

January 14, 2022

SUBJECT: Replacing Locks

MEMORANDIUM FOR: Property Owner and/or Manager
 Home Owner' Association

It has long been our policy that it is the responsibility of the HOA, or Apartment owner/manager to change the locks on the CBU's and wall units when tenants move out and relinquish their mailbox. Most developments have been operating under this policy and the Postal Service has been working with the other complexes to help them get in compliance with POM 632.11 "Purchase, installation, and maintenance of mail receptacles is the responsibility of the customer".

In the past the Postal Service would provide a lock change for a customer for a \$40 fee, regardless of who owned the mailbox. Effective immediately, the Postal Service will no longer provide lock changes for customers where the Post Office does NOT own the mailbox. Lock changes must be done by the Apartment complex or HOA that maintains the mailbox.

The above clarification is for existing privately owned mailboxes.

Elaine Kelly will continue to handle the new construction. She will work with developers in getting everything set up and then turn the keys over to the new property owners to manage and maintain those boxes, including changing the locks.

If you have any question concerning this matter, you may call Elaine Kelly at 570-5415.

Locksmiths:

Arrow Locksmith – 719-644-0799

Sean Sleppy – 719-651-7413

SK Services – 719-290-3300

Locksmith of your choice

Sincerely,



Steve Begay

Postmaster

3655 E. Fountain Blvd.

Colorado Springs, CO 80910-9995