

**FLORENCE**  
CORPORATION  
**CASE STUDY:**

Kingstowne Mailbox Replacement Project  
Alexandria, VA      2018



Mail and package delivery equipment replacement increases resident satisfaction and mail carrier efficiency while improving property value







## PROBLEM

The Kingstowne Residential Owners Corporation (KROC) and its Board of Trustees concurred the centralized mail delivery equipment in 30 of its communities installed 25 or more years ago needed to be replaced. The USPS would replace the units but it would take 20+ years to complete. Another solution was needed.

### Concerns:

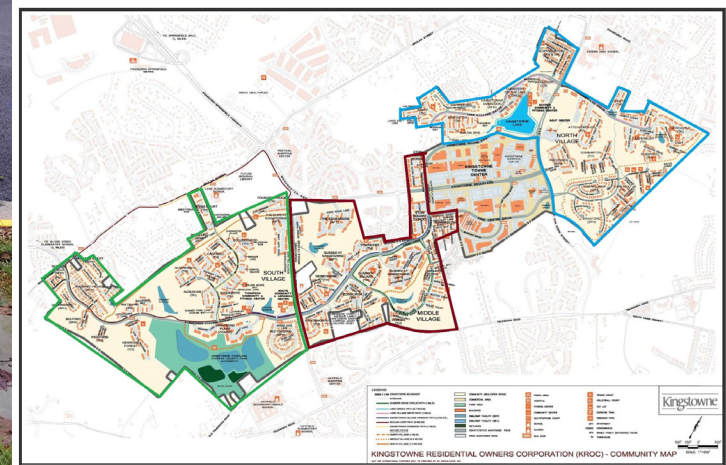
- ▶ Mailbox styles varied depending on the year the community was developed. All were worn out and not compliant with current mail delivery standards.
- ▶ In many areas, residents accessed mailboxes on uneven and broken concrete pads with grass approaches or by standing in the street. Safety was a concern.
- ▶ Most units were obsolete with limited capacity and didn't include parcel lockers. Packages had to be placed on doorsteps with exposure to weather and possible theft.



## ▶ AT-A-GLANCE

Master plan mid-1980's on 1,200 acres

Kingstowne Residential Owners Corporation



44 neighborhoods with 5,335 homes

28 townhome & 2 single-family home neighborhoods were selected for this project





## SOLUTION

Working with the U.S. Postal Service, Kingstowne Residential Owners Corporation (KROC) determines replacing old centralized mail delivery equipment with new Cluster Box Units (CBUs) will address resident concerns and bring Kingstowne into alignment with postal delivery standards. By adding a Florence Authorized Dealer to the team, KROC leadership gained valuable insight on mail and package delivery product solutions and installation.

### Installing new Cluster Box Units Solves Concerns:

- ▶ Replacing old mail delivery equipment with new CBUs brings the property's mail delivery up to current USPS service standards.
- ▶ Broken pads are replaced with new concrete and new mailboxes are installed in locations with appropriate approaches.
- ▶ CBUs offer mail compartments with larger capacity and flat storage.
- ▶ Each unit provides parcel lockers for secure, convenient USPS parcel delivery.
- ▶ Adding accessories such as designer caps and pedestal covers enhances aesthetics - improving property value.

## DETAILS

**252 vital™ Series CBUs with  
vogue™ accessories**

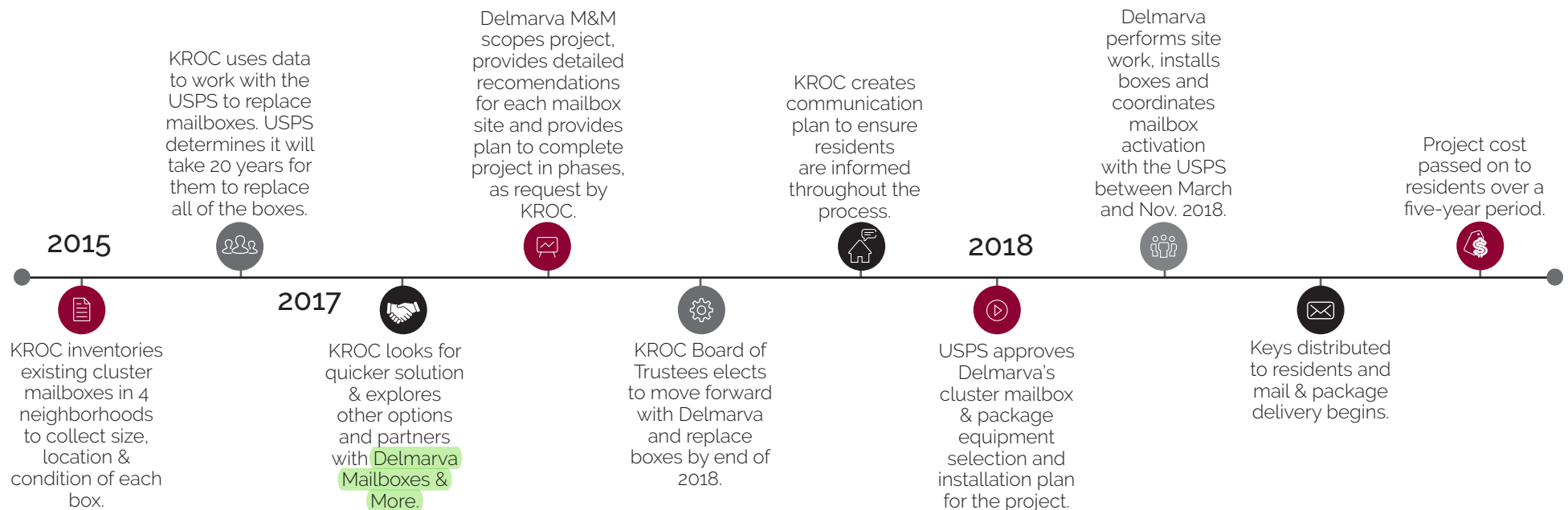
**3-Year Planning Process**

**1 Year to Install in 4 Phases**



**Delmarva Mailboxes & More**  
**Mike Hoerner, Owner**

## PROJECT TIMELINE





## RESULTS

Satisfied residents, Postal carriers and home owners association!

### Postal-Delivered Mail is Relevant in Residents' Daily Lives

*"Our residents were frustrated with 30-year-old units that were worn out and we even had units that were falling over and the post office would no longer deliver to them. When the KROC Board of Trustees announced the replacement plan at the annual meeting... they got a standing ovation!" - Vicky Crews, KROC Operations Manager.*



## MAKE YOUR OWN SUCCESS STORY

Take these steps to create a success story at your property and realize the benefits!

- 1** Contact your local Postal Delivery Service Manager to discuss your challenges and ideas.
- 2** Work with a Florence Authorized Dealer Postal Specialist to develop your plan.

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