



Lake Park Resort, Inc.

Life on the Cumberland Plateau

USPS Area District Office
525 Royal Pkwy.
Nashville, TN 37229-9998

James Lentz, District Mgr.
August 1, 2024

My name is Jerri Lynn Toms, and I am a director on the board of Lake Park Resort, Inc. We are the corporate owner representing the residents of Lake Park in Crossville. We are imploring your assistance in reestablishing residential mail delivery into the subdivision. On June 13, the Crossville Postmaster, Randall Bryant, suspended USPS service to our community due to poor road conditions, which we do not refute as they are gravel roads, so they are in constant need of maintenance. Even then, some ruts and potholes can form.

In a letter to the Lake Park POA dated June 13, 2022, Mr. Bryant stated the roads were deemed unsafe upon inspection by a District Safety Specialist, whom he does not name. All mail service was suspended at that time. When residents inquired as to why they were not receiving mail, they were told they could either rent a post office box or move their collective mailboxes to the front of the park at the main entrance. Two residents were given an instructional letter and diagram along with markers for placement which should have been given to the board as we are a private subdivision owned by a not-for-profit corporation, Lake Park Resort, Inc. These were not members of the board of directors or the POA, and most have never paid a dime in dues. The corporation maintains a business PO box at the Crossville post office with the current POA officers as signers, so the names of the authorized officers were available to the postal clerks from the signature card. However, these two property owners, who were not even asked for proof of ID or residency, were handed instructions for erecting the mailboxes, circumventing the POA officials altogether.

These same non-dues-paying residents then took it upon themselves to relocate their mailboxes and others from their homes to the front of the park without POA notification or approval. They were erected on privately-owned property without the owner's knowledge or permission. Some residents, thinking this was to be temporary, chose not to dig up their old posts, and therefore used makeshift materials that in no way adhere to the USPS specifications for a residential mailbox. They've mounted receptacles that are not regulation size, or height, or even material. It's unsightly and deters potential buyers whose first impression of the park is a haphazard row of makeshift mailboxes (one is quite literally a plastic bread box strapped to a stack of cinder blocks with a military-style canteen belt.) It also leaves residents' mail in an unsecured and unsupervised area. Plus, the constant traffic on the side street has led to serious erosion resulting in large pothole formations at the location.

The postal carrier has further validated these makeshift mailboxes by continuing to deliver mail to them. The boxes cannot be moved by the POA as the residents have threatened to prosecute the POA for tampering with their mail.

Mail delivery to the development's residents was established in 1972, then servicing roughly 10 homes, plus an additional 10 or so seasonal owners. Since then, Lake Park has become a proper subdivision, and is growing rapidly due to property sales within the park. If the original developers were

to have signed a postal contract regarding the upkeep of the private roads inside the park, it never occurred.

In his June 13th letter to the POA, Mr. Bryant states, "The Postal Service is to resume service as soon as road conditions are improved." Since September 2022, we've invested over \$75,000 into the roads and ditches to make them safe. Phase 2 was completed in March of 2023, which is when we began reaching out to the postmaster to request resuming mail delivery. I have personally spoken with him regarding mail resumption on at least two separate occasions since March 1, 2023, as well as numerous phone calls, emails, and messages left with postal clerks. The original request was made to Mr. Bryant at the post office in March of 2023. He informed me there would be a delay due to a system-wide audit scheduled for March-April, so no one would be available to perform the inspection. I followed up monthly, but Mr. Bryant was always unavailable to speak with me. My phone calls and email messages went unanswered as well. That was almost 18 months ago, and we have yet to hear one word from him on this matter.

I reached out to the Customer Care number from the USPS website, and a case was opened. We were told that they would investigate and respond with their findings. That response was to say that the Crossville Postmaster verified that our residents "...are receiving their mail items..." This was NOT the issue at all, and I feel the response was purposely misrepresented to clear the call ticket.

We have kept our residents apprised of our attempts to have mail service reestablished throughout this process. We have provided this same contact information to our residents, instructing them to voice their concerns in writing to you as well. They are weary of traveling the 35-mile roundtrip into the post office to pick up their mail from boxes they were summarily forced to rent. One resident who inquired about a date that mail service might resume was told, "Mail delivery to Lake Park is NOT being reestablished now or in the future." I personally verified this statement with the carrier a week later.

This is NOT acceptable. It is our belief that by contacting you directly, we may finally open a line of communication that will result in our mail being brought to our doors again. To this end, I've enclosed the following documentation:

1. USPS Contact Sheet
 - a. District Managers
 - b. Southern Area
 - c. Tennessee District
 - d. Consumer Affairs- Nashville Office Contact Address
2. Request for Contact Received
 - a. Message Received via Residential Mailbox- 980 Sharon Cir
 - b. Message Received via Residential Mailbox- 980 Sharon Cir
3. USPS Correspondence Received
 - a. Notice of Withdrawal of Service via Mailbox- 980 Sharon Cir
4. Unauthorized Mail Delivery Complaint Filed
 - a. Unauthorized Addressee Receiving Mail in Park
 - b. Photo of Unauthorized Addressee Mailbox (No Such Street)
5. USPS First Contact for Service Request

- a. Original Complaint Filed May 01, 2023; Second USPS Complaint Filed on June 04, 2023, at USPS website
- b. Duplicate Entry- Removed by Author
- c. Case #51637670 Confirmation Receipt ref: #00DJ0GyYH.-500BYtVO1:ref- Emailed
- d. USPS Request for Feedback
- 6. USPS Residential Mailbox Regulations
 - a. 6A – 6D
- 7. Properly Mounted Community Mailboxes Example
 - a. Boxes Mounted in a Single Row
 - b. Boxes Mounted at Uniform Height
 - c. Boxes Individually Labeled with Standardized Font
- 8. Improperly (Mounted) Mailboxes Presently Located in Lake Park community
 - a. Photo Depicting Nonconforming Plastic Package Container Bin
 - b. Photo Depicting Nonconforming Mailboxes with No Door
 - c. Photo Depicting Nonconforming Mailbox Lettering
 - d. Photo Depicting Standing Water in Package Bin
 - e. Photo Depicting ALL Resident Mailboxes Currently Erected
 - f. Photo Depicting Irregular Installation Heights
 - g. Photo Depicting Nonconforming Mailboxes Close Up

Please contact us regarding this matter as soon as possible. We have been without standard mail delivery/pickup for over two years now.

We anticipate your prompt response.

Regards,

Jerri Lynn Toms, Secretary
Lake Park Resort, Inc.
PO Box 3824
Crossville, TN 38557-3824
PH: 931-248-4366
EMAIL: lakeparkresortinc@gmail.com
Jlt:enc: 26



We ^{Re} Deliver for You!



Download Informed Delivery® APP
to manage your redeliveries.

Sorry we missed you while you were out.

Date: _____

The item was sent by: _____

It was sent to: _____

At this address: _____

About the missed delivery:

It was a:

☒ Package ☐ Letter ☐ Large envelope

☐ Parcel Locker Eligible

Available for pickup date: _____

This is the:

☐ First attempt ☐ Final notice

To Schedule a Redelivery:



Scan the QR Code or go
to usps.com/redelivery

Article Number:

5293 0630 4559 2056

**We have item/s for you which we could not
deliver because:**

☐ It requires a payment of \$ _____ for
_____ Postage due _____ Customs

☐ Receptacle full/item oversized

☐ No secure location available

☐ No authorized recipient available

☐ Signature required

_____ must be 18+ years old _____ must be 21+ years old

☐ Other: _____

Please see reverse to schedule redelivery or pickup.

PS Form 3840, February 2021

5/2/22

Left in
980 Sharon
Civ mail box
(5/2/22)
by mail
carrier.
Explained
Roads are
Being Repaired
this summer.

Exhibit

2A:
Request via
Postal
Carrier

Could not find from
someone please
call my postmaster
Thank you,
Dirk



UNITED STATES
POSTAL SERVICE®

We ^{re} Deliver for You!



Download Informed Delivery® APP
to manage your redeliveries.

Sorry we missed you while you were out.

Date: _____

The item was sent by: _____

It was sent to: _____

At this address: _____

About the missed delivery:

It was a: _____

_____ Package _____ Letter _____ Large envelope

☐ Parcel Locker Eligible

Available for pickup date: _____

This is the:

☐ First attempt ☐ Final notice

To Schedule a Redelivery:



Scan the QR Code or go
to usps.com/redelivery

Article Number

5293 0630 4559 2131

We have item/s for you which we could not deliver because:

☐ It requires a payment of \$_____ for:

_____ Postage due _____ Customs

☐ Receptacle full/item oversized

☐ No secure location available

☐ No authorized recipient available

☐ Signature required

_____ must be 18+ years old _____ must be 21+ years old

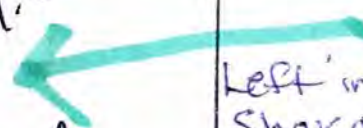
☐ Other: _____

Please see reverse to schedule redelivery or pickup.

PS Form 3849, February 2021

5/23/20

*the letter
would give him
a call.*



*Left in 980
Sharon Cir
mailbox by
mail carrier.
5/23/22 -
Second convo.
Regarding Road
Up keep & our
efforts to
Repair Them.*

*Exhibit
2B:
Request via
Postal
Carrier*

Mail ceased to be delivered June 10th



June 13, 2022

No warning given to residents.

Dear Postal Service Customer:

Your rural letter carrier takes pride in delivering your mail promptly and efficiently. He has over the recent months put forth a heroic effort to ensure your community has mail delivery daily. Unfortunately, the roadways into and around the Lake Park community have fallen into disrepair. The roadway conditions in your neighborhood have created a potential issue with continued mail delivery.

Requested by Resident

Sarah David

While it is not our intent to inconvenience the customer, safety is a high concern with the Postal Service. For this reason, when access to your mailbox is not safe the letter carriers are instructed to refrain from putting themselves or Postal equipment at risk; rather bring the mail back to the office and attempt delivery the following day when conditions may be improved. A recent review and audit of your road conditions by our District Safety specialist found them to be unsafe and in need of immediate repair.

Postal regulations guide our actions in cases like this where it is stated that roads must be well maintained and passable for delivery vehicles year-round. Rural delivery service is not established over roads that are not kept in good condition, that are obstructed by gates, or that cross unbridged streams that are not fordable throughout the year. Since in your case the travel is over private roads, then the person or persons responsible for road maintenance should have provided the Postal Service with a written agreement to always keep the road passable. The agreement would have included the statement: "It is understood that if the road is not properly maintained, rural delivery service may be withdrawn."

Since 1972

Postal regulations further state that persons responsible for road maintenance must be notified of road conditions obstructing the delivery of mail. If repairs are not made promptly, service may be withdrawn with the approval of the district manager. The Postal Service is to resume service as soon as road conditions are improved.

To provide you with uninterrupted service while protecting our carriers, we ask that you make every effort to ensure that the roadways in your community are repaired and that access to your mailbox is clear.

If roadway repair cannot be done, then we also recommend moving all mailboxes to a centralized location near the entrance of your neighborhood. Postal regulations also allow for this by stating that mailboxes should be grouped wherever possible, especially at or near crossroads, service turnouts, or other places where a considerable number of boxes are presently located.

We appreciate your cooperation. If you or your Property Owners Association have any questions, please feel free to call me.

Sincerely,

Randall Bryant
Postmaster
Crossville, TN 38555

Exhibit 3A
Notice from
Postmaster

But road work
HAS been done w/ more
planned in future.

Stoppage
always
meant to
be temporary

Not placed
where stakes
were placed;
uneven & on
private
property.
(Marva)

Private property
belonging to Marva
Hughes, also a
board director.

From: JerriLynn Toms
Sent: Sunday, August 7, 2022 1:54 PM
To: randall.g.bryant@usps.gov
Subject: Lake Park Mailboxes

Good morning!

My name is Jerri Lynn Toms, and I am an officer of Lake Park Resort, Inc. We've spoken several times on the phone about our roads situation within the development.

It has come to our attention that someone from outside our development has placed a mailbox within the bank of mailboxes at the front of the park. It has 68 Henderson Road written on it, but there is NO Henderson Road anywhere within our development.

Also, road construction is scheduled to begin by 8-15-22. We are finishing out Walker Drive to Newton Rd first, providing the back part of the development with a new entrance. The repairs will include all of Diane Circle (except for the back dam road which is being permanently closed to all but foot traffic), all of Sharon Circle, and Owenby across the front dam, ending at Lake St. The remaining side roads will not be repaired during this job but will be addressed in the near future.

We would like to inquire about reestablishing mail delivery to the four roads mentioned (Diane, Sharon, Owenby, and Walker) upon our notification of completion. We are in contact with Sheila at 911 Dispatch, keeping her up to date on the new road construction on Walker, and I will keep you updated as well.

Be advised, only the authorized officers of the Board have authority to make decisions or contact vendors, etc. A misguided faction of disgruntled residents has been representing themselves as the governing body of Lake Park, which is definitely NOT the case. They are not privy to our decisions or plans, and have no vote in the matter due to years of nonpayment of dues.

Thank you all for your patience and understanding during our growing pains, and we sincerely apologize that this did not play out as we had intended.

JerriLynn Toms, Secretary
Lake Park Resort, Inc.
931-248-4366

Emailed to postmaster
8/7/2022 —
No reply.

Exhibit 4A:
Road Repair
Details



Exhibit 4 B:
Photo of
Non-resident
Mailbox

Filed Consumer Affairs Request for Service
@ USPS. ~~org~~ - Second complaint filed.

My name is Jerri Lynn Toms and I am a director of the POA representing the residents of Lake Park Resort. We are reaching out to you for assistance in getting our mail delivery resumed. Our local Crossville, Tennessee postmaster, Randall Bryant, suspended residential service to our community due to poor road conditions. In a letter to us dated June 13, 2022, Mr. Bryant stated the roads were deemed unsafe upon inspection by a District Safety Specialist, whom he does not name. Residents were told they could either purchase a post office box or move their mailboxes to the front of the park at the main thoroughfare. The residents who took it upon themselves to move their mailboxes made a hot mess of the whole ordeal. It's terribly unsightly and deters potential buyers who see the makeshift mailboxes (one is literally a plastic bread box strapped to a stack of cinder blocks) as they enter the park.

Mail delivery has been in place here since 1972, servicing roughly 30 full-time residents, plus an additional 10 or so seasonal owner. In his June 13th letter, Mr. Bryant states, "The Postal Service is to resume service as soon as road conditions are improved." Over this past year, we've put over \$75,000 into the roads and ditches to make them safe. Work was completed in March of 2023, which is when we began reaching out to the postmaster. I have personally spoken with him regarding mail resumption on at least two separate occasions since March 1, 2023, as well as phone calls, emails, and messages left with postal clerks. The original excuse was that a system audit was scheduled for March-April, so no one was available to inspect the roads. That was three months ago, and we have not heard one word from him. Residents have been complaining directly to the postal workers as they are tired of traveling the 35-mile-roundtrip into the post office to pick up their mail from boxes they were forced to rent. One resident who inquired about a date that mail service would resume was told, "Mail delivery to Lake Park is NOT being reestablished now or in the future."

This is NOT acceptable. It is our right to receive mail at our residences. It is our hope that by contacting you, we will finally open a line of communication that will result in our mail being brought to our doors again like everyone else in America.

6/4/23 Submitted via USPS.org website

* 2nd complaint filed

Exhibit 5A:
Request for Service

5/

This is how
community mailboxes
SHOULD be mounted.



POA never saw instruction sheet
or markers.

Installed without approval of POA.

Exhibit 7A:
Proper
Community
Mail
Receptacles

Box Mounted on
T-Strip @
Shortened
height



Rubbermaid Bins
Used as Package
Containers.

Mailbox Mounted to
Metal Trellis Strip
Threaded Thru
Cinder blocks &
Shimmed.

Exhibit 8A
Unsanctioned Mailboxes

Mailbox Strapped
w/ military
canteen Belt
to Stack Cinder
Blocks



Package Bin
Filled w/ Standing
Water.

Box cemented into
Drywall Bucket.

Exhibit 8b:
Improper Mailboxes



Tiny, Unreadable
Address Label



Propped Up Box
Atop Stacked
Cinder Blocks

Exhibit 8C:
No door "box"



Close Up:
mosquito-Infested Package Bin

Exhibit 8D:
Rubbermaid Package Box



Panoramic View of Mailboxes Row - No
standardized height, style, or mount - Half
of which are installed on Private Property.

Exhibit 8E:
Improper Mailboxes

CloseUp: Entry Mailboxes



Exhibit 8F:
Improper Mailboxes

Alternate View:

Row of Unevenly Mounted
Mailboxes, One of which is
a Plastic Bread Box w/ No
Door.



Exhibit 8G:
Improper
Mailboxes