

Dec 22, 2024

Reported by homeowner on 12/22/2024:

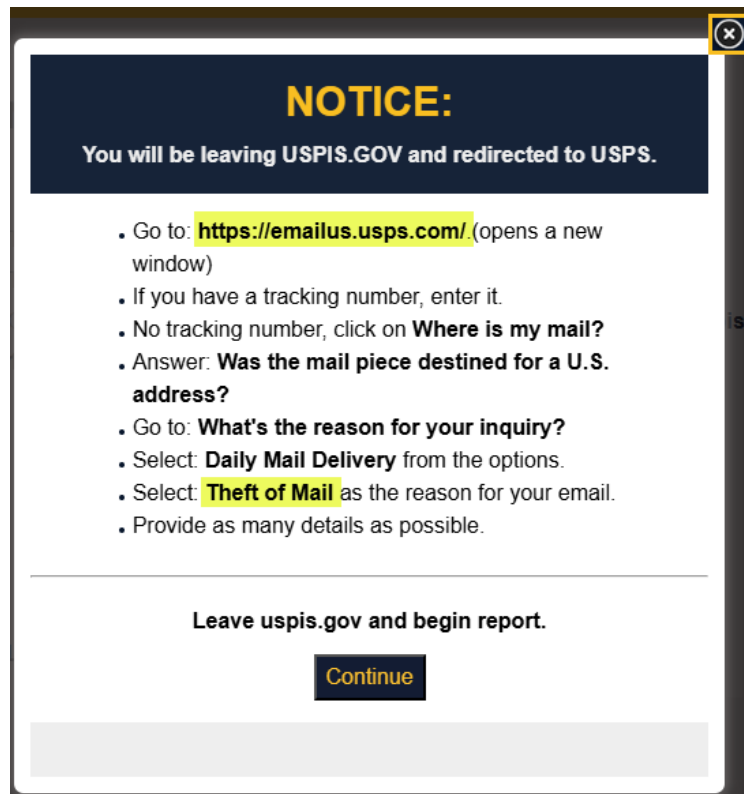
The mailbox on Gentry and White Oak Gardens has seemed to be tampered with. The two doors on the left were open. HOA Board member was able to get the doors shut at the top but it's still loose at the bottom. If you get your mail from that box, we would suggest going down and checking it as there was still mail sitting in the slots. We will contact the office tomorrow to see if they can repair it ASAP.

Thank you to the resident who reported this to us.

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> and this popup notice:



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.

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. Oct 26, 2023

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 WOSHOBBoard@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

Reply Reply All Forward

To HoustonGrowthManagement@usps.gov

Mon 12/23/2024 5:48 AM

Cc WOSHOB Board; ActionPropertyMgmt APM; DR APM



Mailbox-12.22.2024-3.jpg
81 KB



Mailbox-12.22.2024-2.jpg
88 KB



Mailbox-12.22.2024-1.jpg
99 KB

Reporting Damaged Cluster Mailbox

Date: December 22, 2024 (reported approx. 2pm, after a homeowner went to check their mail and pick-up a parcel in the parcel bottom slots)

Location: On [Gentry Rd, Cypress TX 77429](#), across from 21318 Gentry Rd.

A homeowner called an HOA Board Member to report that the Cluster Mailbox on Gentry Rd, left side, was wide open with all mailboxes exposed, but still showing some having mail in them, 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, but the homeowner is missing their parcels as they seem to have been taken.

A second homeowner was able to push the top doors of the cluster box closed but reported that the bottom remains loose.

Attached are pictures that were texted to myself by the homeowners.

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
Copied APM (our Property Management Company)

Screenshot of pictures texted by 2 homeowners:

