



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2010
"Building a Better Danbury"

August 2010

August 31, 2010

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time period since the previous months City Council report. This does not include any UNIT activity regarding follow up and re-inspection work from previously noted issues. The UNIT works to ensure that each and every issue is resolved as quickly as possible.

| Time Period | July 27 – August 31, 2010 |
|---|----------------------------------|
| Number of Quality of Life Issues | 117 |
| One Year Ago | 126 |

The top issues addressed by the UNIT were:

- Miscellaneous (28)
- Properties with debris on it (27)
- Front Yard parking (20)
- Unregistered cars (11)
- Sidewalk Parking tickets (10)
- Abandoned/unregistered automobiles (9)
- Illegal Apartments (4)
- Construction without permits (4)

Approximately 50% of all of UNIT activity for the past month has been the result of ACTION (Active Commitment Toward Improving Our Neighborhood). The UNIT prides itself of its progressive and proactive approach to maintaining the neighborhoods of Danbury.

During the week of August 23rd-26th, the UNIT performed ACTION in the neighborhood of Woodside Avenue. The inspection revealed various residences with unregistered vehicles, front yard parking, garbage and commercial trucks. Also, various zoning

violations were pointed out and addressed accordingly. Our team also assisted a resident who had safety concerns with a large dead tree near her property. Over the course of the next few weeks, the UNIT will follow up with each residence to ensure that all of the issues have been resolved.

The UNIT also takes advantage by responding to complaints and performing ACTION during the evening hours, as well. This proves to be an effective use of inspection time as more residents are home. Illegal parking, commercial vehicles parked in residential neighborhoods, common neighborhood nuisances, etc are just a few issues that are easily noted in the evening.

Miscellaneous issues and properties containing rubbish were the top service activities of the UNIT in the past month. Many issues are not able to be resolved during the time of inspection, so each violation is appropriately followed up with further inspections to ensure compliance. More vehicles (11) were marked with Warning Stickers this past month for not being registered. Vehicle owners are given 30 days to either re-register the vehicle or remove it from the property altogether. Non-compliance to the warning can lead to fines in the amount of \$250/day.

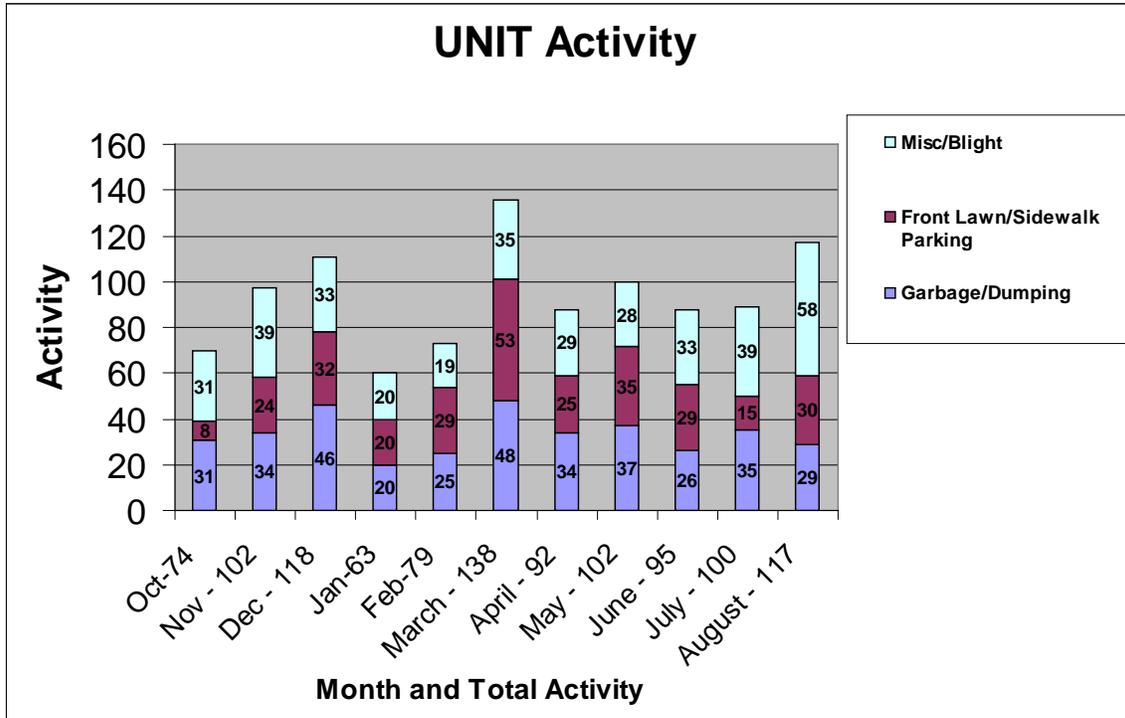
AUGUST HIGHLIGHTS

The UNIT has been able to effectively close out dozens of previous issues relating to violations pertaining to properties with garbage. Obviously, these types of complaints are the ones that are the most notable and cause the greatest impact on the quality of life in town. Our department works hard to ensure that property owners and tenants take responsibility to clean up and properly dispose of the debris as quickly as possible.

Another minor victory for our department has been the official “closing” of a blight issue on Rowan Street that the UNIT had been working on for nearly a year. The issues with this property were plentiful. As an abandoned property, it was unsafe due to many broken windows. The parking lot was being used as an illegal car repair business and contained nearly 30 vehicles. Additionally, the majority of the vehicles were unregistered. The building has been boarded up and the vehicles removed for many months now, but the UNIT continued to monitor the property to ensure that past practices would not repeat itself.....and it hasn't.

The UNIT continues to be the department where residents can come to register their complaint and get the quality service that they expect. As residents continue to utilize our office to share their concerns, it becomes more challenging to multi-task addressing new issues, as well as following up on the older ones. It is critical for our department to seek quick resolution to the quality of life complaints we receive.

The goal of the UNIT is to improve the quality of life in Danbury and maintain the city as a desirable place to live. The UNIT is committed to addressing and resolving these issues as quickly as possible. Below is a bar graph illustrating the monthly totals of UNIT service requests for various concerns. Front lawn parking and garbage/debris result in the majority of the daily issues faced by the UNIT. Miscellaneous may include homes in disrepair, illegal dumping, blight, etc.



311 Call Center Report: August 2010

The month of August saw the 311 Call Center receive 691 calls from residents with phone numbers being the most-frequently requested topic with 227. The approaching Household Hazardous Waste Day, on September 25, brought 66 inquiries while 49 calls were received regarding where residents can dispose of their household garbage. Twenty-five residents called asking when the fall leaf pick-up program will begin; but no date has been announced. In the meantime, residents are free to dispose of yard debris at Ferris Mulch on Plumtrees Rd. As the summer months wane into the autumn, an increased amount of rainfall is expected which can bring about potholes, drainage problems, and other potentially hazardous road conditions; residents are encouraged to call and report such issues as they occur to 311. This past month the 311 Call Center was moved to a more accessible location at the front reception window; residents are now free to submit their requests in person upon entering City Hall rather than having to walk to a specific department location. The new, expanded, role of 311 better serves the public by increasing exposure to free and dependable information about City Hall and Danbury while still offering a centralized location to submit service requests.

The UNIT continues to encourage the participation of Danbury's residents to report any concerns in their neighborhood by utilizing the City Line 311 system. Residents of Danbury can simply dial 311 from their home phones, or 203-744-4311 from out of town or cell phones. Additionally, residents can log on to the City's webpage, www.ci.danbury.ct.us, and click on the City Line 311 link and register their complaint at

their convenience. Residents can choose to provide their contact information, so the UNIT can follow up and provide an update on the situation. By visiting the Neighborhood Assistance Department on the City's website, residents will also be able to view the UNIT's monthly activity.

If we can be of any assistance to you or residents in your ward please contact us at 796-8026 or 311.

Sincerely,
Shawn Stillman
Coordinator, Office of Neighborhood Assistance