



## CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2011  
*“Building a Better Danbury”*

**April 2011**

April 25, 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>March 27 – April 25, 2011</b>
<b>Number of Quality of Life Issues</b>	102
<b>One Year Ago</b>	101

The top issues addressed by the UNIT were:

- Properties with debris on it (46)
- Unregistered/abandoned cars (21)
- Miscellaneous (10)
- Front Lawn Parking (8)
- Illegal/Unsafe Apartments (6)

Traditionally, the spring season is a busy time for the UNIT office, and this year is no exception. Almost 50 properties were identified 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. 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.

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

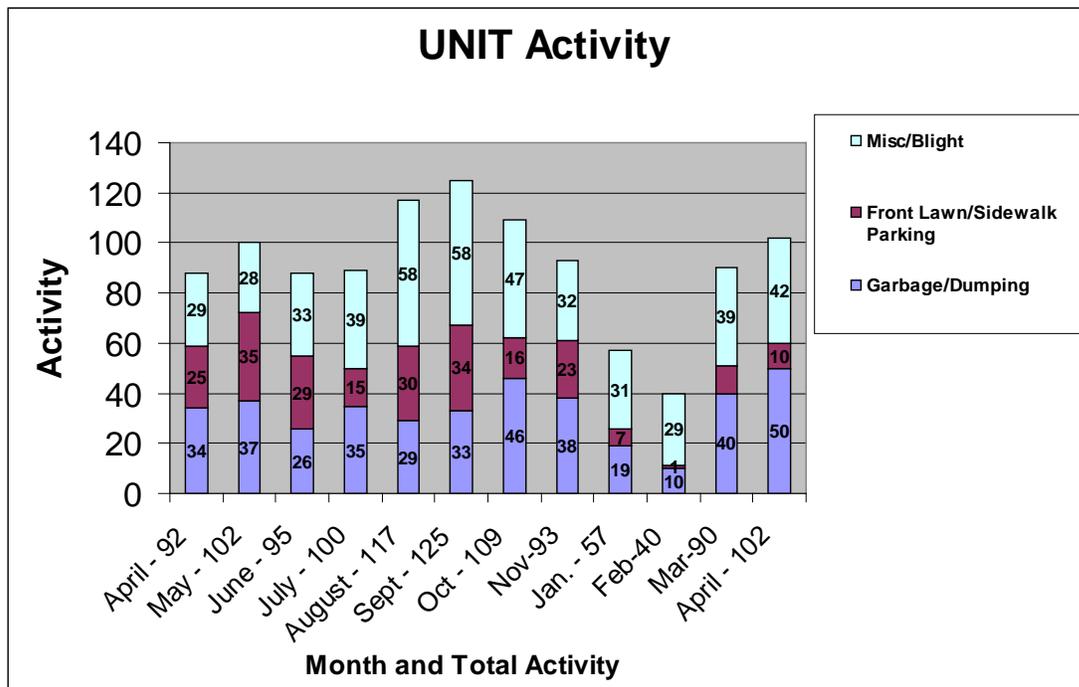
**ACTION:**

On April 7<sup>th</sup>, the UNIT hosted an intern for the day and our team visited Comstock and Nichols Street to demonstrate ACTION (Active Commitment Toward Improving Our Neighborhood). Our brief experience uncovered six properties that needed to be cleaned of debris, seven unregistered vehicles, including four on one property alone, and two summons were written for sidewalk parking violations.

ACTION is an invaluable service that our department offers as the UNIT proactively seeks to improve and maintain Danbury’s neighborhoods and our residents’ quality of life. Stay tuned for more formal ACTION to be completed this spring/summer, including organizing neighborhood meetings hosted by our office and Mayor Mark Boughton.

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: April 2011

The month of April saw the 311 Call Center receive 620 calls, with requests for phone numbers bringing the highest total at 209. The spring yard debris pickup program recently began and brought 41 calls while the upcoming Clean City Danbury on May 7 brought 62 inquiries. Residents seeking information as to where they can dispose of their household garbage numbered 44 calls, as recognition of the upcoming single-stream collection has gained while the recycling truck received 23 requests for information. Historically, the rains of spring bring an influx of calls due to the potholes and other road hazards that are presented and the renewed attention to local flora bring calls of potentially dangerous trees and intersections. Upcoming local events in the spring and summertime also bring the attention of residents and tourists who wish to find more information on the myriad of activities available to them throughout Danbury. 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