

Consumer and Industry Contact



June 8, 2016

Lancelot Board of Directors  
Attn: Julianne  
300 Camelot Shores  
Farmington NH 03835-4308

Dear Board of Directors:

This letter is in response to your inquiry concerning mail delivery at the Centralized Delivery Units (CBUs) at Lancelot Shores, Farmington NH. You asked for regulations concerning lock and key maintenance for the CBUs.

According to our Postal Operations Manual (POM):

*The Postal Service is responsible for providing every customer a compartment lock and three keys to his or her postal-owned Cluster Box Unit (CBU). No key deposits are required; advise customers that they may duplicate their keys at no expense to the Postal Service. Postal managers must take the following actions in issuing and controlling locks and keys for postal-owned CBUs:*

- a. Give all compartment keys to customers with a notice stating that the Postal Service keeps no duplicate keys and if they lose all the keys, the Postal Service will have to install a new lock at the customer's expense.*
- b. If customers lose their keys, arrange for the repairs and charge the customer accordingly.*
- c. Request that customers return all compartment keys to the Post Office when they move from their residence. When a customer moves, the Post Office should change the lock before reissuing the compartment. The new customer is not charged for the first lock and keys even though the Postal Service replaced it.*
- d. When new centralized delivery equipment is installed, the keys may either be taped to the inside of the receptacle until the compartment is issued, or stored at the Post Office.*

**Note: The builder or property owner is responsible for providing lock and key service for privately owned CBUs.**

The last statement says that the building or property owner is responsible for providing lock and key service for privately owned CBUs. However, the Farmington post office has worked out an arrangement that is satisfactory for all parties involved.

Thank you for your inquiry. Please feel free to contact me if you should have any further questions.

Sincerely,

A handwritten signature in black ink that reads "Kathi C. Roy". The signature is written in a cursive, flowing style.

Kathi C. Roy  
Mgr, Consumer and Industry Contact  
Northern New England

Cc: PM, Farmington NH