

**Oct 31, 2024**

**USPS Mailbox located on White Oak Springs Dr** – Reported by homeowner on White Oak Trace Dr, that the United States Postal Service (USPS) mailbox was found opened as well as all boxes emptied out, with one box still having a parcel box key inside its box. It is unknown if it was vandalized and broken into, or if it was accidentally improperly closed the last time mail was delivered/serviced. When possible, please take pictures in case they are later needed and please share them with your HOA Board so they can be included in this Crime Awareness Corner.

Thank you to the homeowner that took the time to go investigate and close most of the frame, leaving only the MAIN ACCESS box semi-opened as it would not close or latch.

A report was filed with Houston Growth Management team for USPS 1st thing 11/1/2024.

Please be vigilant and if you see something like this, it can be reported to the HOA Board and APM (Action Property) but will need to be reported to the USPS.

After an online search for “who to phone if the community mailbox is broken, I got this result: <https://www.uspis.gov/news/scam-article/mailbox-vandalism>

If your community's cluster mailbox is broken or missing and you need a new one, you can call (713) 226-3608 or email [HoustonGrowthManagement@usps.gov](mailto:HoustonGrowthManagement@usps.gov).

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### People also ask :

Who is responsible for broken cluster mailboxes?

If the box is owned and maintained by the US Postal Service and is damaged/broken then contact [your local Post Office](#). If the LPO does not service the mailbox, this means the property owner or manager is responsible for the maintenance.



USPS

<https://faq.usps.com/s/article/Mailbox-The-Basics>

[Mailboxes - The Basics - FAQ | USPS](#)

In this case, the HOA Board was contacted by text and phone, and pictures were taken. If the crime is actively taking place, please immediately contact the following numbers to report this:

If it's an emergency, call 9-1-1

Otherwise call the Sheriff's Department (713-221-6000, option #1)




Email pictures and a report to the HOA Board at [WOSHOABoard@gmail.com](mailto:WOSHOABoard@gmail.com) so we can keep our neighbors aware of these incidents and lookout for each other.

## Screenshot of USPS Report:

### White Oak Springs: Reporting Damaged & Vandalized Cluster Mailbox

To [HoustonGrowthManagement@usps.gov](mailto:HoustonGrowthManagement@usps.gov)  
Cc [WOSHOA Board](#)

Fri 11/1/2024 7:04 AM

 ClusterMailBox-Open-10.31.2024-1.jpg 90 KB  
 ClusterMailBox-Open-10.31.2024-3.jpg 43 KB  
 ClusterMailBox-Open-10.31.2024-2.jpg 80 KB

#### Reporting Damaged Cluster Mailbox

Date: October 31, 2024 (reported approx. 5pm, after the mail carrier had already delivered the mailed)  
Location: On White Oak [Springs Dr, Cypress TX 77429](#), near the corner of White Oak Springs Dr and White Oak Trace Dr.

A homeowner called an HOA Board Member to report that the Cluster Mailbox on White Oak Springs Dr was wide open with all mailboxes empty, and one mailbox having a parcel key left in it, but the parcel boxes were also open and empty. It is unknown if it was vandalized and broken into, or if it was accidentally improperly closed the last time mail was delivered/serviced.

Because all the boxes were empty, it is suspicious that it was broken into.  
A second homeowner pushed the doors of the cluster box closed with the exception of the MAIN ACCESS box left semi-open as it would not latch or closed.

Attached are pictures that were texted to myself by the two different homeowners. (the homeowner 1<sup>st</sup> reporting the open cluster mailbox, and the 2<sup>nd</sup> helping to close the doors)

We would like some attention on this as it was reported that the cluster mailbox might be damaged by whoever opened it.  
You are welcome to contact me if needed.

White Oak Springs HOA Board

## Screenshot of pictures texted by 2 homeowners:



