



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

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Livable Neighborhoods 2012  
*“Building a Better Danbury”*

**July 2012**

July 30, 2012

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>	June 25 – July 30, 2012
<b>Number of Quality of Life Issues</b>	88
<b>Year to Date</b>	651

The top issues addressed by the UNIT were:

- Properties with debris on it (27)
- Miscellaneous (17)
- Abandoned/foreclosed and Blighted Properties (13)
- Unregistered/abandoned cars (11)
- Front Lawn Parking (9)
- Illegal Apartments/Overcrowding, Un-permitted Construction (5)

Properties littered with garbage and debris accounted for the highest total of UNIT activity over the last few weeks. As of today, the majority of them have already been reinspected and closed out. Our department continues to receive calls regarding abandoned/foreclosed properties and we follow up with the lending institutions for each one, ensuring that these homes are secure and are generally neat in appearance. Additionally, this is the time of year where our office receives complaints regarding the overgrowth of bushes, trees and grass impeding the city sidewalks and street corners. The UNIT communicates to property owner, the need to trim everything back accordingly.

**Highlights for the month:**

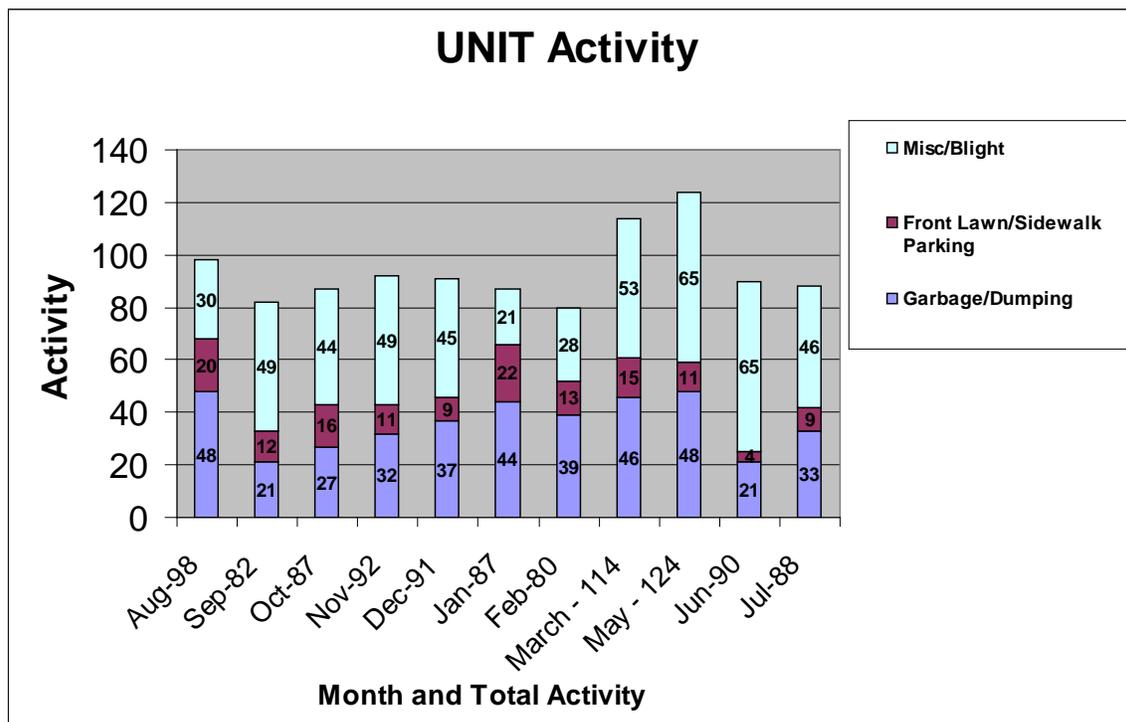
James Street – The UNIT received a call from Police Officer Matt Georgoulis regarding an incident at a residence on James Street. Officer Georgoulis had concerns because apparently the tenants had been living there without power, and he noted other unsafe conditions at the residence. Since he didn't have any enforcement authority to take care of this problem, he contacted the UNIT, unsure if there was anything our department can do to assist. Turns out, he did the right thing. The UNIT responded with Fire Marshal Johnson in company and learned that the tenants had been living there without power for over a month! Apparently, there had been a small fire in the electrical panel and the property owner had not gotten around to making the repairs. Living in the apartment were seven tenants, including four children. Can you imagine not having electricity all that time? When asked why they hadn't phoned anyone sooner about this problem, the tenant, with tears in her eyes, explained to me that she was too afraid to call anyone. The UNIT immediately summoned the electrical inspector to the home and connected with the out of town property owner on the phone. The property owner was mandated to arrange for a licensed electrical contractor to make the necessary repairs to the panel box, restore the power, as well as to apply for a permit for the work all within 24 hours. If these tasks weren't completed within this timeframe, the property owner was advised that his tenants would be put in a hotel at his expense. Needless to say, upon re-inspection the next day, the UNIT noted the service being repaired and power was restored. The tenants were extremely grateful. Special thanks to Officer Georgoulis for recognizing the problem and knowing to contact the UNIT to resolve the issue.

Deer Hill Ave – The UNIT had learned that a residence was going to hosting a large party on a Friday night and charging admission to all guests. Our department has received complaints before about this home for various issues and the neighbors have had enough. Hosting a large party is certainly allowed, however, it becomes a Zoning violation when guests are charged admission. Essentially, in this case, a commercial business is being run in a residential zone. Never mind the fact of the other potential nuisances like loud noise and a lot of cars. The UNIT coordinated with the Zoning and Police Department to visit the party late Friday and check on those very nuisances. The Zoning Director, Sean Hearty, reviewed the violations with the tenants of the home and noted that in all likelihood the party should simply be shut down. At the time, there were at least 100 guests in attendance and musical bands were scheduled to perform within the hour. With the assistance of Police Dept, knowing full well that the noise was beginning to get out of hand and was about to get worse, a compromise was reached and the partygoers were moved inside and the performance of the bands were cancelled. The tenants had been advised earlier in the day by Police that admission charges were not allowed so they ended up not charging that evening, which made it difficult to shut down the party, however that did prevent Mr. Hearty from issuing a violation notice anyway and will help prevent future issues at this residence. The good news was that the Police had threatened breach of peace arrests if there were any complaints phoned into the Police Department that night, and there was not.

Inmate Cleanups – Officer Ken Utter and I have been working with the inmates over the last couple of weeks cleaning up various locations of graffiti and the majority of these locations have now been taken care of. The East Lake reservoir was an area that had a lot of damage and now the area has been restored. Additionally, the inmates spent another

hour removing three bags of trash and litter from the woods and trails surrounding the shore of the reservoir. Additionally, we took the opportunity of using a cleanser especially made for paint removal and cleaned up three bus stop locations on Main Street and North Street. The UNIT will be contacting the local bus company to complete routine maintenance on at least one of its sitting areas as some of the plexiglas has been removed.

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: July 2012**

The month of July saw the 311 Call Center receive approximately 600 inquiries from residents as requests for phone numbers totaled the most calls with 215 placed for the month. The microburst of July 18 brought 50 calls within a timeframe of about two hours from residents who reported fallen trees, power outages, road closures, as well as those seeking general information. Information on where residents can dispose of household garbage remains a consistent topic at 27 calls received while another 11 calls were placed for information regarding the recycling truck. As the summer months transition into the autumn, call volume tends to shift towards unkempt properties, overgrown bushes and trees, as well as information on upcoming yard debris removal programs. Through the utilization of constant information sharing with other

departments, the 311 Call Center is fully-prepared to relay consistent and dependable information for 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