

Bush Prairie Homeowners Association Frequently Asked Questions (FAQs)

July 2013

Mailboxes

NOTE: Please immediately report any suspicious behavior or vandalism of the mailboxes to the police. The mailbox units were purchased by the Association using your Association dues and therefore in a way they are your property. Help us keep them functioning and safe.

Current Mailbox Chair for the Association is: Roger Fish at (360) 753-7100

I just moved into the neighborhood, where is my mailbox?

There are 19 tan-colored mailbox units called CBUs (clustered box units) located throughout the Bush Prairie neighborhood each providing mail delivery for eight to 16 residences. Each residence is assigned a nearby lettered CBU (A through S) and a numbered mail slot to receive its mail as assigned by the U.S. Postal Service. Most CBU's have numbered 16 mail slots, one outgoing mail slot and two parcel lockers. If you are unsure which CBU or mail slot is assigned to you, please contact the Mailbox Chair or any Board member of the Association (phone numbers are on the Bush Prairie Homeowners Association website).

I just moved into the neighborhood, where are my mailbox keys?

Three original keys were distributed to all homeowners when the CBUs were first installed in 2010. As properties are sold, it is the responsibility of the previous homeowner to transfer the mailbox keys to the new owner.

What if I did not receive my mailbox keys?

If you are a new homeowner, contact the previous homeowner. If you are a renter, contact your landlord or management company.

Who owns the CBUs?

The Bush Prairie Homeowners Association owns the CBUs, but each homeowner is responsible for their own mail slot. The Association also manages the units for insurance and maintenance purposes.

Our mailbox keys are lost. How do I get new keys?

The mailbox keys are the responsibility of the homeowner and/or residents. New duplicate keys cannot be provided by the Association or the CBU manufacturer for security reasons. If your keys are lost, contact a locksmith or you can purchase a new lock and key set (see question pertaining to getting a new lock below).

I need a new lock for my mailbox. Where do I get one?

You have several options: (a) contact a locksmith, (b) purchase from one of several distributors of AF Florence clustered box units, or (c) purchase from the Association for a Board-approved \$50 fee. If the mail slot is open, replacing a mailbox lock is pretty simple with a screwdriver and crescent wrench.

How do I send and receive mail and packages?

Sending Mail: There is a common sending slot for letters and thin packages. It has ¾” by 11½” opening to insert your outgoing letters. Larger mail will require delivery to the post office for mailing.

Receiving Mail: Normal mail is received in your personal locking mailbox which is opened by your individual mailbox key. If there is a locker key inside your mailbox, you have received a package or letter too large for your mailbox. Use the locker key to open the oversize mail locker to retrieve your package. The key will not come out and can only be removed by the post carrier.

Someone has vandalized our lock and it will not open, what should I do?

Please immediately report any suspicious behavior or vandalism of the mailboxes to the police. The homeowner is responsible for repairing or replacing malfunctioning mailbox locks. If the mail slot cannot be opened, contact the carrier or the USPS Olympia headquarters maintenance department to remove the lock or open the mail slot.

What happens if my CBU is not functioning properly?

If the CBU is not working properly, please contact your USPS mail carrier or the USPS Olympia downtown headquarters at (360) 357-8011 and report the situation. In addition, please contact the Mailbox Chair or any Board member of the Association (phone numbers are on the Bush Prairie Homeowners Association website). If required, the Association will repair or replace the CBU as quickly as possible.

What happens if my CBU is destroyed?

Please immediately report any suspicious behavior or vandalism of the mailboxes to the police. Unfortunately we have had several experiences with this. If the CBU is destroyed please immediately contact the Mailbox Chair or any Board member of the Association (phone numbers on the Bush Prairie Homeowners Association website). If a CBU has been rendered inoperable, remove your mail if possible. The USPS carrier will pull all mail from the CBU. Until mail is reestablished at the CBU, all of your mail can be retrieved at the USPS Olympia downtown headquarters at 1908 4th Ave E. Call the USPS at (360) 357-8011 for any questions you may have. The Association will repair or replace the CBU as quickly as possible.

What happens if the parcel key is broken off in the lock?

The USPS is responsible for the parcel locker keys, contact your carrier or the USPS Olympia downtown headquarters.

What are my responsibilities regarding my mailbox?

You are responsible for your mailbox slot door and lock. Our suggestion is to keep the lock and hinge lubricated and the mail slot clear of debris and moisture. When it's raining, try to leave your slot open for as little time as possible.

How do I maintain my mail slot?

Keep the box clean of debris and moisture. Soap and water is recommended for cleaning any part of the CBU and box surfaces. A drop of lock lubricant once every few months will keep your mail lock working properly.

Who is responsible for maintenance of the CBUs?

The Bush Prairie Homeowners Association will be responsible for major maintenance of the cluster mailboxes. Significant repairs will be performed by a qualified third-party contractor. The Association is asking that residents assigned to the CBU keep the mailbox units clean and free of mold. A simple wash with soap and water once a year can keep the CBU looking nice.

Can I put advertisements on the CBUs?

Your Board asks homeowners to refrain from affixing anything to the CBUs. We want the CBUs to look clean and promote a desirable place to live. Cluttering the CBUs with advertisements, posters, garage sales signs, etc. and eventually tape remnants will detract from our mission.

I am physically unable to retrieve my mail at the CBU, what options do I have?

Call the USPS at the Olympia headquarters. There are provisions for the carrier to deliver your mail directly to your residence if you can substantiate your need for such a service.

Can I change my mailbox location or mail slot number?

No. The U.S. Postal Service has assigned each residence to a specific CBU and numbered mail slot to receive its mail. These assignments cannot be changed by the homeowner or the Association.

Can I install my own individual mailbox?

The specific CBU and numbered mail slot is your official location where the USPS will delivery your mail. If you install a separate mailbox, the USPS will not deliver to it.