



## CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2011  
*"Building a Better Danbury"*

### **March 2011**

March 28, 2011

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the beginning of the month. 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.

<b>Time Period</b>	<b>Feb 23 – Mar 27, 2011</b>
<b>Number of Quality of Life Issues</b>	90
<b>One Year Ago</b>	128

The top issues addressed by the UNIT were:

- Properties with debris on it (39)
- Unregistered/abandoned cars (19)
- Miscellaneous (11)
- Front Lawn Parking (9)

The blanket of snow that has buried Danbury since late December has finally melted away and its wake has exposed many areas around town that are in need of cleanup. As a result, March has been a busy month for the UNIT. Nearly 40 different properties were identified by our department that needed to be cleaned up. Additionally, dozens of other properties have now been closed out as reinspections have shown the properties to be clean. Most commonly, this is the time of year that as the snow melts and the trees/brush are still bare, properties are exposed and are in need of a cleanup. The UNIT works to identify these properties right away and work with owners to have them cleaned up as quickly as possible.

## **City Cleanup – Volunteers needed:**

Clean City Danbury, the very popular annual city-wide cleanup event, is taking place on Sat, May 7<sup>th</sup> and the UNIT has begun preparation. Various locations throughout the city have been identified as needing to be cleaned up and our department is soliciting volunteers to work alongside us to clean these places up. Our goal is to clean these areas before the trees begin to fill out and the wooded areas aren't as dense.

**Interested in volunteering for a few hours? We would love to hear from you!  
Please contact the UNIT office at 203-796-8026.**

## **Reminder: NO FRONT YARD PARKING ALLOWED**

Now that the snow is melted away and vehicle owners are no longer scrambling trying to find room to park their vehicle, just a friendly reminder that the City of Danbury does not permit any vehicles parked on their front lawn. Overall it detracts from the appearance of the property, as well as digs up the front yard leaving behind eyesores of deep, muddy tire tracks on the lawn. Vehicles in violation will be ticketed accordingly by the UNIT.

## **You never know what you're going to find.....:**

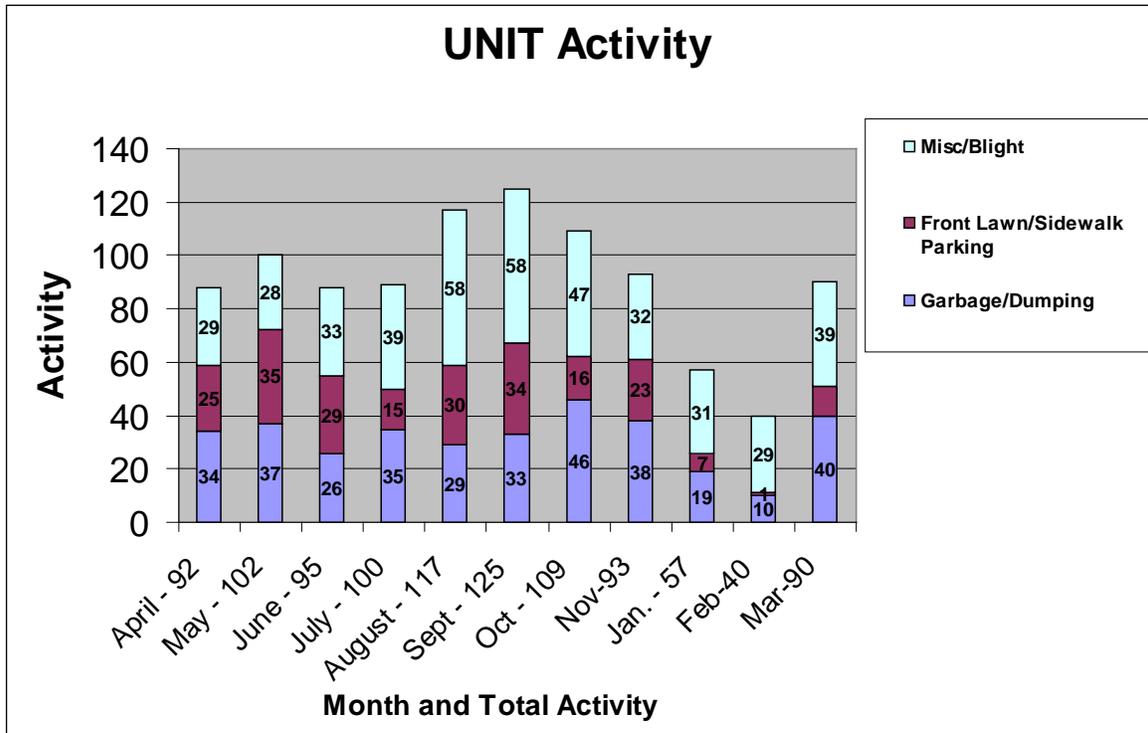
Earlier in the month, the UNIT responded to a complaint from a resident regarding a vehicle being parked on the front lawn. While visiting the property, our department had the vehicle moved, however noted several other issues that needed greater attention. In addition to the parking violation, three vehicles on the property were unregistered and there was a large pile of garbage in the rear of the property, as well as litter strewn about the entire area. Additionally, the home contained an illegal and unsafe basement apartment. The UNIT contacted the property owner right away and reviewed all the corrective action that needed to take place right away. We also contacted the property owner's garbage company to help coordinate an off-schedule pickup. Within a few days, the property was cleaned up perfectly, the unregistered vehicles were resolved, and most importantly, the apartment in the basement, as well as the unapproved kitchen, was completely eliminated.

This is a perfect example of the many benefits that the UNIT offers to the City of Danbury. In a "one-stop shop" format, our department was able to resolve issues of zoning, health, and building in a matter of minutes. Finally, it's important to note that with the elimination of the basement apartment, the risk of fire emergency and lack of escape has also been removed. Far too often basement apartments lack the proper egress in case of fire emergency and residents' lives, as well as emergency responders, are at risk during a fire.

The UNIT continues to be the department where residents can come to register their complaint and get the quality service that they expect. We will continue to proudly serve and follow up on complaints as best as we can. Our office seeks 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: March 2011

The month of March saw the 311 Call Center receive 837 calls, including concerns surrounding the flood of March 7-8 which generated over 150 spanning just a two-day period. Residents utilized 311 to inquire about road closures, weather forecasts, power outages, as well as road conditions in other cities that were affected by overflowing rivers. In conjunction with the flooding and winter snow storms, motorists were faced with numerous potholes – 68 of which were reported to 311 during the monthly timeframe. Aside from the flood, inquiries for phone numbers were the most numerous at 222 calls with questions regarding the recycling truck numbering 33 inquiries. Residents seeking information as to where they can dispose of their household garbage numbered 34 calls while the anticipation for Clean City Danbury Day 2011 has just begun at 25 calls. Historically, the spring is a very busy time for the Call Center as the results of winter storms are just being realized and reported following the melted snow, potholes are frequently formed due to rain and normal road travel, and city-sponsored programs such as Clean City Danbury Day and the spring yard debris pickup program are typically done during these months. With frequent communication between departments, the 311 Call Center is well-prepared to handle each of these instances and events as they occur and provide the same level of exceptional service to the residents of Danbury.

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](http://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