

# TOWN OF COLLIERVILLE

## Frequently Asked Questions about Cluster Box Units (CBUs)



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**What is a Cluster Box Unit (CBU)? Why is the Town involved in mail delivery?** A CBU is centralized mail kiosk or mail delivery system used by the United States Postal Service (USPS) for mail and package delivery.

In December of 2019, the Collierville Board of Mayor and Aldermen (BMA) adopted Resolution 2019-48, which requested that the USPS continue to serve single family developments with mail and package delivery and waive and/or remove the requirement for a centralized mail kiosk or mail delivery system in a new single family development. To date, the USPS has not granted such a waiver for new Collierville developments.

The decision related to mail delivery is entirely up to the USPS, not the Town of Collierville. If required by the USPS, CBUs for residential developments shall meet or exceed the standards of the USPS. The Town of Collierville can also adopt additional requirements for CBUs. In case of regulatory conflicts, any requirement of the USPS shall supersede the Town's regulations.

**When should the location and details of CBUs be provided to the Town?** CBUs must either be shown on the Preliminary Subdivision Plat and Subdivision Infrastructure Construction Plan drawings before entering into a Development Agreement with the Town or the developer must provide written proof to the Town that the USPS has waived the CBU requirement. If CBU plans are provided for review, developers should also provide examples of the types of mailboxes that will be used in the development if the USPS waives the CBU requirement after a Development Agreement is issued. CBUs required by the USPS for recently-approved developments that did not originally plan to have CBUs will be addressed through either as-built revisions or the Site Plan Modification process. In Planned Developments (PDs), it is customary to

provide example imagery of structures such as CBUs in the Pattern Book.

**Where can CBUs be located?** Generally, CBUs must be in common open space maintained by an HOA/POA or on private property in an easement for maintenance by an HOA/POA. They cannot be in public right-of-way, block Town sidewalks, or block sight visibility. The area of each CBU located in common open space shall count towards any required open space for the development. The Town is not responsible for the maintenance of CBUs. Specifically, CBUs should be located as follows:

- Within a building, such as an apartment building, or an accessory facility serving the development such as a clubhouse or pool house;
- Stand-alone within 25 feet of the parking area servicing such buildings or facilities; and/or
- Located along right-of-way and common access drives at least 50 feet interior to the development.

**Should pedestrians have access to CBUs?** Yes. All CBUs should be accessed by walkways or sidewalks meeting handicap accessibility width and paving requirements. Any walkways or sidewalks should connect CBUs to parking areas and the overall walkway and sidewalk system of the development.

**Do CBUs also need parking?** Yes. Not all residents will walk to the CBUs. It is suggested that motor vehicle parking spaces be provided for each CBU location (see each table below), which must include at least one space meeting handicap accessibility requirements.

Number of Mailboxes per Location	Minimum Number of Parking Spaces
50 or less	2
51 – 80	3
80 – 110	4
111 or more	4 plus 1 per each additional 25 mailboxes

No parking is suggested for CBUs located within a facility with parking or within 25 feet of a parking area serving another facility (clubhouses, leasing offices, visitor parking areas, etc.). On-street parking (see Georgetown PD example) may be able to count towards these spaces if the streets follow the Town's cross section standards for dedicated on-street parking (see the Subdivision Regulations).

**What do the Design Guidelines say about cluster mailboxes?** Chapter III (H) of the Design Guidelines addresses service areas, appurtenances, and kiosks. Notable requirements include the following.

- Mailboxes shall be interior delivery for larger developments and shall be integrated into the building design for smaller developments.
- Kiosk structures should be located to have a minimal impact on the public realm and the image of the development. Locate these items in a part of the site that is not visible from the public view or screen these elements to minimize their impact on the public realm (external to the development) and neighboring uses and developments, especially residential developments. Public view is defined as visible from adjacent streets (external to the development) and public spaces, and from neighboring development, within reason.
- Kiosks must adhere to the building guidelines; they should be designed as an integral part of a development and be compatible with their associated buildings in scale, design, materials, and color (see Chapter IV). Brick, stone, wood or fibrous cement siding and trim, and architectural asphalt shingles or standing seam metal are recommended materials. Because of this requirement, CBUs with exposed and without masonry bases will be inappropriate in most circumstances.
- Kiosks should be illuminated for safety. See Chapter III (F) about lighting. Light fixtures should be residential in design, full cut-off, and designed to prevent glare.

In the local Historic Overlay, the Historic District Commission (HDC)'s Guidelines will apply.

**Are there local examples of CBUs that are not inside of a building?** Yes. A few developments in Town have them. Recent developments that include CBUs are the Georgetown PD (single family - 2020) and the Meridian (stand-alone apartments - 2015) (see attached example images). These CBU structures were reviewed and approved by the Design Review Commission (DRC) and found to address Chapter III(H) of the Design Guidelines related to service areas, appurtenances, and kiosks.

**How do I apply for a Site Plan Modification (add a CBU to a previously approved development) or a Preliminary Subdivision Plat (new development)?** Contact the Planning Division at 901-457-2360 or [planning@colliervilletn.gov](mailto:planning@colliervilletn.gov) to schedule an optional preapplication conference with staff. Applications and checklists can be found at the following location on the Town's website: <https://www.colliervilletn.gov/government/town-departments/development/planning/regulations-forms-and-deadlines/applications-checklists-and-forms>



PER USPS REQUIREMENTS  
(SEE DETAIL THIS SHEET)

(NOT TO SCALE)

### MAIL CENTER SITE PLAN

(NOT TO SCALE)

NOTE: ALL CONSTRUCTION SHALL BE IN ACCORDANCE WITH USPS REQUIREMENTS AND ALL LOCAL, STATE, AND/OR FEDERAL HANDICAPP ACCESSIBILITY REQUIREMENTS.

### CONCRETE SLAB FOR CBU

(NOT TO SCALE)

# Cluster Box Unit (CBU) Example Georgetown PD (2020)

ITEM No.	DESCRIPTION OF CHANGE	APPROVAL DATE

APPROVED FOR CONSTRUCTION  
12/14/2020  
DD 19-066

Town of Collierville  
Development Department

NOTE: ALL CONSTRUCTION FOR MAIL CENTER SHALL BE IN ACCORDANCE WITH USPS REQUIREMENTS AND ALL LOCAL, STATE, AND/OR FEDERAL HANDICAPP ACCESSIBILITY REQUIREMENTS.

### MAIL CENTER DETAILS

COLLIERVILLE, TENNESSEE

SURVEY: DEC - - - - DATE: 3 JANUARY 2006 BOOK - - - -

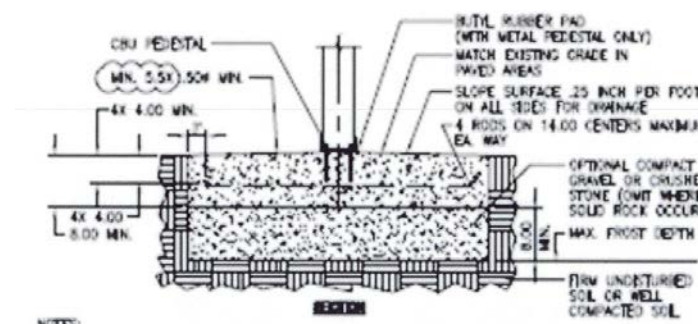
DRAWN BY M=D DATE: 10/30/2020 SCALE: NOT TO SCALE

MT. PLEASANT TRACE SUBD

DEVELOPER: ROBERT DENLEY ENGR: W.H. PORTER CONSULTANTS

IN FINISH

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- NOTES:
1. CONCRETE SHALL HAVE A COMPRESSIVE STRENGTH OF 3,000 PSI @ 28 DAYS, CONTAIN 4% MIN. - 2% MAX. AIR ENTRAINMENT AND BE PLACED WITH A 3.50 - 4.50 SLUMP IN ACCORDANCE WITH ACI 309.
  2. REINFORCING STEEL SHALL CONFORM TO ASTM A615, GRADE 60.
  3. EXPANSION BOLTS SHALL BE EQUIVALENT TO THE FOLLOWING PROPERTIES:
    - a. MULTI RIB SKIRT (www.nhisorc.com) 1/2" DIAMETER x 5-1/2" OVERALL LENGTH
    - b. GALVANIZED CATALOG # 300-455-095
    - c. FR # 17-512 STAINLESS STEEL CATALOG # 005-154-744
 ENSURE THAT THE MIN. EMBEDMENT IN CONCRETE IS AT LEAST 3-1/2".

Fac. | Ch. | Sect. | Para. | Detail

CAD File



USPS SDI issued: 10/1/2016  
Last Revised: 10/27/2016

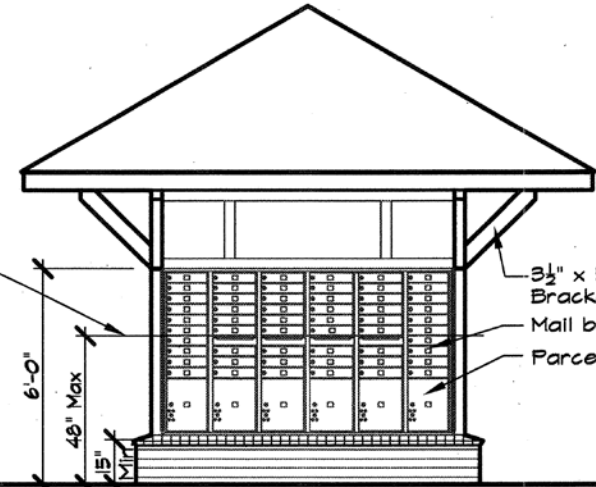


DEPARTMENT OF ENGINEERING



All Type "A" & "B" unit mailboxes shall be within reach range of 15" to 48" with an parallel approach

69 - Accessible mail boxes required  
77 - Shown within reach Not including parcels



East / West Elevation

Color Palette 9  
No siding color needed

Cluster Box Unit (CBU) Example  
Meridian Apartments (2015)

