

**CLUSTER BOX CHAOS
OR
HOW THE USPS TRIES TO BLAME OTHERS FOR ITS MISTAKES AND SHIFT
RESPONSIBILITY TO ANYONE ELSE IT CAN FIND**

OK, you have found this page and want a short answer to the questions such as “**Why am I not getting my mail delivered to my cluster box?**”, and “**Why does the HOA not fix the cluster box that is broken?**” and to other questions. There are no short answers. I am sorry to disappoint you.

I am Kenneth Langer, the current President of the Barrington Place HOA.

The HOA is aware of several member’s concerns and issues with the USPS “apparent” decision not to repair the damaged cluster boxes in portions of Barrington Place HOA. These members of the HOA have done nothing wrong. The affected members are not at fault. The affected members are victims of the USPS. The HOA is looking for a way to help solve the problem that it did not create. We reached out to the City of Sugar Land and to Congressman Nehl’s office to help find solutions. That is not easy as is set out below in more detail.

Get yourself a good beverage with plenty of caffeine, and get ready for a long read.

Addressing the Question, **Why am I not getting my mail delivered to my cluster box?**

Here are some basic facts.

The USPS controls mail delivery. For years, the CBUs (Cluster Box Units) in Barrington Place HOA were provided by the USPS and maintained by the USPS. **The HOA has no control over US Mail delivery.** The HOA has no control over the method of delivery (curbside box or cluster box). The HOA does not have the keys to the cluster box units. The USPS sets its own schedule for mail delivery and the HOA does not know what CBUs serve any particular address to any home located within the HOA. That is information is kept solely in the care and control of the USPS. The USPS does not usually tell the HOA when there is a problem with the CBUs. The HOA usually finds out about these problems when the Homeowners who don’t get their mail are told by the Post Office Workers that the HOA won’t fix the Cluster box.

Before answering the “**Why am I not getting my mail delivered to my cluster box?**”, the HOA has to know where the problem cluster box is located.

Barrington Place HOA covers only part of the Barrington Place Subdivision. There are some parts of the Barrington Place Subdivision that are not under the control of the HOA and/or are not located within the geographical area under the jurisdiction of the HOA. Cluster boxes are located in these non-HOA areas. Some of the cluster boxes are not within the HOA and other cluster boxes may be shared with the HOA member homes and non-HOA homes. The USPS does not understand this.

For example, Terilyn Way, Brittany Drive, and Sir Walter Raleigh are not part of the HOA but use cluster boxes for mail delivery. Some of these streets are located partially within the HOA and partially outside of it, such as portions of Parkhaven Drive, Hartman Drive, Burkdale Drive, and Newberry Street. These streets have cluster boxes and/or use cluster boxes on adjacent streets. Depending on your location on the street, you may be part of the HOA or you may not. These locations that are not part of the HOA are located

primarily in Section 5A. A small hint to help see this borderline visually when traversing the streets, is that the HOA paid to have the curb numbers of the houses located within the HOA painted with a curb number having a "White number and Blue background".

Barrington Place HOA has Hybrid Mail Delivery. Different Sections of Barrington Place HOA have different methods of Mail Delivery. Most of Section 1 has "curbside" box delivery or what one would normally think of as old-time delivery. They have a mail box at the curb and each and every day mail is delivered to their home address. The owners at these locations have maintained and paid for their own mailboxes from day 1 and have never received any reimbursement from the HOA to help pay for the costs of the individual mailbox on their property and for its maintenance.

Further on you will find attachments written by the USPS. The USPS is not even clear in its own communications as to what method of mail delivery takes place in the Barrington Place Subdivision.

Section 1, comprised of approximately 300 homes, is generally located to the east of Barrington Place Drive and along most of Barrington Place Drive. For those directionally challenged, picture in your mind every home going from Barrington Place Drive towards the Barrington Place Elementary School, Slockett Park, and towards the big detention pond.

The rest of the HOA, which would include mainly Section 2, Section 3, Section 4, Section 5B and the Gateway Community, are generally located to the West of Barrington Place Drive and have mail delivery at a fixed location known as a "cluster box", located on a concrete pad located next to a public street in the City of Sugar Land controlled right of way. For those directionally challenged, picture in your mind every home going from Barrington Place Drive towards the neighborhood Walmart, Alston Road Masjid, Alston Road Church of Christ, and to Eldridge Road Park and Eldridge Road in general.

Barrington Place HOA has never purchased cluster boxes.

The HOA has no records showing it ever purchased any cluster boxes. The HOA is unaware of any documentation in which it accepted ownership and responsibility of the cluster boxes and asked those asserting the claim that the HOA owns these cluster boxes and/or pads to produce it. So far no one has come forward to show that the HOA owns the cluster boxes and/or pads. The HOA has never paid for any of the individual mailboxes or maintenance of individual mailboxes in Section 1. The HOA pays taxes on the property it owns, located in the subdivision. The HOA has never had a tax assessed against it for the cluster boxes and/or pads. Later on, you will see a letter from the USPS indicating that cluster boxes were provided by the USPS.

Concrete pads and cluster boxes within Barrington Place Subdivision, USPS Regulations & the ADA

There are approximately 31 concrete pads located in various locations in the Barrington Place Subdivision adjacent to various public streets. These concrete pads are located in the City of Sugar Land's right of way. That means that anything having to do with the concrete pad and cluster boxes on each pad must also receive City approval and consent. The HOA does not own the property on which the pads are located (with the possible exception of the pad located at 13318 Rosstown, which is the location of the HOA clubhouse). Each concrete pad has its own unique history. Some are in good shape. Some are unlevel and do not match up to the sidewalk. Others are cracked and need repair. Some have 1 cluster box, others have up to 4 cluster boxes.

There are approximately 77 cluster boxes located throughout the Barrington Place Subdivision. The word "approximately" is used as these numbers have changed over time. One must remember that the

Barrington Place subdivision, in places, is close to 40 years old. During that time, older cluster boxes have been replaced in various locations with newer cluster boxes, none of which have been paid for by the HOA. You will also see reference to CBUs which is a short hand reference for Cluster Box Unit or Cluster boxes.

All Cluster boxes are not equal. Some variants hold 8, 12, or 16 letter compartments, and some have parcel lockers. Some are strictly parcel lockers. There are at least 3 different makes/manufacturers of cluster boxes in the Subdivision. **This differentiation is important because of Postal Regulations**, that affect the replacement of older cluster boxes, prevent reuse of older cluster boxes, and mandate replacement of older cluster boxes with newer cluster boxes, if changes are made by anyone but the USPS.

A 2nd major problem for the pads and cluster boxes is the ADA or Americans with Disability Act. All of the CBUs in the Barrington Place Subdivision are installed incorrectly and not in compliance with the ADA. The cluster boxes are all facing 180 degrees in the wrong direction. The ADA went in to effect in July, 1990. Much of this Subdivision was built out in the 1980's and cluster boxes were installed before the date the ADA went into effect. Both USPS and ADA requirements mandate that when any modifications are made, that prior non-compliance must be brought into compliance. **That means that if the HOA assumes responsibility for the pads and CBUs, it must bring the pads and CBUs incorrect orientation into compliance.** There is a high cost for this compliance which will be set out in more detail below.

Think about it like this, if you were given ownership of a used and damaged car with a bad engine, a leaking transmission, and the vehicle having emission problems, you would have to fix each and every problem to that car in order to legally operate the car on the road in the state of Texas. If you operate any vehicle without passing the emissions test, you can be fined. If your vehicle leaks fluids, you can be fined.

This is the situation with the Cluster boxes and ADA compliance. Initial fines under the ADA are substantial. The maximum civil penalty for a first-time violation is \$75,000.00 and subsequent violations can carry a maximum fine as high as \$150,000.00. Besides the incorrect orientation of the cluster boxes, the concrete pads are unlevel with the sidewalk preventing wheel chair access from the sidewalk. Attached are some examples showing the unlevel pads. There are lots of costly problems to correct if the HOA assumes ownership and wants to avoid potential fines under the ADA and other state and Federal laws.

The HOA has tried to work with the City of Sugar Land, & Congress Member Nehls to find a solution but all are told the same story by USPS agents.

THE USPS "RESPONSE" TO ANYONE WHO ENGAGES IN COMMUNICATION WITH THE USPS ABOUT THE CLUSTER BOXES IS SOME VARIANT OF THE FOLLOWING EXPLANATION:

In accordance with the Postal Operations Manual Section 632, Mail Receptacles, postal customers have the responsibility to purchase, install, maintain, repair and/or replace their residential and/or commercial mailboxes, regardless of the reason for the replacement of the CBU equipment.

The Postal Service published and implemented the provision of Handbook PO-631, Growth and Delivery Point Management effective April 2021 which applies to new and existing deliveries. The regulations listed in Module 8 of the PO-631 established the longstanding national postal policy for residential mail delivery.

“Appropriate mail receptacles must be provided for the receipt of mail . . . Purchase, installation, maintenance, repair, and replacement of mail receptacles are **the responsibility of the customer.**”

Oftentimes the USPS tells the homeowner it is the HOA’s responsibility to fix the cluster box. The HOA is not a customer.

Here are copies of 4 letters that I have obtained from the USPS over the years. These letters are from 2014, 2021, 2023 & 2024. I have the unmarked copies. I have made notes (In Blue print) and highlights on these copies that are relevant to the points that the HOA did not buy the cluster boxes, is not responsible for the cluster boxes, and that USPS does not understand basic facts about Barrington Place HOA and the Barrington Place Subdivision.

2014 The 2014 letter mentions the CBUs were provided on a complimentary basis. (see pink highlight)

So, one can infer the USPS provided the CBUs that are there (within the Barrington Place Subdivision) up to August 1, 2014. That is consistent with the position (and fact) that the HOA did not buy the CBUs.

This 2014 letter reads "purchase and installation" only applies to "new developments" and applies to the builder and developer. Barrington Place HOA is an old development, and the HOA is not a builder or a developer. The last addition to the Barrington Place HOA is the Gateway Community which joined the HOA in 2001. The Gateway Community is located along parts of Alston Road, Reddington and Community Court and is adjacent to the present-day Alpha & Omega Church.

The Author of the 2014 letter cites the USPS postal manual and its effective date of July 2002. **It places responsibility on the customer (not the HOA)**. So even that statement does not make the HOA responsible for the purchase, installation, and maintenance of the mail receptacles.

2021 Covers the CBUs on the pad located on Hartman between Terralyn Way and Georgetown.

This location includes some of the homes located in Section 5A in the Barrington Place Subdivision at a minimum (Terralyn Way is entirely located in Section 5A, and part of Hartman is located in Section 5A). So those CBUs don't belong to the HOA and they are not located on property (lots) that the HOA has jurisdiction over. The HOA does not own the CBUs, so if we touch those CBUs we are tampering with them and that is a federal crime. See 18 U.S. Code § 1705 - Destruction of letter boxes or mail. If the HOA removes the CBUs that it does not own, that is a crime against the customers. The HOA cannot authorize anything regarding the maintenance and care of those cluster boxes since it has no interest in those CBUs.

Yet the USPS writes in the 2021 letter, that the “... the HOA is responsible for disposing and/or recycling the replaced CBU equipment after removing the lock”. The HOA is not responsible for the disposal and recycling of the CBUs since it did not buy them, did not agree to service them, the CBUs referenced are located in a section of Barrington Place Subdivision that is not part of the HOA and those CBUs belong to someone else. **The HOA would open itself to both civil liability and criminal liability if it took any action to dispose/recycle the CBU equipment as is written in the letter. That is reason enough for the HOA to take no action whatsoever!**

As to CBUs being the most efficient and approved mail delivery and being the approved delivery mode for the Barrington Development, that is not reconciled with the curbside box delivery for the area covered mostly by Section 1 of the HOA. In my opinion, I think that many of the owners in Section 1 would feel very aggrieved if their curbside box delivery of mail that they have known since day 1, was taken away from them and Section 1 members had to convert to Cluster Box mail delivery.

2023 There are multiple locations on Nantucket with CBUs. Which location the letter covers is a mystery.

In this 2023 letter, the USPS does not even know who they are communicating with. This letter (apparently authored by Ms. Christelle Dunbar) is meant for the Barrington Place HOA but on line 2 of the first paragraph it is addressed to the Brentwood Homeowners Association. It appears to be an HOA in College Station. So, according to the letter, some other HOA is responsible for the cluster boxes located somewhere on Nantucket in Sugar Land, Texas.

As to CBUs being the most efficient and approved mail delivery and being the approved delivery mode for the Barrington Development, as previously noted, that statement is not reconciled with the curbside box delivery for the area covered mostly by Section 1 of the HOA. The same curbside box delivery has continued from the original build out of Section 1 of the Barrington Place HOA up to 2021 and past 2023 and into the present day.

2024 This is another “generic” letter put forward by the USPS. The USPS changes its position and facts again. This letter is not addressed to the US Postal Customer but to HOA Customers. The USPS acknowledges that it has been replacing some CBU’s without questions asked in the past due to an insecure or broken CBU. (See the 2024 letter as well as the 2014 letter)

Go to <https://faq.usps.com/s/article/Mailbox-The-Basics> and scroll down the page until you come to this item. (The following “cut and paste” is taken from the online site on November 19, 2024). See the entire article downloaded on November 19, 2024.

<p>Who is Responsible for the Mailbox? (Broken/damaged)</p>	<p>Verify whether or not the boxes are owned and maintained by the US Postal Service®.</p>	<p>If the box is owned and maintained by the US Postal Service and is damaged/broken then contact your local Post Office.</p> <p>If the LPO does not service the mailbox, this means the property owner or manager is responsible for the maintenance.</p>
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The CBUs are not the HOA’s CBUs. The 2014 letter shows that the USPS provided the CBUs (it owns them). The 2024 letter shows the USPS has replaced CBUs that are insecure and broken to prevent disruption of service. This article is in writing, shown on the USPS website explaining when it is responsible. The USPS again tries to shift an obligation as to who is responsible for the CBUs it owns, controls, and maintains onto the HOA, which does not own the CBUs, to solve.

The 2024 letter reads:

.....the responsibility to provide a mailbox has always been with the customer or the HOA representing the customer, unless there was a **written agreement** made with the US Postal Service, which states that we will take on maintenance for the CBUs in your area and you can provide such documentation.

The statement that the responsibility to provide a mailbox has always been with the customer, seems to be a disputed issue. Many articles exist that differ with this statement. Some links are provided.

[Centralized Mail Delivery: A History - National Mailboxes, USPS has shifted mailbox maintenance responsibility to some San Antonio neighborhoods](#)

Additionally, the USPS again in the 2024 letter states:

Please be advised, that a change of delivery mode to curbside box delivery will not be approved as per our national requirements, centralized delivery per CBU is the most efficient and **approved mode** of mail delivery and has already been established in your community

That statement is not reconciled with the curbside box delivery for the area covered mostly by Section 1 of the HOA. Section 1 is part of the "community". The same curbside box delivery has continued from the original build out of Section 1 of the Barrington Place HOA up to 2021 and past 2023 and past June 2024 and up to the present day.

So, summarizing the 4 letters, the HOA did not buy the CBUs or install them. The HOA is not the developer or builder and the homes in the HOA belong to an older subdivision. The USPS supplied the CBUs, installed them, admits that it has repaired "fixed" and maintained the CBUs, when it wrote it would not do so, does not acknowledge or understand that a substantial part of the HOA gets curbside box delivery, does not know that some of the CBUs in the subdivision service homes that are not part of the HOA, and the USPS cannot even address a letter to the correct HOA, omitting an accurate location of a damaged cluster box, and then tells the HOA it is allowed to break the law by dismantling someone else's cluster box.

This is one of the many reasons why the HOA simply cannot trust any representations made by the USPS, whether they be verbal or in writing. Other reasons exist as well. The words used by the USPS additionally do not match up with their actions.

Inconsistent Actions taken by the USPS in Barrington Place HOA

Setting aside the problems with the ADA and incorrect installation, that would have to be handled by the HOA at great financial expense to its members, there are multiple instances of USPS installation of new CBUs post 2014 in parts of the Barrington Place HOA, when the USPS has written in its first 3 letters that it did not happen. **Their actions are not consistent with what they write.**

Why should the HOA Pay for a Cluster Box when the USPS installs new ones at no cost to the HOA and repairs cluster boxes without notifying the HOA?

Here is an example concerning installation. (There are others.)

The CBUs located on a concrete pad on Kingsmill near Endicott in the Barrington Place HOA.

Attached is a PDF document showing screen shots taken from GOOGLE showing the CBUs on Kingsmill near Endicott and the concrete pad over the years. As you can see from the dated screen shots covering

the period of December 2007 to September 2022, the CBUs on this pad changed type and location over the years as one gets closer to present day.

On or about April 2019, the older 16 slot NDCBU (Neighborhood Delivery Collection Box Unit) was not in good working condition. The older NDCBU "cluster box" in the center of the pad was replaced by the installation of a newer cluster box unit. See the metal tag on the rear of the newer CBU (that is now in the center of the concrete pad). The metal tag shows the date of the manufacture of the cluster box. 09/18 Salsbury Industries with serial number 143307. This is the current standard for this type of mailbox. Additionally, the 8 slot CBU on the left side of the pad was reused and relocated by the USPS. (This is something the HOA cannot do per USPS regulations.) If the HOA replaces a CBU such as an older NDCBU, the older NDCBU must be replaced with a newer updated model such as the one manufactured by Salsbury Industries. The USPS may have the right to move and reuse an existing NDCBU, but others would have to use and install a newer model CBU.

The HOA did not buy that new CBU with serial number 143307. The HOA did not remove the older 16 slot NDCBU. The HOA did not dispose of the old 16 slot NDCBU. The HOA did not install the new CBU. The HOA did not relocate the older style 8 slot NDCBU on the pad further to the left as is shown on the January 2020 GOOGLE screen shot. The HOA paid nothing for the equipment and the work done.

Prior to the June 2024 letter from the USPS, I could reasonably conclude that the USPS installed the Cluster box. Either that, or a Cluster box fairy does exist and periodically visits the Barrington Place HOA. One day a new CBU appears, and is installed. The older damaged CBU disappears, never to be seen again, and the smaller 8 slot NDCBU magically moves over from its location to create space on the pad for its new companion and re-bolts itself to the pad. The 8 slot NDCBU is even installed in the wrong direction rather than changed to the correct direction mandated by the ADA and USPS Regulations.

Using the USPS's own standards (**Bold** and Underline emphasis is ours):

CBUs must not be installed until the local USPS representative has conducted an on-site visit to ensure compliance with the official specifications. Contact the local USPS representative to have the pads inspected prior to pouring the concrete. **CBUs must be installed facing the correct direction.** CBUs installed on concrete pads poured behind the sidewalk should face the sidewalk. **CBUs installed on concrete pads located in landscape strips between the curb and the sidewalk should face the sidewalk.** Do not install CBU facing the curb or street—causing the carrier and the customer to stand in the street to deliver or retrieve mail. CBUs should not be installed so close to an intersection or traffic lane that they block visibility for approaching traffic or could be struck by a passing motor vehicle.

Here are some examples concerning the recent repair of damaged cluster boxes.

On or about May 15, 2023, the HOA received a report of a damaged parcel locker (1P) located on Burkdale between Nantucket and Rosstown Drive. The CBU on the left had a damaged parcel door. On August 27, 2023, the CBU at Burkdale between Nantucket and Rosstown Drive was photographed showing the damaged parcel locker after its repair. The HOA did not pay for this repair. The HOA was not informed that repairs were made to the parcel locker. Was this handled by the USPS, the cluster box fairy, or a homeowner?

On or about August 18, 2023, I noticed this damaged CBU on Rosstown near the HOA clubhouse. The CBU on the left was missing a mail slot door. On September 15, 2023, I was driving by the same cluster box on Rosstown. The damaged mail slot door was repaired and a brand-new lock installed for the slot. The HOA did not pay for this repair. The HOA was not informed that repairs were made to slot door and a new lock installed. Was this handled by the USPS, the cluster box fairy, or a homeowner?

There are a multitude of other concerns that the HOA must consider if it decides to take on the responsibilities and obligations to replace the pads and existing cluster boxes, and to maintain the pads and cluster boxes in good order into the future. This is not a complete list:

- A. The costs for removal of the damaged and/or outdated cluster box.
- B. The costs to dispose of the damaged and/or outdated cluster box.
- C. The cost to remove the damaged concrete pad for the cluster box.
- D. The cost to install and pour a new concrete pad for the cluster box.
- E. The cost to install the up to date and code complaint cluster box on the new pad.

This list of costs does not include, survey fees for each pad, the cost to prepare and obtain 31 Owner consents, recordation fees for 31 documents, document preparation, legal fees, individual permit fees, Notary fees, and unknown contingency fees. (For example, if a pad is removed are there utilities underneath it that must be relocated?) Many homeowners are only now discovering the unwelcome intrusions into their yards by ATT Fiber and EZEE Fiber installation, causing damage to fences, sprinkler systems, and other amenities. The HOA would have to deal with this, especially on those pads that are located very close to an Owner fence.

Well, Can't the HOA, use HOA funds to fix my box and ignore the other cluster boxes? The answer is NO!

How would one pick and choose? How can one justify fixing this cluster box in the HOA and then say no to fixing another cluster box in the HOA? It is an all or nothing proposition.

If the HOA is ultimately responsible to maintain, repair, and fix the cluster boxes, all 77 cluster boxes will have to be dealt with. The HOA cannot take the position that "we will fix that one cluster box affecting an individual home owner's mail delivery and only fix that one cluster box affecting the individual home owner's mail delivery". All 77 cluster box units and the 31 concrete pads come into consideration and the HOA will be accepting responsibility for not only one concrete pad and 1 cluster box on that pad but accepting responsibility for all 31 concrete pads and the 77 cluster boxes situated on them.

On average an individual cluster box is going to cost in the neighborhood of \$2,500.00, before installation. 37 cluster boxes of the 77 cluster boxes, are older models that cannot be reused (Supposedly) as they are older versions and are not currently USPS code complaint. While these older boxes were "code compliant" when installed" when the majority of the subdivision was built out in the 1980's, in 2005, the USPS revised its own standards for cluster boxes and discontinued the use of NDCBU's (Neighborhood Delivery Collection Box Units). A different standard was implemented for CBUs and those are the only CBUs allowed, and one cannot reuse or install the older versions. The older versions will eventually fail but

until that time they are grandfathered and can be still used. Many of the older NDCBU's (Neighborhood Delivery Collection Box Units) are in good working condition. However, if the HOA has to rotate the cluster boxes to make them ADA compliant, it will be unable to rotate the 37 older cluster boxes per USPS regulations and reinstall them. Those 37 older cluster boxes will have to be disposed of and replaced (purchased by the HOA) with current code standard CBUs, according to/following the USPS purported position, and then installed in an ADA compliant manner.

Let's look at some basic math.

77 CBUs times \$2500 is \$192,500. This is simply the cost to purchase the cluster boxes.

The cost to install a new CBU on an existing concrete pad, that is in good order, level and having no cracks, and cart off the exiting cluster box is \$150.00 per cluster box.

77 CBUs times \$150.00 is \$11,500. That is \$204,000 for starters and does not include many other expenses necessary to make this a reality. That is a large sum of money to pay.

Question: Is it fair to the Owners in Section 1 of the Barrington Place HOA to help pay the costs for the CBU's and concrete pads when the Owners in Section 1 get no benefit at all from this expense?

The HOA must also consider the opinions of each of the 300 members in Section (1) One who are already incurring and shouldering the separate monetary costs themselves, without any historical reimbursement from the HOA, in maintaining their individual mailboxes giving them individual curbside box delivery service.

Will those 300 members be willing to pay that additional cost to install or repair a cluster box that does not presently affect them and gives them no benefit whatsoever, and will ultimately lead to them having to pay for the 76 other cluster boxes, knowing that they have historically paid for the cost of their own mailbox replacement and maintenance for 35 plus years without any reimbursement whatsoever from the HOA? The HOA has never purchased a mail box, cluster box and the HOA has never charged its members to pay for a mail box or cluster box. The HOA has never subsidized the costs for mail boxes, cluster boxes, their maintenance and repairs, and those affected owners being abused by the USPS are now asking the HOA to change a long-standing policy, and pay the bill for a cluster box benefitting a few.

Of the remaining 700 odd homes that currently are serviced by cluster boxes, but are not presently affected by non-working cluster boxes, the HOA would also be interested in their individual opinions as to whether or not they would support paying the additional cost to replace the non-ADA complaint cluster boxes or whether they would want to leave the cluster boxes as they are and not incur the substantial replacement costs since many of the older NDCBUs are still functional and are grandfathered in. Will those 700 odd members be willing to pay that additional cost for a cluster box that does not presently affect them and gives them no benefit? Again, the HOA has never purchased a cluster box and the HOA has never charged its members to pay for a cluster box. This would be a major change from long standing historical precedent.

The Board members are the representatives of the members. They are elected from the entire membership. If this was a one-time, never to be repeated expense, that is one matter. However, it is not. Let's be very clear about that. A few hundred dollars spent to solve a problem for one member or a few

members is one matter. If that leads to the HOA spending a few hundred thousand dollars and more to remedy the incorrectly installed cluster boxes, that affects 1020 other members, and that is quite another matter.

So, let's look generally at the reasons supporting the position against the HOA maintaining and replacing the concrete pads and Cluster boxes:

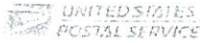
- #1. The HOA is not responsible now.
- #2. The USPS's varied arguments and reasoning for its policy "to not fix, maintain and replace" are all over the place.
- #3. Regardless of what the USPS writes, documented replacement of and repairs of cluster boxes are happening in the HOA at no charge to the HOA.
- #4. Why should the HOA pay for something it is not responsible for?
- #5. **The HOA and its agents potentially face both civil and criminal liability working on the CBUs.**
- #6. The HOA has to deal with 2 "Kings", the City of Sugar Land and its Rules and Regulations, and the USPS and its Rules and Regulations, and they do not see eye to eye.
- #7. By assuming responsibility for maintaining and replacing the concrete pads and Cluster boxes the HOA has to abide by the ADA Requirements. **The Cost to bring the pads and cluster boxes into compliance is substantial.**
- #8. Failure to comply with the ADA potentially subjects the HOA to substantial fines.
- #9. The HOA cannot simply pick and choose to repair a cluster box. It is an all or nothing matter.
- #10. How does one address the issue of fairness to those owners in Section 1, who have paid for their own mailboxes yet are being asked to pay for the maintenance and installation of the concrete pads and cluster boxes in other sections?
- #11. The USPS cannot keep track of keys to the cluster boxes presently. Yet the USPS expects the HOA to buy the cluster boxes and give the keys to the USPS. How often will the HOA have to pay to change out the 77 locks? How often will repairs have to be made to cluster boxes that are broken into? The number of repairs is unknown. What other responsibilities will be shifted to the HOA? The June 2024 letter mentions providing security. Is the USPS going to require camera monitoring by the HOA as a security measure? Again, how far does that slippery slope go?

The HOA is always willing to listen to and consider other positions in this matter. If you feel there is an alternative case to be made and presented to change this position, the HOA asks that you present your position in writing, including the supporting documents, showing the costs and expenses necessary to accomplish your position.

Again, this is a problem caused by the USPS. You cannot go by for long without hearing about mail being stolen from cluster boxes. Whether the cluster boxes are opened by unauthorized/stolen keys, or broken into by force, buying new cluster boxes will not solve the problem of mail theft. Accepting responsibility for the concrete pads and cluster boxes will only worsen the problem. Thank you.

Kenneth Langer
BP HOA President

RHONDA WRIGHT
MANAGER, OPERATIONS PROGRAMS SUPPORT



This reads it is effective in 2014. It is for New Developments. Barrington Place HOA is not a "new development". It is an established Development. Gateway Community, the last addition to the Barrington Place HOA, was annexed in 2001, 13 years before this letter was prepared.

April 30, 2014

Dear Postal Customers:

Effective August 1, 2014, the purchase and installation of Cluster Box Units for new developments in the Houston District, ZIP codes 770-778, will be the responsibility of the developer and/or builder.


This is a statement on their part that USPS purchased these boxes. See Pink Highlight Due to our challenging financial position, the Postal Service can no longer afford the complimentary purchase of these boxes. According to *Postal Operations Manual*, effective July 2002, the purchase, installation, and maintenance of mail receptacles are the responsibility of the customer. July 2002 is after 2001, so even Gateway is not a new Development

We understand change can be confusing and sometimes cumbersome. To help make this transition as smooth as possible, the Houston District Growth Management team is available to answer any questions or provide any needed support.

Rosalind Lewis can be reached at 713/226-3814, Nina Green at 713/226-3104 and Vera Gates at 713/226-3345. You can also reach the Houston District Growth Management team via email at HoustonGrowthManagement@usps.gov

Thank you for using the United States Postal Service.

Sincerely,


Rhonda Wright

Attachment

660 NORTH SAM HOUSTON PKWY W
HOUSTON TX 77067-0997
PH 713-226-8704



October 31, 2021

Is that series of cluster boxes part of the HOA? The HOA has no control of all of Teralyn Way and only part of Georgetown and Hartman as they reside in Section 5 A which is not part of the Barrington Place HOA.

Dear Postal Customer,

Thank you for contacting the U.S. Postal Service regarding concerns raised by representative of the Homeowners Association on the party bearing responsibility for the purchase, installation, maintenance, repair, and replacement of central delivery mail equipment (CBUs). **The CBU equipment at issue is located at Hartman between Terralyn Way and Georgetown and provides residential mail service for customers located in the Barrington Place.**

We appreciate the opportunity to address this important issue to ensure our customers continue to receive timely and efficient residential mail delivery.

In accordance with the *Postal Operations Manual Section 632, Mail Receptacles*, postal customers have the responsibility to purchase, install, maintain, repair and/or replace their residential and/or commercial mailboxes, regardless of the reason for the replacement of the CBU equipment.

The Postal Service published and implemented the provision of Handbook PO-631, *Growth and Delivery Point Management* effective April 2021 which applies to new and existing deliveries. The regulations listed in Module 8 of the PO-631 established the longstanding national postal policy for residential mail delivery.

“Appropriate mail receptacles must be provided for the receipt of mail . . . Purchase, installation, maintenance, repair, and replacement of mail receptacles are the responsibility of the customer.”

Please be advised, as per the Agency's Postal Operations Manual (POM), the agency's regulations established **centralized delivery (CBUs) as the most efficient and approved mode of mail delivery with rare exception. Central delivery is the approved mode of delivery for the Barrington Place development and therefore, the appropriate receptacle is a Postal Service approved CBU.** **What is Barrington Development? Section 1 of the HOA has curbside deliver. The rest of the HOA has CBUs**

Your HOA or residents of the Barrington Place residential development acting independently have the option of purchasing and installing a Postal Service approved CBU directly from a USPS approved manufacture with options currently available at <https://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>). Installation of the new equipment must be coordinated with (add name) Delivery Growth Coordinator to ensure a **USPS employee is present to ensure the security of all mail in the current CBU equipment, as well as secure the return of the arrow lock key to postal management.** Please note, the HOA is also responsible for disposing and/or recycling the replaced CBU equipment after removing the lock.

The HOA does not own the CBUs. The USPS is telling the HOA to tamper with and take someone else's property without the consent of the owner which is a crime. USPS is telling the HOA to commit a crime.

We look forward to providing you with advice throughout the CBU replacement process.

Please contact Rosie Baker with any questions you may have at (713) 226-3608 or in the alternative contact me via email at HoustonManagement@usps.gov .

Sincerely,

Felicia Brookins
Customer Relations Specialist
Texas 2 District
713-226-3837

May 23, 2023

Brentwood HOA is in College Station. I bet they would be surprised that they are responsible for the CBU's on Nantucket in Sugar Land, Texas

Dear Postal Customer,

Thank you for contacting the U.S. Postal Service regarding concerns raised by representative of the **Brentwood Homeowners Association** on the party bearing responsibility for the purchase, installation, maintenance, repair, and replacement of central delivery mail equipment (CBUs). The CBU equipment located at Nantucket and provides residential mail service for customers located in the **Barrington Neighborhood**. **What is the Barrington Neighborhood? The Barrington HOA does not include Section 5a which is withing the Barrington Place Subdivision.**

We appreciate the opportunity to address this important issue to ensure our customers continue to receive timely and efficient residential mail delivery.

In accordance with the *Postal Operations Manual Section 632, Mail Receptacles*, postal customers have the responsibility to purchase, install, maintain, repair and/or replace their residential and/or commercial mailboxes, regardless of the reason for the replacement of the CBU equipment.

The Postal Service published and implemented the provision of Handbook PO-631, *Growth and Delivery Point Management* effective April 2021 which applies to new and existing deliveries. The regulations listed in Module 8 of the PO-631 established the longstanding national postal policy for residential mail delivery.

“Appropriate mail receptacles must be provided for the receipt of mail . . . **Purchase, installation, maintenance, repair, and replacement of mail receptacles are the responsibility of the customer.**”

Please be advised, as per the Agency's Postal Operations Manual (POM), the agency's regulations established centralized delivery (CBUs) as the most efficient and approved mode of mail delivery with rare exception. **Central delivery is the approved mode of delivery for the Barrington development and therefore, the appropriate receptacle is a Postal Service approved CBU.** **This will come as a surprise to the Owners in Section 1 of the Barrington Place HOA who have curbside delivery**

Your HOA or residents of the Barrington residential development acting independently have the option of purchasing and installing a Postal Service approved CBU directly from a USPS approved manufacture with options currently available at <https://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>). Installation of the new equipment must be coordinated with (add name) Delivery Growth Coordinator to ensure a **USPS employee is present to ensure the security of all mail in the current CBU equipment, as well as secure the return of the arrow lock key to postal management.** Please note, **the HOA is also responsible for disposing and/or recycling the replaced CBU equipment after removing the lock.** **The HOA does not own the CBUs. The USPS is telling the HOA to tamper with and take someone else's property without the consent of the owner which is a crime. USPS is telling the HOA to commit a crime**

We look forward to providing you with advice throughout the CBU replacement process.

Please contact me with any questions you may have at 281-494-0013 or in the alternative contact me via email at Christelle.Dunbar@usps.gov

Sincerely,
Christelle Dunbar
Supervisor Customer Service
Sugar Land Post Office
281-494-0013



June 25, 2024

HOA CUSTOMER

Dear Homeowners Association Members:

Where is the "provide security" discussion? What else is coming to be "forced" onto others and away from USPS?

The USPS is forced to re-assess, whose responsibility it is to provide a mailbox for mail delivery service and to provide security in the neighborhoods.

So they finally admit their actions. Which we have shown and demonstrated by examples over the years.

"always" is a disputed point

While we have replaced some CBUs without questions asked in the past to prevent disruption of mail service to our customers due to an insecure or broken CBU, the responsibility to provide a mailbox has always been with the customer or the HOA representing the customer, unless there was a written agreement made with the US Postal Service, which states that we will take on maintenance for the CBUs in your area and you can provide such documentation. If so, we will certainly honor such an agreement. They have changed their argument, asking for a writing. The USPS published a Mailbox-The Basics which is still on the USPS website. It places responsibility on the the USPS if it is the owner & maintainer.

If there is no such legal agreement on hand, the HOA has the following options to replace a CBU cluster box:

The HOA can currently contact Christelle.Dunbar@usps.gov per email with photos (front and back) of the damaged CBU, explanation of the damage and the date it occurred with the closest valid home address to this location. The pictures will have to show clearly how many compartments this CBU has, so we can replace them with the correct size. We can then issue an invoice to the name and address of the HOA and the HOA can bring in a check to the Sugar Land Post Office. Our maintenance department will then come out to install the box with the secure McGard-Nuts.

If HOA obligates itself it is accepting responsibility for all compartments and putting its name on it

The HOA can also purchase your preferred USPS approved CBU directly from a USPS approved manufacturer (current list available by following this link: <https://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>) and self-install, while coordinating with the local Post Office. A USPS employee would have to be present and make sure there isn't any mail left in the mailbox and the secure arrow lock is returned to the US Postal Service, when un-installing the old CBU. Please note, the HOA would also have to dispose of or recycle the old CBU after removing the lock, when you choose this option.

If HOA accepts option it is responsible for all CBUs & Pads. They are trying to push HOA into this as the quicker solution.

This option is oftentimes the quicker solution, as we are currently having a long list of replacement requests due to many aging CBUs, break-ins and new construction.

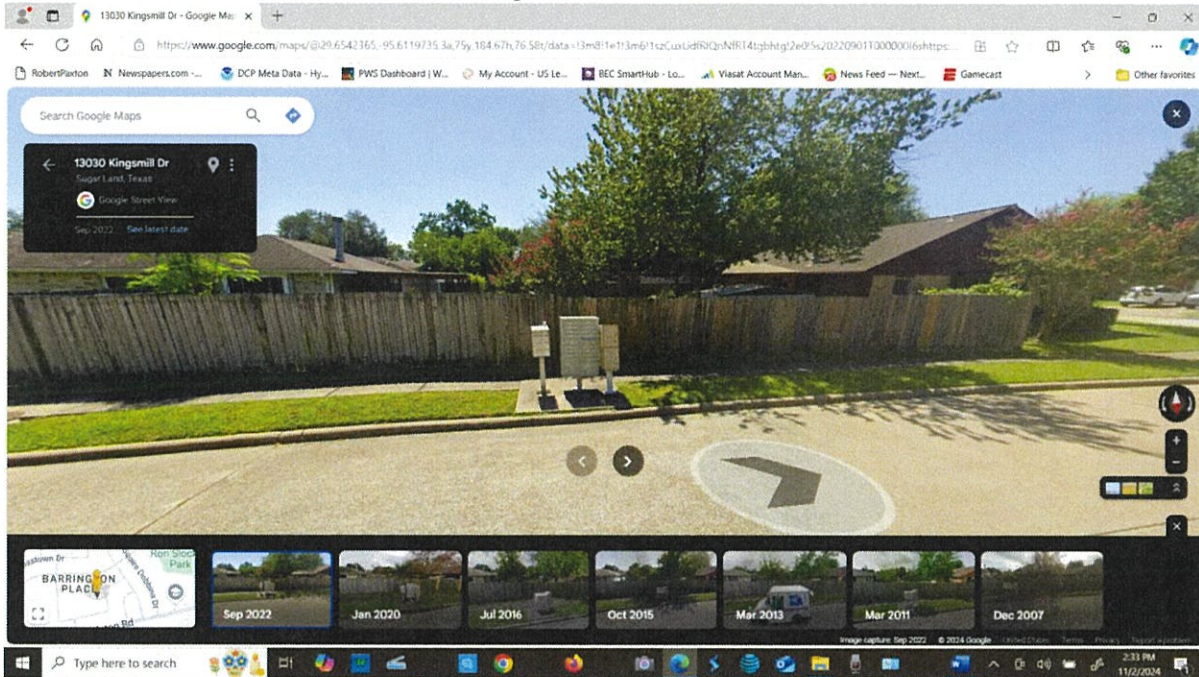
Please be advised, that a change of delivery mode to curbside box delivery will not be approved as per our national requirements, centralized delivery per CBU is the most efficient and approved mode of mail delivery and has already been established in your community. Curbside mailboxes are also even more susceptible to mail theft and an easier target.

Curbside exists in our community

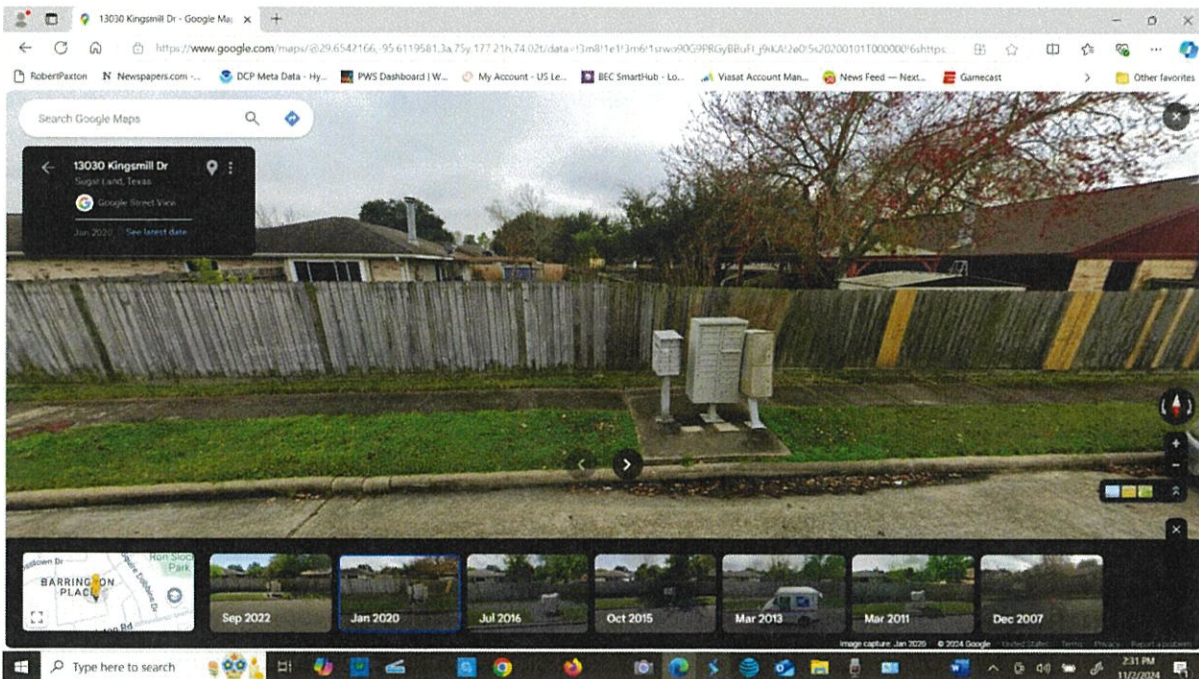
Section 1 has curbside box delivery. Are they going to cancel curbs side delivery in Section 1? Also, CBUs are not so secure.

An additional benefit is that the newer CBUs are much more secure and harder to break-in and will also improve the appearance of your neighborhood.

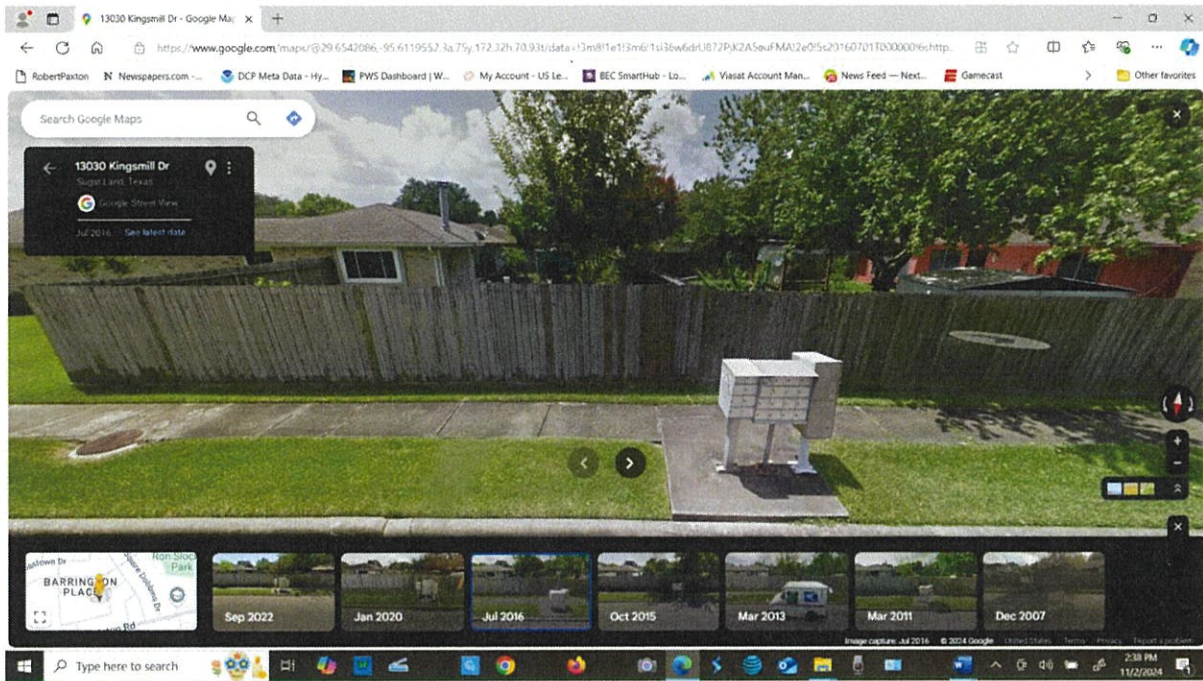
SEPTEMBER 2022
Kingsmill near Endicott



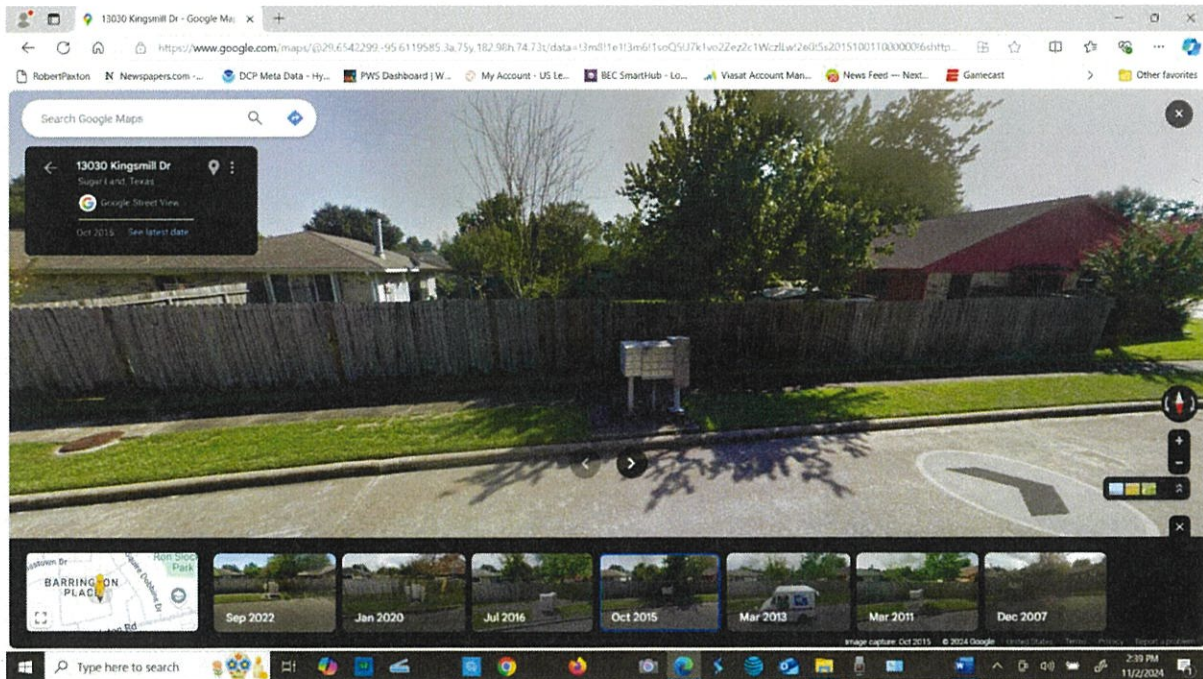
JANUARY 2020
Kingsmill near Endicott



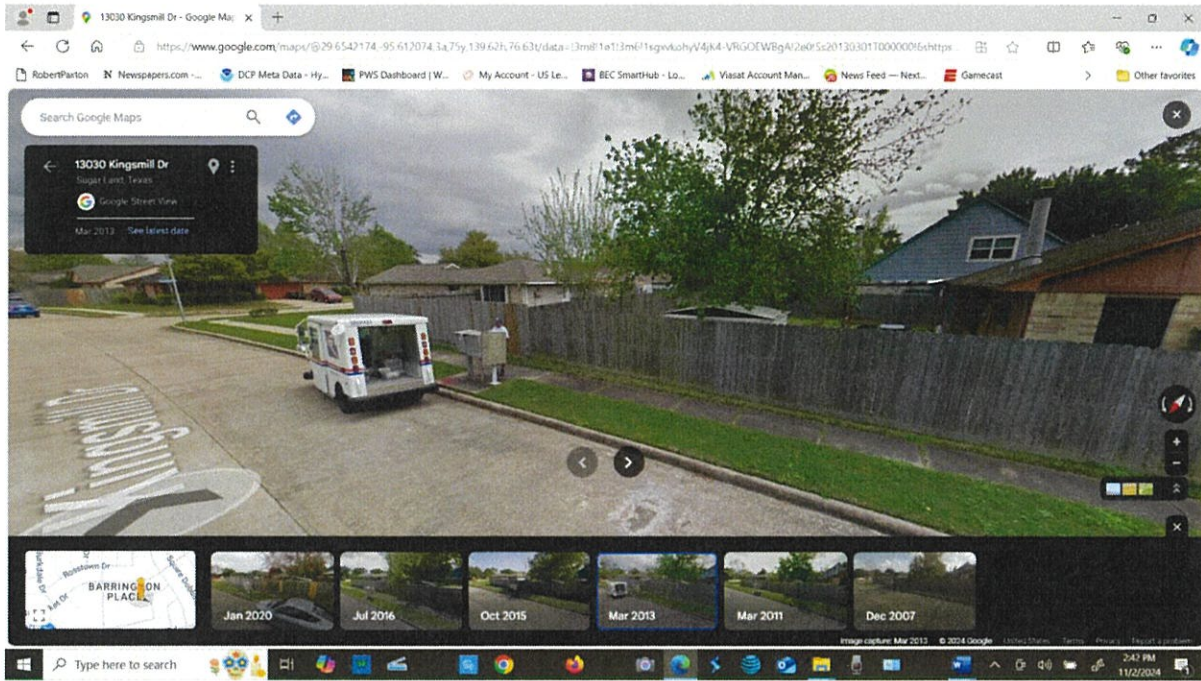
July 2016
Kingsmill near Endicott



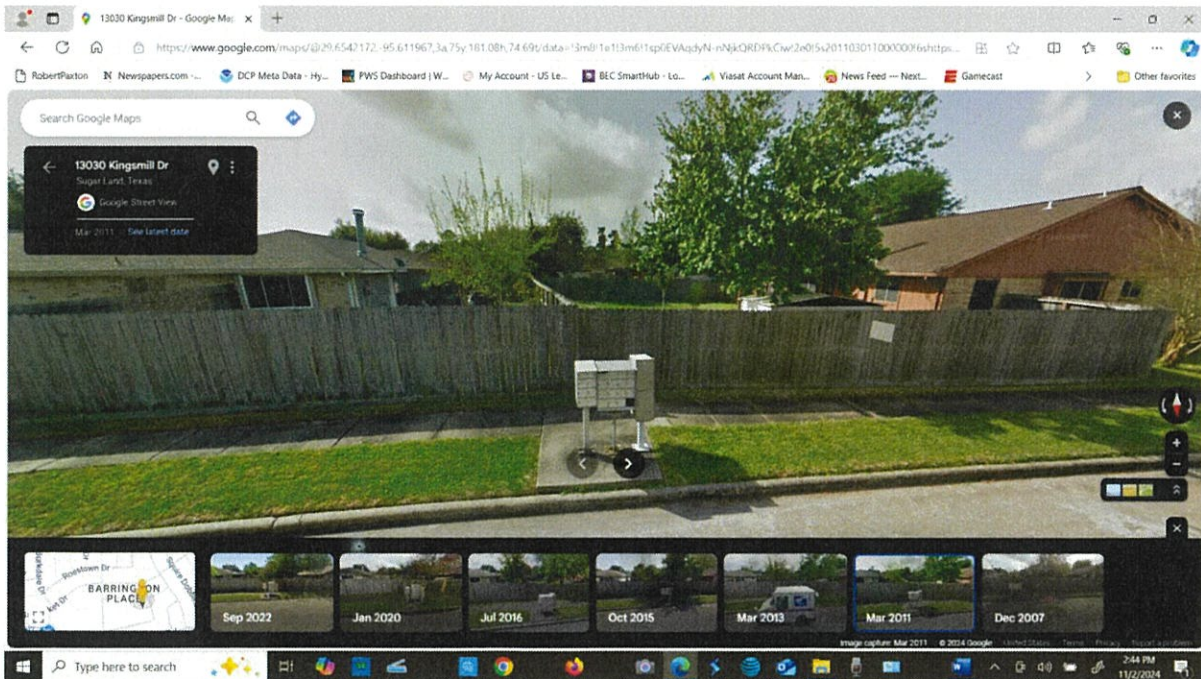
OCTOBER 2015
Kingsmill near Endicott



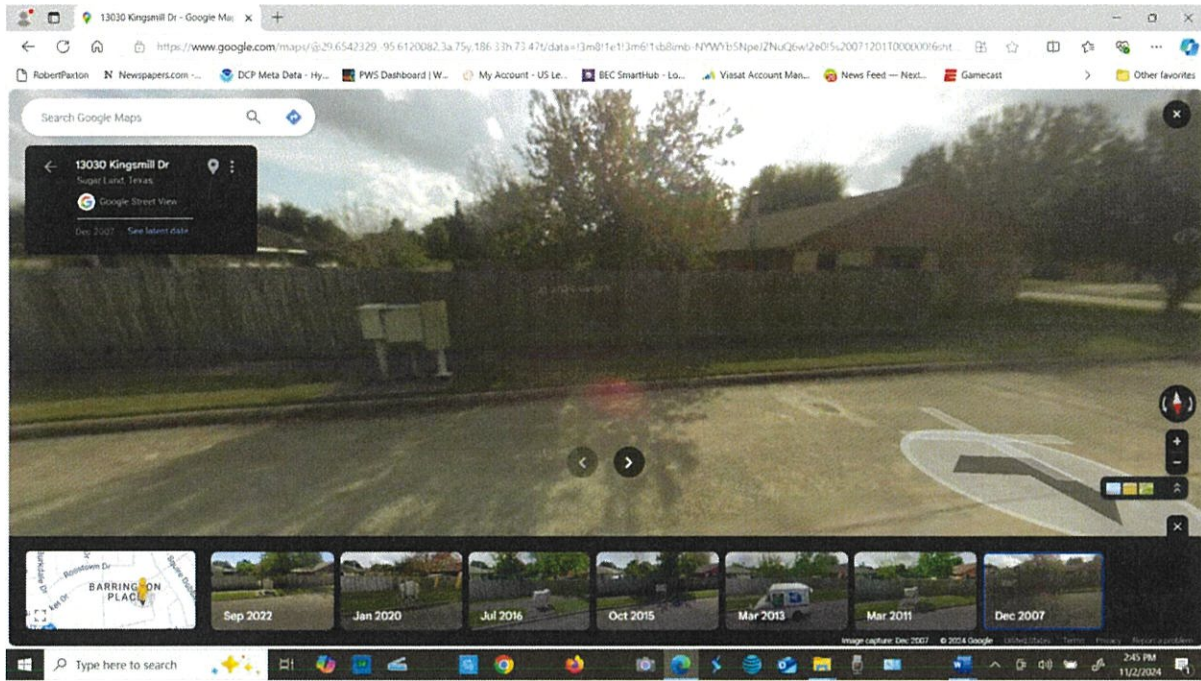
MARCH 2013
Kingsmill near Endicott



March 2011
Kingsmill near Endicott



December 2007
Kingsmill near Endicott





These are pictures of the Cluster box on Kingsmill near Endicott. This is one of the cluster boxes that was replaced long after the 2014 (we are not going to supply cluster boxes letter)

They show the metal plate with the model and date of manufacture.

The front view is shown.

Google screen shots are provided showing the history from December 2007 to September 2022.

This is to show that CBU's were being replaced into 2019 at no cost to the HOA



Burkdale (damaged parcel locker before and after) Year 2023
Rosstown (by Pool & Clubhouse) Mail slot 4 fixed Year 2023
This is to demonstrate that work is being done recently by USPS



Uneven Curbs (lower than sidewalk) Hartman and Rosstown

Cracked pad uneven sidewalk on Newberry

To show some problems with the pads that need fixing

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Price
\$2,400.00 \$3,000.00 \$3,600.00

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- Cell Phone Lockers
- Web Specials

STAY INFORMED x




Includes Pedestal

All Aluminum Construction **SALSBUry**

Cluster Box Unit (Includes Pedestal) - 16 A Size Doors - Type III - USPS Access

Model # 3316

~~\$2,850.00~~ **\$2,565.00 Sale Price!**



Includes Pedestal

All Aluminum Construction **SALSBUry**

Cluster Box Unit (Includes Pedestal) - 12 A Size Doors - Type II - USPS Access

Model # 3312

~~\$2,750.00~~ **\$2,475.00 Sale Price!**


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Includes Pedestal

All Aluminum Construction **SALSBUry**

Cluster Box Unit (Includes Pedestal) - 8 A Size Doors - Type I - USPS Access

Model # 3308

~~\$2,700.00~~ **\$2,430.00 Sale Price!**



Includes Pedestal

All Aluminum Construction **SALSBUry**

Cluster Box Unit (Includes Pedestal) - 13 B Size Doors - Type IV - USPS Access

Model # 3313

~~\$2,825.00~~ **\$2,542.50 Sale Price!**

STAY INFORMED x

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3:50 PM 11/22/2024



FAQs Home » Receiving Mail & Packages » Mailboxes

Mailboxes - The Basics



Managing mailboxes and general delivery services.

🕒 Oct 18, 2024 Knowledge

Article Number

000006983

Customer Information

To better serve you, the Postal Service offers delivery services to meet your needs. Select from the list below to learn more about the options and see what restrictions apply.

Managing Mailbox Receptacles / Deliveries		
Caller Service / Reserve Service	<p>A service that allows both business and residential customers to go to their local Post Office and obtain their mail from that Post Office's call window or loading dock during business hours.</p> <p>You may also visit Manage Business Mail at https://www.usps.com/business/manage-mail.htm.</p>	<p>PS Form 1093-C <i>(Application for Post Office™ Caller Service; details on pricing Notice 123, USPS Price List.</i></p> <p>Benefits: You may collect mail periodically throughout the day (not just once).</p>

Feedback

<p>General Delivery</p>	<p>A mail service for those without a permanent address, often used as a temporary mailing address.</p> <p>Post Office™ locations without city carrier delivery service.</p> <p>General Delivery is intended to be used for:</p> <ul style="list-style-type: none"> • Non-city delivery offices for those who prefer not to use Post Office Box service and for whom use of Post Office box, Caller Service, or delivery by letter carrier, would be an unreasonable inconvenience. • Post Office™ locations without city carrier delivery service. • Any Post Office to serve transients (people who travel extensively) and those without a permanent address. • Anyone who wants Post Office box service when Post Office boxes are unavailable. 	<p>Address a mailpiece sent to General Delivery</p> <p>NAME GENERAL DELIVERY City, State, Zip Code</p> <p>Note: General Delivery mail is not delivered on Sunday or Holidays</p> <p>You may visit your local Post Office.</p>
<p>Who is Responsible for the Mailbox? (Broken/damaged)</p>	<p>Verify whether or not the boxes are owned and maintained by the US Postal Service®.</p>	<p>If the box is owned and maintained by the US Postal Service and is damaged/broken then contact your local Post Office.</p> <p>If the LPO does not service the mailbox, this means the property owner or manager is responsible for the maintenance.</p>
<p>Reporting Damage to a Personal Mailbox</p>	<p>The US Postal Service® does not maintain personal mailboxes: The property owner is responsible for the repair of personal boxes.</p> <p>Contact the local Post Office before erecting, moving or replacing mailboxes and supports.</p>	<p>If you are reporting damage to a private mailbox, past or present, it is suggested to call your local police.</p>

<p>Your Mailbox Needs Attention</p>	<p>Prepared by the postmaster and delivered when there is a problem with your mailbox or receptacle.</p>	<p>PS Form 4056</p> <p>Action must be taken to correct the problems or risk having your mail service suspended until the problems are resolved.</p>
<p>Policy Regarding Locked Mailboxes and Mailbox Keys</p>	<p>Replacing Locks and Keys</p> <p>Determine who owns and maintains the mailbox. For additional information see: <u>What is a Cluster Box?</u></p>	<p>If owned by the United States Postal Service, contact your local Post Office.</p> <p>Postal owned Cluster Box: keys and locks (including parcel boxes), contact the Local Post Office.</p> <p>If Privately owned or maintained by a landlord, apartment complex, condo association or other housing group, then that management is responsible for maintaining the box including keys.</p>
<p>Missing, Lost, or Stolen Mailbox Keys</p>	<p>See Locked Mailboxes and Mailbox Keys</p>	
<p>Mailbox Installation Guidelines</p>	<p>Mailbox installation and maintenance information can be found here:</p>	<p>Mailbox Guidelines</p>

<p>Newspaper Receptacle</p>	<p>A Receptacle for newspaper delivery may be attached to the post of a curbside box.</p>	<p>Allowable if the receptacle:</p> <ol style="list-style-type: none">1. Does not touch the mailbox or use any part of the mailbox for support.2. Does not interfere with the delivery of mail, obstruct the view of the mailbox flag, or present a hazard to mailperson.3. Does not extend beyond the front of the mailbox when the box door is closed.4. Does not display advertising, except the publication title.
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Title

Mailboxes - The Basics

URL Name

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18 U.S. Code § 1705 - Destruction of letter boxes or mail

U.S. Code Notes

Whoever willfully or maliciously injures, tears down or destroys any letter box or other receptacle intended or used for the receipt or delivery of mail on any mail route, or breaks open the same or willfully or maliciously injures, defaces or destroys any mail deposited therein, shall be fined under this title or imprisoned not more than three years, or both.

(June 25, 1948, ch. 645, 62 Stat. 779; May 24, 1949, ch. 139, § 38, 63 Stat. 95; Pub. L. 103-322, title XXXIII, § 330016(1)(H), Sept. 13, 1994, 108 Stat. 2147; Pub. L. 107-273, div. B, title III, § 3002(a)(2), Nov. 2, 2002, 116 Stat. 1805.)

U.S. Code Toolbox

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ACCESSIBILITY

ABOUT LII

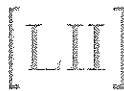
CONTACT US

ADVERTISE HERE

HELP

TERMS OF USE

PRIVACY



- Installation of CBU pedestal onto the existing concrete pad* via one of the options listed above
- Mounting CBU box to pedestal

Are your installers licensed and insured?

Yes. We only work with licensed and insured mailbox installers.

Do you offer service in my area?

Yes, unless you are outside the contiguous US. We offer installation services for our customers within the 48 contiguous United States.

Will the installer apply lettering to the mailbox?

No. Installation does not include applying any decals that are shipped loose with your CBU. You will need to apply the decals after the unit is installed.

Will the installer remove my old cluster mailbox?

Yes! Our installers will remove and dispose of your old pedestal-mounted CBU. This convenient service is offered at a low, flat rate of **\$150** per unit needing disposal.

Will the installer supply any materials I need to secure my mailbox?

No, you will need to make the anchor bolts available when the installer arrives. Most installations use **expansion anchor bolts** for existing concrete, which can easily be added to your CBU order directly from the product page!

Please also ensure that the location is near a usable power source, if possible.

Will Budget Mailboxes communicate with the installer on my behalf?

Yes. While it is expected that the customer deals with the installer on location, we take it as our responsibility to communicate with the installer on your behalf prior to the appointment. We will also follow up with you to confirm the appointment and any other details.

Will my mailbox be installed on the same day as delivery?

No. Same-day installation is not available. Installation will be scheduled after the delivery of your mailbox. In most cases, installation is completed within one week following delivery.

*It is the customer's responsibility to ensure that the location for installed cluster mailboxes meets USPS requirements. Customers should contact their local post office to receive approval for the installation, and for any questions about their specific requirements when installing CBUs at the intended location.





**BUILDER AND DEVELOPER
INFORMATION PACKET**
for the use and installation of
**CLUSTER BOX UNITS
(CBU's)**



**GREATER SOUTH CAROLINA DISTRICT
2001 DIXIANA RD.
WEST COLUMBIA, SC
29172-9998**

Project Developers / Builders

During the development stage of a new subdivision, it is the responsibility of the developer and/or builder to pay the costs necessary to bring streets, sidewalks, water, phone, gas, and electric service into a new development. Like utility companies, the Postal Service is a service-based organization. We provide the service of mail delivery; however, we do not provide the mail receptacle.

It is the policy of the U. S. Postal Service that mail delivery to all new developments is centralized delivery, most often using cluster box units (CBU). In the Greater South Carolina District, as in other parts of the country, it is the responsibility of the customer (developers and builders) to provide the necessary mail receptacle equipment.

The authority for this is from the Postal Operations Manual (POM). Section 632, Mail Receptacles, states that,

Appropriate mail receptacles must be provided for the receipt of mail. The type of mail receptacle depends on the mode of delivery in place. Purchase, installation, and maintenance of mail receptacles are the responsibility of the customer.

The POM also advises that appropriate locations for installation be verified and approved by the Postal Service and local government.

To facilitate the most cost-effective delivery of mail into the 21st century, I am committed to assisting all customers, both large developers and individual customers, with references for the purchase, installation, and maintenance of authorized mail receptacle equipment.

What is a customer's personal identity and security worth?

Is it worth more than the perceived convenience of a walk to the end of the driveway?

The U. S. Postal Service (USPS) in the Greater South Carolina District recognizes that our number one responsibility is to our customers. The consumer that purchases a home is our customer, as is the developer and the builder providing the house. As a federal agency, the mission of the USPS is to accept, transport, protect and deliver the mail for the citizens of the United States of America. We are asking you, the developers and builders, to assist us in protecting our nation's citizens.

Identity thieves target all economic areas, looking for easy targets from which to steal. Unsecured curbside mailboxes are frequently their target of choice. Thieves may be after Social Security checks, income tax refunds, public assistance checks, credit cards, credit card convenience checks, or other valuables. For example, the financial information contained on a bank statement could enable a thief to order blank checks on a checking account. The best defense in preventing this type of crime is in securing the mail. Cluster box units (CBU) are the least expensive and most effective method for combating mail theft.

The US Postal Service recognizes the convenience of a mailbox located at the end of a customer's driveway. However, should a customer be the victim of mail theft, the time, money, aggravation, and efforts needed to rectify the damage can be extremely costly and inconvenient. To insure security of the mail, we strongly suggest the use of centralized, secure cluster box units (CBU's).

Although the USPS is a federal agency, we do not receive government funding. We are a self-supporting entity supported only through stamp sales and services. If mail theft and/or identity theft occur from an unprotected curbside mailbox when a secure CBU could have been in use, the USPS must direct our own resources (postal inspectors) and often those of local law enforcement agencies, as well, to investigate the situation. Unfortunately, resolution and restitution are not always the outcome.

The USPS wants to protect the nation's mail and the identity of its citizens in the safest and most cost efficient way possible. Long after you, the developers and builders, move on to develop your next neighborhood, the USPS remains in the community serving American citizens.

Curbside mailboxes lining the street are an easy target for vandalism and theft.



Over time and without frequent maintenance, curbside receptacles can become an eye sore.



A Sensible Approach for the Use of CLUSTER BOX UNITS (CBU)

Long after the builder has sold their home to a buyer, the United States Postal Service (USPS) will remain as a neighborhood fixture providing responsive service to the nation's citizens—our customers. We must consider what is in the best interest of all the citizens we serve—taking into consideration both current and future costs.



Dog Bites — Dogs are very territorial animals. Minimizing trips onto a Postal customer's property reduces the possibility of dog bites.

Community Gathering Area — Cluster box units (CBU) are a location for neighbors to encounter one another and stay acquainted.



Neighborhood Watch — Coupled with their side benefit as a community gathering area, CBU's offer a centralized focal point for added neighborhood watch security.



Unnecessary Trips to the Post Office — Postal regulations dictate that no item can be left at a location that is insecure or does not have a mail receptacle able to accommodate its size, unless the customer has agreed to accept responsibility for its safety. With the use of CBU's, carriers are now able to deliver and secure most items (books, photos, parcels, etc.), rather than leaving notices. Should an individual be away from home (especially, unexpectedly) for several days, their mail does not need to be placed on hold. It can accumulate in a secure receptacle without the need to travel, yet again, to the post office.

Reduces Neighborhood Traffic — CBU's eliminate the need for the carrier to pull in and out between parked cars while serving multiple boxes along busy streets. Most certainly, it reduces the chance that a young child may be encountered and injured as the carrier attends to traffic and avoiding parked vehicles.



Snow Removal — When snow accumulates and restricts access to a curbside box, each homeowner is required to clear a sufficient area to provide drive-up access to the box without the carrier needing to dismount or back his vehicle. With centralized delivery, the homeowners can partner to keep their one CBU clear of snow.



Unsightly Landscaping — Curbside mailboxes can be unsightly elements lining any street (the “picket fence” effect). With proper planning, CBU's offer a beautiful addition to any planned community and blend into the neighborhood in a subtle way.

Reduces Mail Theft —  Criminals steal mail specifically looking for checks with the intent of “washing them” and rewriting them for their own use. Theft from curbside boxes takes a matter of just seconds. CBU's offer the security of locked mail receptacles for both incoming and outgoing mail.

Reduces Identity Theft — Identity theft is a very difficult crime to combat. Hundreds of hours and untold frustration is the norm when trying to undo the damage caused by criminals stealing Postal customers' identities.



Cost — Per address, CBU's often cost less than decorative curbside mailboxes. In addition to added security and convenience, CBU's contribute to enhanced property value and may increase your profit margin.

Replacement Rate — Curbside mailboxes have to be replaced more frequently than CBU's. Curbside mailboxes are frequently vandalized or may be struck by automobiles, garbage trucks, etc...

Automobile Parking — Parking is less restricted in areas where CBU's have been installed (one delivery location for a CBU versus up to sixteen individual locations for curbside boxes). Postal customers do not have to be concerned about parked cars blocking their mailboxes and affecting their daily delivery.



Unexpected Absences — In today's busy world, many of us are called away unexpectedly. Mail can then accumulate in a receptacle, leaving the customer exposed to the criminal element. With the use of CBU's, the mail is secured behind a locked door.



Anonymity — CBU's have customer names and addresses unseen and secure behind locked doors, with access only by Postal Service employees.

CBU Locations — CBU's are conveniently located within walking distance of homes. If time is an issue, the customer can easily stop by on their drive through the neighborhood to or from work.



ADA — CBU's are in compliance with American Disabilities Act regulations.

CENTRALIZED DELIVERY/CLUSTER BOX UNITS ADVANTAGES FOR BUSINESS CUSTOMERS

Like all businesses, the U. S. Postal Service is always looking for new and innovative ways to cut costs in order to operate more efficiently.

Centralized delivery to business customers offers the following advantages:

- The potential for earlier delivery times
- All tenants receive their mail at essentially the same time
- Saves trips to the post office to pick up packages, etc.
- Reduces the need to put mail on “hold” when the business is closed
- Eliminates missed mail delivery in cases when the office is closed or temporarily unmanned
- Permits Saturday delivery to all tenants—open and closed
- Locked boxes offer security and privacy for both incoming and outgoing mail
- There is no unsecured outgoing mail setting around waiting for the letter carrier’s arrival
- Helps to stabilize postage rates
- Office routines are not interrupted by mail delivery
- Decreases fuel consumption—improving air quality
- Lessens traffic congestion

\$ COST COMPARISON \$

CLUSTER BOX UNITS (CBU)

VS

CURBSIDE MAILBOXES

Many developers and builders are under the misconception that individual curbside mailboxes are less expensive than a Cluster Box Unit (CBU). In fact, this is not the case; rather, one CBU actually costs less than curbside mailboxes. According to an independent contractor as of April 2007, the average installation costs for CBU and curbside mailboxes are as follows.

16-unit CBU with concrete pad = \$1,775.00 (\$110.94 per address)

Curbside mailbox = \$150.00 per address (cost of the mailbox may vary depending on security features and size)

CLUSTER BOX UNIT -- CBU

CBU customers have a locked secure compartment for the delivery of daily incoming mail, a secure collection point for their outgoing mail, and secure built-in lockers for parcels. In addition, CBU's offer customers anonymity for their name and address. Each of these features greatly reduces the potential for mail and identity theft. Typical mounting are shown below.





CURBSIDE MAILBOXES

A curbside mailbox does not offer the same level of security from mail and identity theft that a CBU does. In addition, curbside mailboxes require frequent maintenance and replacement due to damage or destruction (automobile collisions, children hitting them with baseball bats, weathering issues, etc.). In many cases, these mailboxes are not only unsightly but are also unsecured. With a curbside box, there is no place for the carrier to secure parcels—resulting in a trip to the post office so the customer can pick them up.



ADDITIONAL INFORMATION ON CLUSTER BOX UNITS (CBU)

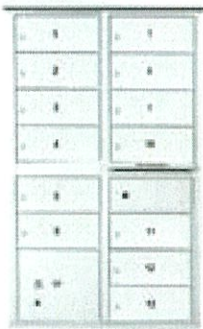
- STANDARD UNITS AVAILABLE -



FCBU Type I
8-box Unit



FCBU Type II
12-box Unit



FCBU Type IV
13-box Unit



Model 1570 (F) CBU

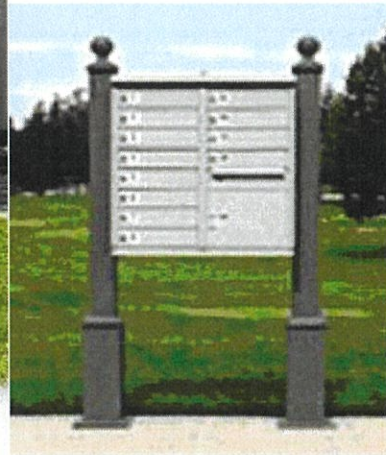
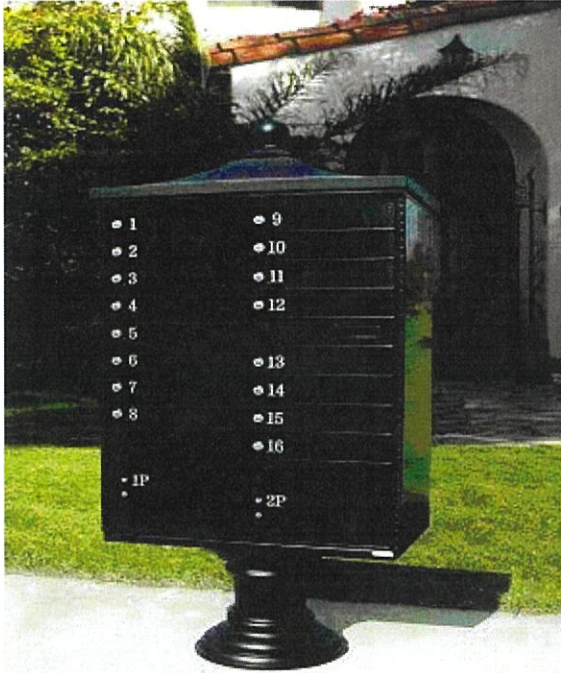
16-Box Unit



Outdoor Parcel Locker

CLUSTER BOX UNITS (CBU) - UPGRADE POSSIBILITIES -

CBU's come in different styles and colors. Custom pedestals are also available.



CLUSTER BOX UNIT (CBU) - CONCRETE PAD SPECIFICATIONS - -ANCHORING METHODS-

The following documents are the only USPS approved specifications for pouring concrete pads for the anchoring of CBU's.

CONCRETE SPECIFICATIONS FOR SINGLE UNIT CONCRETE PAD

CONCRETE SPECIFICATIONS FOR MULTIPLE UNIT CONCRETE PAD

ANCHORING METHODS FOR CENTRALIZED BOX UNITS (CBU)

CBU's must be installed approximately one week prior to customer occupancy.

CBU's must not be installed until the local USPS representative has conducted an on-site visit to ensure compliance with the official specifications. **Contact the local USPS representative to have the pads inspected prior to pouring the concrete.**

CBU's must be installed facing the correct direction. CBU's installed on concrete pads poured behind the sidewalk should face the sidewalk. CBU's installed on concrete pads located in landscape strips between the curb and the sidewalk should face the sidewalk. Do not install CBU facing the curb or street—causing the carrier and the customer to stand in the street to deliver or retrieve mail.

CBU's should not be installed so close to an intersection or traffic lane that they block visibility for approaching traffic or could be struck by a passing motor vehicle.

CBU's should not be located on dead-end streets where there is no safe turnaround for Postal delivery vehicles.

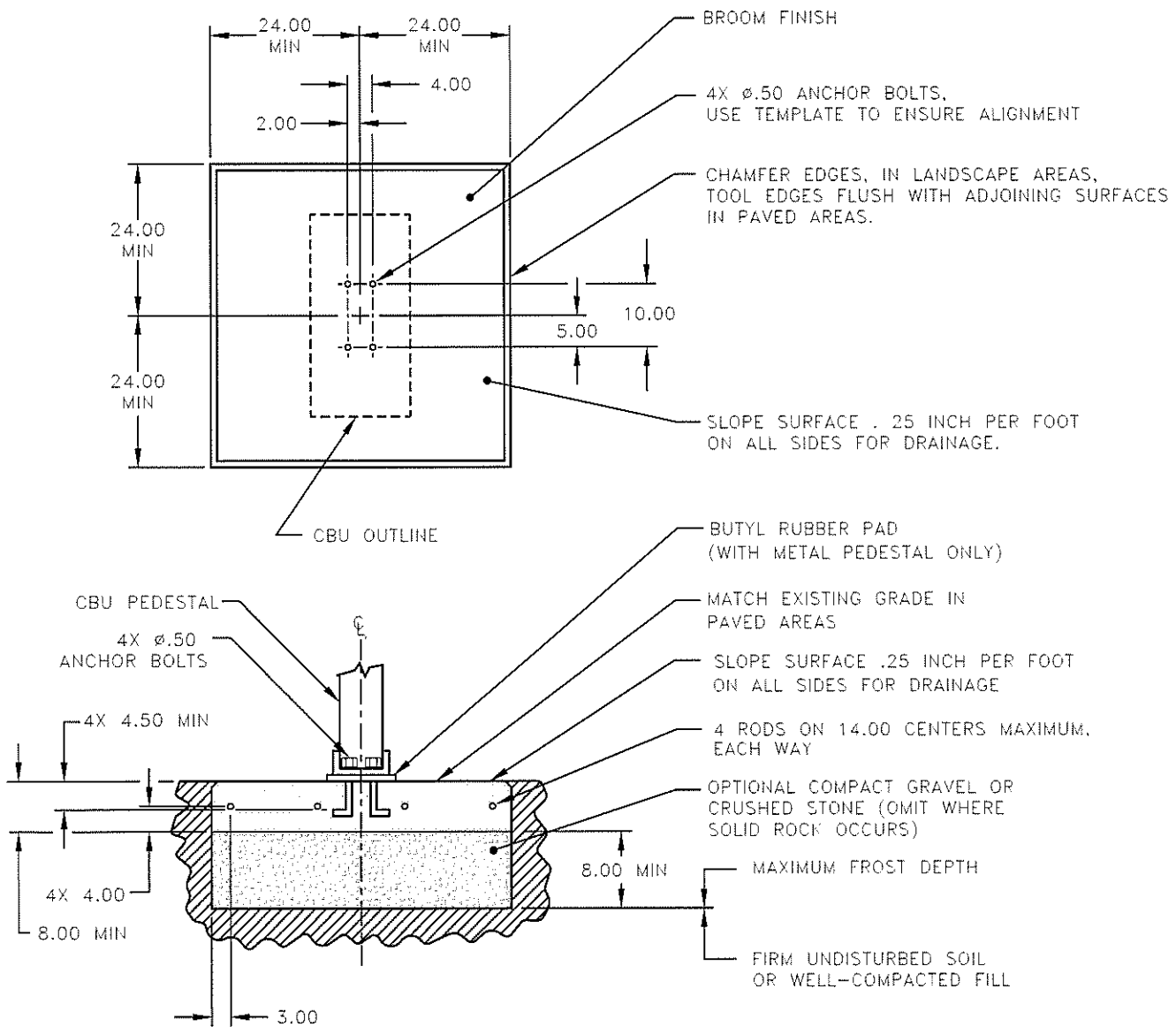
Notify your local USPS representative immediately upon completion of the CBU installation so that we can install the arrow lock and secure the unit.

All CBU compartment keys will be distributed by the builder/developer at the time of move in. The local USPS representative needs to be contacted by the builder/developer for the box address assignments. Each homeowner should receive a copy of the Mode of Delivery Agreement at the time of move in.

Any deviations from the USPS designated location of the CBU must not occur without first receiving authorization from the local USPS representative.

USPS APPROVED SPECIFICATIONS – CONCRETE PAD (SINGLE UNIT)

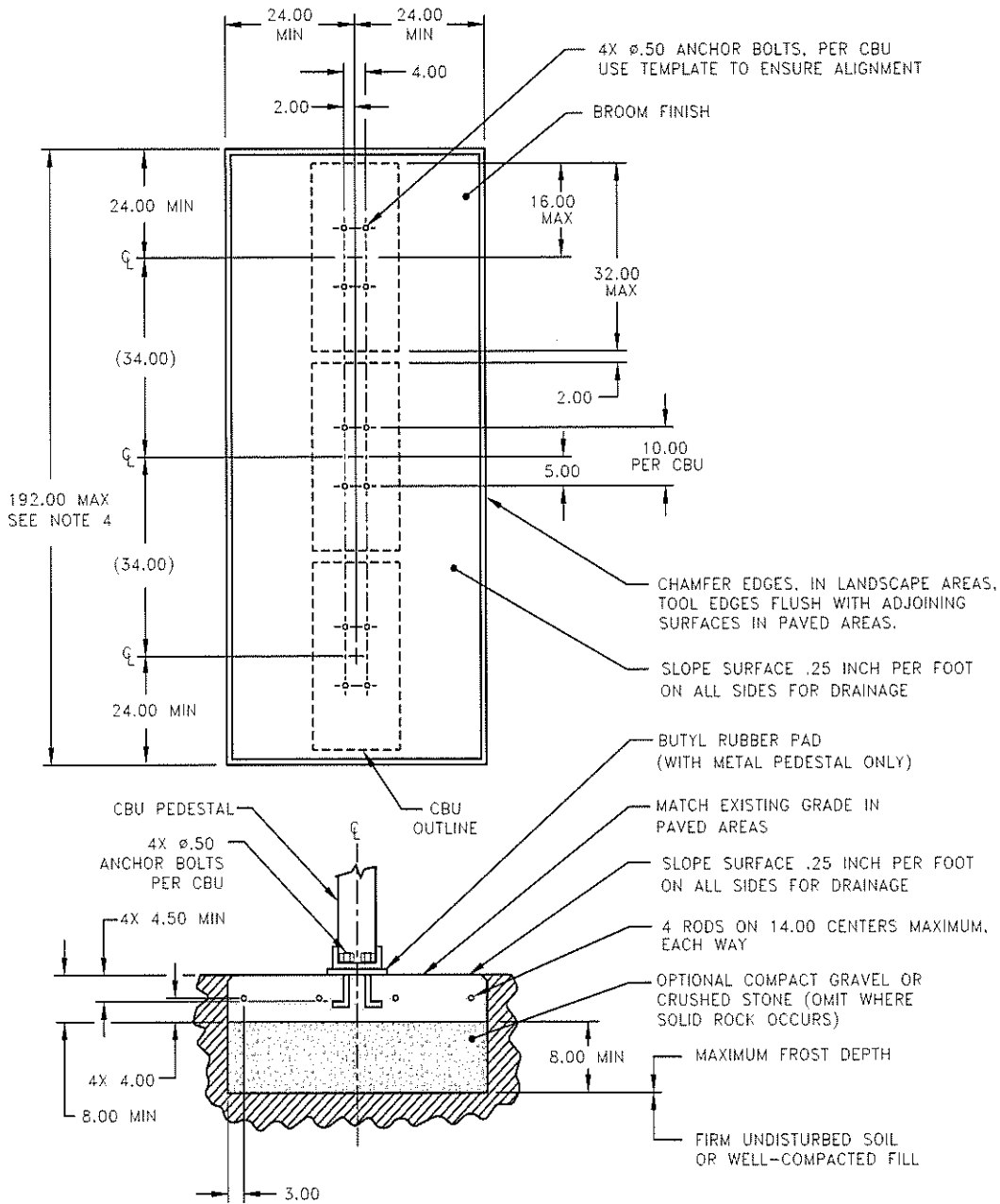
(All measurements are in inches)



NOTES:

1. CONCRETE SHALL HAVE A COMPRESSIVE STRENGTH OF 3000 PSI @ 28 DAYS, CONTAIN 4% MIN – 6% MAX AIR ENTRAINMENT AND BE PLACED WITH A 3.50 – 4.50 SLUMP IN ACCORDANCE WITH ACI 301.
2. REINFORCING STEEL RODS SHALL CONFORM TO ASTM A615, GRADE 60.
3. ANCHOR BOLTS SHALL CONFORM TO ASTM A193, GRADE B8M, TYPE 316 STAINLESS STEEL.

USPS APPROVED SPECIFICATIONS – CONCRETE PAD (MULTIPLE UNIT)



NOTES:

1. CONCRETE SHALL HAVE A COMPRESSIVE STRENGTH OF 3000 PSI @ 28 DAYS, CONTAIN 4% MIN - 6% MAX AIR ENTRAINMENT AND BE PLACED WITH A 3.50 - 4.50 SLUMP IN ACCORDANCE WITH ACI 301.
2. REINFORCING STEEL RODS SHALL CONFORM TO ASTM A615, GRADE 60.
3. ANCHOR BOLTS SHALL CONFORM TO ASTM A193, GRADE B8M, TYPE 316 STAINLESS STEEL.
4. A 3 CBU CONFIGURATION IS DEPICTED, A 2 OR 4 CBU CONFIGURATION MAY BE USED AS LONG AS THEY ARE ARRANGED IN GROUPS SUCH THAT THE OVERALL DIMENSION OF THE CONCRETE BASE DOES NOT EXCEED 192 INCHES.

CLUSTER BOX UNIT (CBU) -ANCHORING METHODS-

CBU's must be level and mounted firmly in concrete, using one of the following methods.

1. The J-bolt method is the preferred method of installation of CBU's on concrete pads; however, the J-bolt pattern must be accurate with the CBU pedestal plate. When using J-bolts, in order to prevent any damage or accidents that could result from the exposed bolts, consideration should be given as to the time lapse between pouring the concrete and the actual installation. Expansion anchors must be installed in accordance with the manufacturer's instructions.
2. The use of anchor bolts for the installation of CBU's on concrete pads is also acceptable as long as the methods described below are followed.
 - a. Hilti Kwik bolt II, 1/2" diameter X 5-1/2" overall length
Catalog Number: 000-453-696, KB II 12-512
Stainless Steel Catalog Number: 000-454-744
Minimum embedment in concrete must be no less than 3-1/2"
 - b. ITW Ramset Redhead Trublote, galvanized, 1/2" diameter X 7" overall length
 - c. Rawl Stud, 1/2" diameter X 5 1/2" overall length, galvanized.
Catalog Number: 7324
Minimum embedment in concrete must be no less than 4"

CLUSTER BOX UNIT (CBU) -CONCRETE PAD REQUIREMENTS-

- ALL FREE STANDING PADS MUST BE 8" THICK -

1 UNIT	SINGLE PAD	4' X 4'
2 UNITS	DOUBLE PAD	4' X 7'
3 UNITS	TRIPLE PAD	4' X 10'
4 UNITS	QUAD PAD	4' X 13'

***** WHEN PLACING A PARCEL LOCKER AT ANY CBU LOCATION,
INCREASE THE PAD SIZE BY AN ADDITIONAL 4' X 4'*****

This CBU is properly installed—the future sidewalk has been taken into consideration.



The picture above shows a similar install in a finished neighborhood.



These CBU's are properly installed to be level on this steep hill.

**REFER TO THE FOLLOWING PHOTOGRAPHS
FOR ILLUSTRATIONS OF BOTH
C😊RRRECTLY AND INC😊RRRECTLY
INSTALLED CBU'S**



INCORRECT - THIS REPRESENTS A SAFETY HAZARD, IS VULNERABLE TO TRAFFIC, AND VIOLATES ADA REQUIREMENTS. THERE SHOULD BE 36 INCHES IN FRONT OF THE CBU FOR WHEELCHAIR ACCESS.



INCORRECT - THE PAD IS TOO SMALL.



CORRECT - IF THIS CBU WAS INSTALLED NEXT TO THE CURB IT WOULD OFTEN BE BLOCKED BY PARKED CARS AND THE CARRIER WOULD NOT BE ABLE TO OPEN IT.



CORRECT - TO REDUCE MAINTENANCE COSTS, INSTALL CBU AWAY FROM THE STREET. CBU'S ARE EASILY DAMAGED WHEN INSTALLED NEXT TO THE STREET.



INCORRECT - THE ADA REQUIRES THAT SIDEWALKS REMAIN CLEAR.



CORRECT – NOTE HOW MUCH CONCRETE WAS REQUIRED IN ORDER TO MEET LOCAL CODES.



CORRECT – PLAN AHEAD. THIS PAD WAS ACTUALLY POURED BEFORE THE SIDEWALK WAS PUT IN. THE DIMENSIONS, ELEVATION, AND SLOPE WERE CALCULATED TO MATCH THE FUTURE SIDEWALK.



CORRECT - WHEELCHAIR ACCESSIBLE. SET BACK FROM THE ROADWAY. EASY ACCESS FOR THE CARRIER.



CORRECT



CORRECT - THE RETAINING WALL SHOWS HOW IMPORTANT IT IS TO INSTALL THE CBU AWAY FROM THE STREET.



CORRECT - PLACING THE CBU BEHIND THE SIDEWALK INSTEAD OF NEXT TO THE STREET HELPS TO PROTECT THEM FROM VEHICLES WHILE NOT IMPEDING PEDESTRIANS OR WHEELCHAIRS.



INCORRECT - THE PEDESTAL IS EMBEDDED IN THE CONCRETE MAKING THE CBU VERY DIFFICULT TO MAINTAIN.



INCORRECT – LOCATED IN FRONT OF A PUBLIC OFFICE BUILDING - THE CBU SHOULD BE ACCESSIBLE FROM THE SIDEWALK.



INCORRECT - LEANS OVER THE CURB. BLOCKS THE SIDEWALK.



INCORRECT - THE CONCRETE PAD ANCHORING THIS CBU IS TOO SMALL. ALSO, THE CBU IS FACING THE STREET. CUSTOMERS SHOULD NOT HAVE TO STEP OFF THE CURB INTO THE STREET TO GET THEIR MAIL.



**MODE OF DELIVERY AGREEMENT
GREATER SOUTH CAROLINA DISTRICT**

NAME OF PROJECT _____
ADDRESS OF PROJECT _____ DATE _____
POST OFFICE/ZIP CODE _____ PROPOSED ROUTE # _____

This Project is: **NEW CONSTRUCTION** ___ **RENOVATION** ___ (If renovation, please complete conversion request)

Estimated 1ST Occupancy Date: _____ 10% Occupancy: _____ Completion: _____
Delivery options will be explained by USPS representative (options shown in gray below).

Type of Project	Deliveries	Equipment-Type / #	EQUIPMENT OPTIONS
Office Bldg (___ Floors)	_____	_____	CBU Type I (8 Del)
Shopping Mall	_____	_____	CBU Type II (12 Del)
Strip Mall	_____	_____	CBU Type III (16 Del)
Apts./Condos (___ Floors)	_____	_____	CBU Type IV (13 Del)
Townhouses	_____	_____	Curb line 2/post
Single Family Homes	_____	_____	Curb line 4/post
Trailer Park	_____	_____	Wall mount STD 4C
Other (Specify)	_____	_____	

DEVELOPER / CONTRACTOR / OWNER RESPONSIBILITY IS AS FOLLOWS:
Location and installation of all receptacles must be approved by USPS representative.

Concrete pads for CBU's are required to meet USPS specifications.
Concrete pads for CBU's are installed by: Developer ___ other ___
Equipment purchased by: Developer ___ other ___
Equipment installed by: Developer ___ other ___
Equipment owned/maintained by: Developer ___ other ___
Keys issued to residents by: Developer ___ USPS ___ other ___
Locks changed by: Developer ___ USPS ___ other ___

Residents of single-family homes must be informed of their ongoing responsibility for keys; box maintenance/repair, snow removal, etc.

Note: On multi-tenant delivery and/or rental situations, the building owner/manager is responsible for lock changes. Owner/manager will handle parcels and accountable? Yes ___ No ___

This notice will serve as an Agreement / Letter of Consent to the Postal Service for the placement of Centralized Delivery Equipment at the agreed upon location(s) indicated on the plat map. By signing below, I acknowledge that the contractor options and responsibilities outlined above for receiving mail delivery service have been discussed with me.

USPS REPRESENTATIVE	PROPERTY DEVELOPER/MGR/OWNER
NAME _____	NAME _____
TITLE _____	TITLE _____
SIGNATURE _____	SIGNATURE _____
TELEPHONE # _____	TELEPHONE # _____
DATE _____	DATE _____

This agreement is subject to final approval by District Operations Programs Support. Submit completed agreement and other required attachments to:

**Growth Management, Operations Programs
PO Box 929331
Columbia, SC 29292-9331**

**USPS APPROVED MANUFACTURERS OF
CLUSTER BOX UNITS (CBUs) & WALL-MOUNTED CENTRALIZED MAIL RECEPTACLES
(USPS-B-1118F, USPS-STD-4B+ AND USPS-STD-4C)**

USPS-STD-B-118F

COMPANY	ADDRESS	CITY	STATE	ZIP	PHONE	WEB SITE	DESIGN TYPES
Auth-Florence Manufacturing	5935 Corporate Dr.	Manhattan	KS	66503-9675	800-275-5081	www.auth-florence.com	Types 1,11,111 & IV

USPS -STD-4B+

COMPANY	ADDRESS	CITY	STATE	ZIP	PHONE	WEB SITE	DESIGN TYPES
American Device Manufacturing	5935 Corporate Dr.	Manhattan	KS	66503-9675	800-275-5081	www.auth-florence.com	Horizontal units only
American Eagle	3017 Wheel Lock St	Dallas	TX	75220-2944	214-358-5544	www.americaneaglemailbox.com	Horizontal units only
Auth-Florence Manufacturing	5935 Corporate Dr.	Manhattan	KS	66503-9675	800-275-5081	www.auth-florence.com	Horizontal & Vertical Units
Bommer Industries	PO Box 187	Landrum	SC	29366-0187	800-334-1654	www.bommer.com	Horizontal & Vertical Units
Jensen Industries	1946 E 46th St	Los Angeles	CA	90058-2096	800-235-8351	www.jensen-ind.com	Horizontal & Vertical Units
Salisbury Industries	1010 East 62nd St	Los Angeles	CA	90001-1598	800-323-3003	www.mailboxes.com	Horizontal & Vertical Units
Security Manufacturing	815 S Main St	Grapevine	TX	76051-5535	800-762-6937	www.securitymanufacturing.com	Horizontal & Vertical Units

USPS -STD-4C

COMPANY	ADDRESS	CITY	STATE	ZIP	PHONE	WEB SITE	DESIGN TYPES
Postal Products Unlimited	500 W Oklahoma Ave	Milwaukee	WI	53207-2649	800-229-4500	www.mailproducts.com	Horizontal

Notes: Buildings with permits dated on or after October 5th, 2006 must have USPS-STD-4C receptacles.

