

CSA MAIL FACILITY GUIDELINES

Using the mail guidelines listed below help to streamline the mail operation and ultimately provide more efficient service for TGO residents. The CSA Mail Facility is not operated by the United States Postal Service (USPS) so it does not perform exactly the same services as a U.S. Post Office. However, this facility does provide numerous services that are above and beyond the normal services of a U.S. Post Office. We are open every day that the USPS delivers mail.



Mail Arrival: The U.S. Postal Service controls the delivery and departure times of our mail carrier. Therefore, **please do not expect your mail to be in your mailbox prior to 4:00 P.M.**

Empty your Mail Box Daily: It is very difficult to put mail in your box if it is not emptied daily. ***The Mail Facility building is open 24/7 for your convenience.*** If your box becomes too full, we will put a card in your box indicating it is too full and that you will need to come to the window during business hours to find out how to get your mail.

Hold Mail: If you are going away, please fill out a Hold Mail Form. We hold mail for 3 to 30 days **FREE of CHARGE.** Any mail without hold or forward orders is subject to being returned.

Arrival for the Season: Any mail arriving without a hold mail order can only be held for 10 days. After 10 days it will be returned to the sender. Before leaving for your summer destination, fill out the hold mail form and take it with you. You can send it back to the mail carrier advising of your arrival date before your return.

Outgoing Mail: Packages to be mailed are limited to 10 pounds, as that is the limit of our postal scale. In addition to regular First Class and Priority Service, we offer Parcel Post, Media Mail and Certified Return Receipt. We are authorized to send **Letter-Rate** mail to destinations outside of the U.S. Foreign Packages and APO/FPO must be taken to the Post Office. All outgoing mail using postage stamps should be deposited in the mailbox outside the Mail Facility entrance by 2:30 P.M. There is also a drive-up mailbox on the building side closest to Plantation Drive. Each mailbox has an orange flag that states: "MAIL GOES TODAY." If this flag is in the straight-up position, the outgoing mail hasn't been collected yet.

Renters: If you expect to get mail, all renters need to be registered through the CSA Office or the Welcome Center. This is the only way the Mail Facility gets the information to know if that person is in the resort. All renters that pick up their mail at the window in the Mail Facility need to address mail to: "Your Name," 106 Plantation Drive, Titusville, FL 32780. No site number should be in the address. If your mail is not addressed correctly, there could be a delay in receiving it. If you are renting from an owner and have a key to their mail box, this does not apply to you. Any packages that are shipped via UPS, FedEx or any other private carrier should be addressed the same as mail, to 106 Plantation Drive, Titusville, etc. Be aware that UPS Mail Innovations and FedEx SmartPost shipping programs transfer final delivery of many packages to the U.S. Postal Service. If this happens, these packages are delivered to the CSA Mail Facility and not to individual sites.

Mail Forwarding: We have a mail forwarding service available for a monthly fee, plus postage. Please stop by the Mail Facility window during business hours for details.

USPS Official Mail Forwarding Change of Address Order (FOR HOMES ONLY): Please make sure your forms are filled out properly. The first line for Individual or Entire Family is important so you receive all your mail. Turn them in at the Mail Facility window, as this is the best way to verify your form is filled out correctly. We will record the change of address for the U.S. Postal Service mailman.

RV Sites: The U.S. Postal Service will not allow RV sites to forward mail, and they will cancel a mail forward request.

Delivery Authorization: If you receive certified, insured or other packages that require your signature on a routine basis, you should consider filling out an Accountable Mail Agent Form that will give our CSA employees authorization to sign for any incoming items on your behalf. Please understand that this form must be completed and on file at the Mail Facility **prior to** any packages being delivered. By giving the CSA this authorization, you would **not** be required to make special trips to the Post Office in Titusville to pick up your items.

Stamps & Shipping Boxes: The Mail Facility has a variety of stamps available for sale including "Forever" 20-stamp booklets and 100-stamp rolls. Shipping box examples to show available sizes are displayed near the Mail Facility window.

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