

Cluster Box Units (CBUs) Information and Questionnaire

The United States Postal Service (USPS) has requested that Villas West modernize our mail delivery by installing cluster mailboxes (CBUs). Their concerns are efficiency and security of delivery. Mail delivery schedules are interrupted by pets, gates, and the lack of direct access to personal mailboxes. Many of our residents are concerned and inconvenienced having persons entering their private property and maintaining a clear path to the mailbox making a substantial portion of their patio unusable.

An ad hoc mailbox committee, organized in September 2020, met with the Post Office twice to discuss issues and options regarding implementing a centralized mailbox delivery.

- CBUs must comply with: *USPS-4C guidelines (STD-4C), Postal Operations Manual (POM), Americans with Disabilities Act (ADA), Fair Housing Act (FHA), ANSI 117.1, International Building Code (IBS) and Local Amendments.*
- USPS maintains the CBUs and provides three keys per unit.
- Oversized packages will be delivered to the unit's front patio.
- If resident is unable to get to their CBU due to medical reasons, the Post Office has a system in place for home delivery.
- USPS has an online application for "Informed Delivery System" notification at no charge.
- There will be minimal cost to Villas West (installation of concrete pads).

Please review the following options and fill out the questionnaire at the bottom. The survey should go in the white envelope with the Water Survey and the Fair Housing Compliance Form.

----- (Cut Line)-----

- I prefer Cluster (Centralized) Mailbox Units I prefer the current method of mail delivery
- I have no opinion

After reviewing the three options for the location of cluster boxes I choose (rank 1st, 2nd, 3rd,) The Post office will determine the final location if CBU's are installed.

OPTION A – POOL AREAS (NORTH & SOUTH PENA AND SARTA POOLS) _____

OPTION B – TIERRA PARK ROCK GARDEN (EXTREME NORTH END OF TIERRA NEAR ESPERANZA) _____

OPTION C – CAMINO PENASCO (BOTH SIDES OF THE STREET) _____

1. Which Unit do you live in? A,B,C,D _____

2. Do you feel privacy is infringed upon by mail carriers? Yes _____ No _____

3. I have a medical condition that prevents my getting to a cluster mailbox? Yes _____ No _____