway is a priority.
- e. If it is determined that the Town will replace the mailbox, the Town will provide a temporary mailbox for the resident.
- f. Temporary mailboxes will be maintained by the Town until a new mailbox can be installed.

6.3.2.2. Option 2

- a. The property owner will be provided with a cheque for \$75 based on the cash equivalent of the replacement noted in Option 1 above.
 - b. This option is for residents who wish to purchase a different style mailbox and complete the installation themselves.
- 6.3.3. If a mailbox is repeatedly damaged as a result of physical contact, the Town will provide a written recommendation for an alternate installation location. The Town will not be responsible for further damage should the landowner fail to relocate the mailbox as recommended.
- 6.3.4. The Town will not be responsible for any minor damage caused by snow or slush coming into contact with a mailbox or post during snow removal operations.

7. **RESPONSIBILITIES**

- 7.1. **Council** has the authority and responsibility to:
- 7.1.1. Adopt the *Rural Mailbox Policy*
- 7.2. **The CAO** has the authority and responsibility to:
- 7.2.1. Ensure compliance with the *Rural Mailbox Policy*.
- 7.3. **The Director of Infrastructure Services** has the authority and responsibility to:
- 7.3.1. Review reports of rural mailbox damage and determine if the situation merits the replacement or repair of the mailbox.
- 7.4. **The Manager of Roads and Fleet** has the authority and responsibility to:
- 7.4.1. Ensure the repair or replacement of rural mailboxes in accordance with the *Rural Mailbox Policy*.
- 7.5. **Staff** have the responsibility to:
- 7.5.1. Comply with the *Rural Mailbox Policy*.

8. **REFERENCES AND RELATED DOCUMENTS**

- 8.1. *Department of Justice: Justice Laws – Mail Receptacle Regulations SOR/83-743*
- 8.2. *Canada Post Rural Mailbox Guidelines*

ADDENDUM A – MAIL RECEPTACLES REGULATIONS

Mail Receptacles Regulations

<https://laws-lois.justice.gc.ca/eng/regulations/SOR-83-743/FullText.html>



Department of Justice Canada

Mail Receptacles Regulations (SOR/83-743)

Regulations are current to 2021-03-10 and last amended on 2014-11-07. [Previous Versions](#)

12 Where mail delivery service is provided in any area and

- (a)** any householder or the owner of any apartment building or business premises fails to provide for the reception of mail in accordance with these Regulations, or
- (b)** the mail receiving facility or the means of access to it at any private house, apartment building or business premises in that area becomes unsuitable or unsafe for the reception of mail,

the Corporation shall send a notice to the householder or the owner of and each tenant in the apartment building or business premises stating that if provision is not made for the reception of mail in accordance with these Regulations, mail shall not be delivered to that address but shall be left with the local postmaster to be collected by the addressee thereof.

SOR/86-105, s. 3(F) SOR/2000-199, s. 14(F)

13 (1) Subject to subsection (2), where any householder or the owner of any apartment building or business premises does not make provision for the reception of mail in accordance with these Regulations within the period specified in the notice, mail shall not be delivered to that address but shall be left with the local postmaster to be collected by the addressee thereof.

(2) In the circumstances referred to in paragraph 12(b) mail delivery service may be continued to the address to which the notice referred to in that section is sent until the termination of the period specified in the notice for rectification of the unsuitable or unsafe mail receiving facility or means of access to it.

14 In the case of an office complex that contains a mail box assembly and a mail room, where items of mail that are too large to be delivered through a mail box in a mail box assembly or the delivery of which requires that the addressee or the recognized representative of an addressee be contacted personally by the post office representative, those items shall be delivered

- (a)** through a dutch door from the mail room; or
- (b)** in such other manner as may be authorized by the local postmaster.

PART IV

Rural Mail Boxes

15 Mail may be delivered by means of deposit in rural mail boxes and mailable matter may be collected from rural mail boxes where the rural mail box is

- (a)** constructed in accordance with the specifications set out in Schedule VI;
- (b)** placed outdoors at a location on a rural mail route approved by the local postmaster; and
- (c)** located, erected and identified as required by section 16.

16 A rural mail box shall be

(a) located along the right hand side of the road according to the courier's line of travel in a position where the courier can reach and service it from his vehicle without impeding pedestrian or vehicular traffic;

(b) erected so that

- (i)** the box is securely attached to a fixed post or cantilever arm,
- (ii)** the bottom of the box is approximately 100 cm above the roadway,
- (iii)** the box does not obstruct or obscure other boxes located nearby, and
- (iv)** the box allows the ready delivery or collection of mail; and

(c) identified by having the following information printed in permanent lettering not less than 2.5 cm high on the side of the box or on a plate securely attached to the box and placed so as to be visible to the courier as they approach the box while driving on the right-hand side of the road according to their line of travel:

- (i)** if civic addressing has been implemented in the municipality and the relevant post office, the civic address or the civic address and the boxholder's name, and
- (ii)** if civic addressing has not been implemented in the municipality, the boxholder's name or a specific Canada Post designator in lieu of the boxholder's name, as arranged with the local postmaster.

SOR/2010-288, s. 1 [Previous Version](#)

Date Modified: 2021-03-18

Retrieved from [Mail Receptacles Regulations \(justice.gc.ca\)](https://www.justice.gc.ca/justice/legislation/regulations/regulations_e.html) March 29, 2021.

SCHEDULE VI
(s. 15)
Specifications for Rural Mail Boxes

Design

1. Every rural mail box shall be designed in such a manner that the name plate or the space reserved for the name of the boxholder is not obscured by the signal device.

Materials

2. The material used for a rural mail box shall

- (a) be sufficiently sturdy to bear the weight of the box and contents without distortion; and
- (b) be sufficiently weatherproof to enable it to withstand the climate in which it is used.

Box Dimensions

3. The minimum interior dimensions of a rural mail box shall be

- (a) 45 cm in length by 17.5 cm in width by 17.5 cm in height, in the case of a rectangular box; and
- (b) 45 cm in length by 25 cm in diameter, in the case of a cylindrical box.

Box Opening

4. Every rural mail box shall be equipped with a door that

- (a) is located in the front of the box;
- (b) cannot be secured with a lock;
- (c) has a minimum effective opening of
 - (i) 17.5 cm in width and 17.5 cm in height, if the opening is rectangular, or
 - (ii) 25 cm in diameter, if the opening is round;
- (d) is capable of remaining in the open position while mail is being deposited or withdrawn and shall be a tight fit and self-sealing when closed;
- (e) has a handle, lip, flange or other similar aid for opening it; and
- (f) is constructed of a material sturdy enough to withstand normal every day handling.

Signal Device

5. (1) Every rural mail box shall be equipped with a signal device that may be rendered visible above the box and that, when it is so visible, will indicate from a distance, either to the courier or the householder, that mail has been delivered or deposited in the box for pickup.

(2) The signal device referred to in subsection (1) shall be

- (a) located on the right hand side when facing the box from the front; and
- (b) affixed so that it does not impede vehicular or pedestrian traffic.

(3) The actuating mechanism of the signal device shall not in any way interfere with the interior of the box.

Mounting

6. The mounting hardware for a rural mail box shall be such as to be flush with the bottom of the interior of the box.

SOR/98-558, s. 7(F) SOR/2000-199, s. 15(F)

Date Modified: 2021-03-18

Retrieved from [Mail Receptacles Regulations \(justice.gc.ca\)](https://www.justice.gc.ca/justice/mr/regulations.html) March 29, 2021.

