



**CITY OF DANBURY**  
**OFFICE OF NEIGHBORHOOD ASSISTANCE**

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Livable Neighborhoods 2011  
*“Building a Better Danbury”*

**August 2011**

August 29, 2011

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time of last month’s 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.

<b>Time Period</b>	<b>July 26 – August 29, 2011</b>
<b>Number of Quality of Life Issues</b>	134
<b>One Year Ago</b>	98

The top issues addressed by the UNIT were:

- Properties with debris on it (45)
- Unregistered/abandoned cars (26)
- Miscellaneous (19)
- Front Lawn Parking (17)

The UNIT continues its busy summer as our department has handled 134 quality of life issues over the last month. At this point in the summer, the UNIT is approximately 100 more service issues ahead of last year. Our department’s pro-activeness in the community is a direct reflection of these figures. The UNIT effectively identifies properties with garbage, vehicles without registrations and other community concerns and works to improve or eliminate them right away.

The last few weeks have contained a couple of notable accomplishments by our department. For example, a property near the intersection of Maple Avenue and East Franklin Street has recently been cleaned of a large pile of debris that was not only unsightly, but also contained foul odors. The UNIT allowed the property owner a reasonable amount of time to clean the mess, but he did not comply. As a result, a UNIT team member, who is also part of the city’s Health Department, sent the owner an order

mandating the cleanup within two weeks. Failure to satisfy the requirements of the order results in fines and possibly court proceedings. Needless to say, the property is now clean.

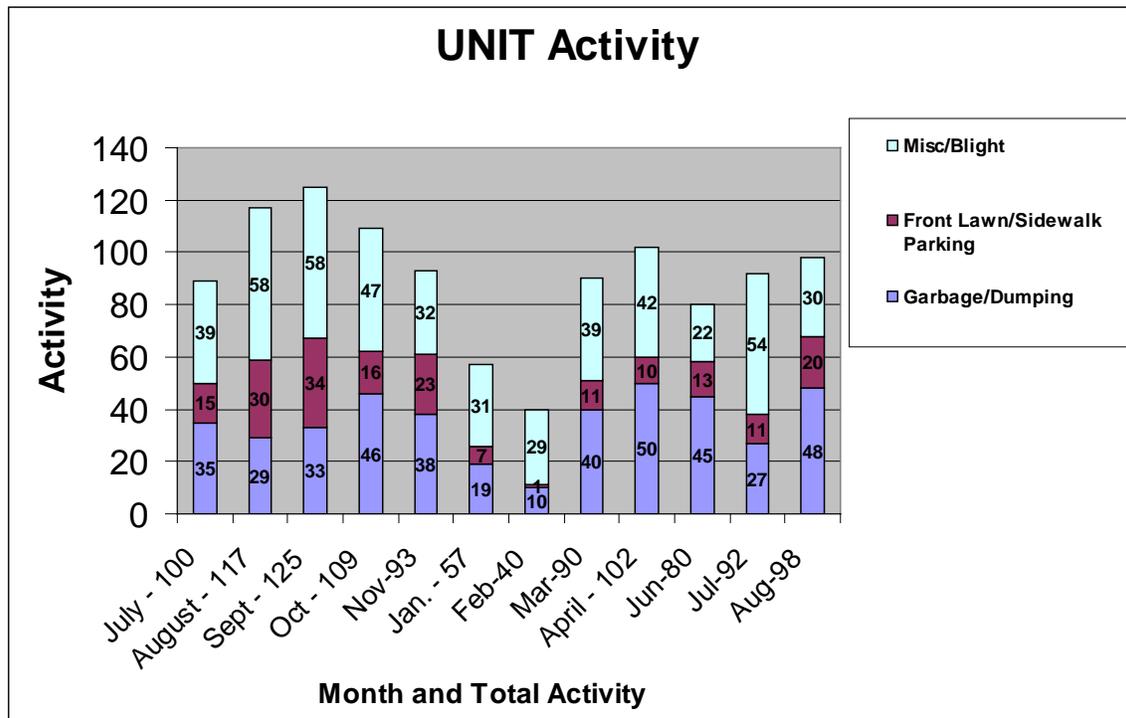
Additionally, another success story occurred on Spring Street. While on a nearby unrelated inspection, a resident saw our team and brought to our attention a concern of hers. She mentioned a pile of debris in the rear of her neighbor's property. Upon inspection, it was astounding! Piles of furniture, mattresses, kitchen garbage, and other various pieces of rubbish were noted. The pile of trash had a terrible odor, and was clearly a nest for rodents. The UNIT contacted the homeowner immediately and due to the severity of the mess, provided only 72 hours to have it cleaned up. The property owner quickly complied. He arranged for a dumpster to be delivered and got the mess cleaned up right away. It was surprising that residents didn't call our department and complain about it earlier, but at least the mess is now clean.

### **FCI Partnership:**

Our partnership with FCI has been the highlight of the summer. Since May, the residents of FCI have assisted our community with several cleanups around town. Currently, they have been assisting the Water Department by re-painting various fire hydrants around town. More cleanup projects are slated for the near future as well.

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 and 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.

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 2011**

The month of August saw the 311 Call Center receive more than 1100 calls, as Hurricane/Tropical Storm Irene brought more than 300 inquiries from residents relating to power outages, road closures, and flooding. Phone number requests totaled 211 calls for the month and questions regarding where residents may dispose of their household garbage totaled 39 calls. Information regarding the recycling truck totaled 27 calls and the upcoming Household Hazardous Waste Day brought another 23 calls; with the approaching September 24 date coming, this number is expected to increase for next month. Residents inquiring about the fall leaf pick-up program placed 14 calls and are eagerly anticipating the official announcement of the schedule of the program. Further yard debris calls are expected to increase as debris from Irene has proven to be substantial. An increase in road condition calls is also expected as the flood waters recede and damage can be properly assessed and prioritized. Residents are encouraged to report any dangerous situations to 311 as they are witnessed and not to hesitate and expect that another neighbor will do so.

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, and now, residents can utilize the Danbury Direct app from their iPhone to submit a concern or question. 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