



***Help! I lost the key to my mailbox, and now I can't get my mail. What should I do?***

What follows is information for residents of Tollgate Crossing. Hopefully you never find yourself in the situation implied in the statement above. However, if you do, you may find that the situation isn't quite as dire as one might first imagine.

The Mailbox Cluster Units (Cluster Box Units = CBU) used in most suburban communities (in South East Aurora) are manufactured to USPS specs, and they meet several security, design and form standards. The type most prevalent in Tollgate Crossing (the area where homes were built by DR Horton) were manufactured by Florence Corporation (aka Auth Florence or 'AF').

If the USPS finds your receptacle unsecured they will not deliver mail to it/you, you will need to pick up your mail at the post office (see address info below). If you lose your keys, break a key off in the lock, never received a key when you moved in, you're going to need a new set of keys and most likely a new lock as well. The easiest way to obtain a new key and/or lock is through the post office. Our post office (servicing Tollgate Crossing/Zip code 80016) is located at: 18555 E. Smoky Hill Rd (intersection of Smoky Hill & Tower Rd). The phone number is: 303-699-8907. You can arrange repair/replacement by calling them and explaining the situation.

While some communities (in some states) have CBUs that are owned and maintained by the USPS (they have a USPS logo/decal on the side), ours are not. The Tollgate Crossing Metro District is responsible for the installation of replacement units and maintenance of existing units. While it is possible and legal for you to fix the lock (on your receptacle), and obtain replacement keys yourself, it can be very expensive. Especially if you hire a locksmith, and you may need the USPS to open the unit to affect repairs; that can be difficult to arrange and/or coordinate. The easiest option is having the post office repair/replace the lock and keys for you.

The Metro District and/or HOA do not have replacement keys and they cannot open the CBU for you. Our post office will replace/repair a damaged lock/replace the lock & keys for approximately \$40.00. Call the Smoky Hill post office for more details.