CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2012
"Building a Better Danbury"

August 2012

August 27, 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.

Time Period	July 30 – August 27, 2012
Number of Quality of Life Issues	102
Year to Date	753

The top issues addressed by the UNIT were:

- Properties with debris on it (39)
- Front Lawn Parking (18)
- Unregistered/abandoned cars (14)
- Miscellaneous (13)
- Abandoned/foreclosed and Blighted Properties (7)
- Illegal Apartments/Overcrowding, Un-permitted Construction (4)

Properties littered with garbage and debris accounted for the highest total of UNIT activity over the last few weeks. Our department will follow up with each property owner to ensure that these properties are cleaned up as quickly as possible. Just over half of the garbage issues that the UNIT dealt with in August, was a result of ACTION. While our department continues to respond to resident complaints, we take a lot of pride in our proactive approach to improving the quality of life in Danbury's neighborhoods. In fact, close to 50% of UNIT activity this past month was a direct result of ACTION.

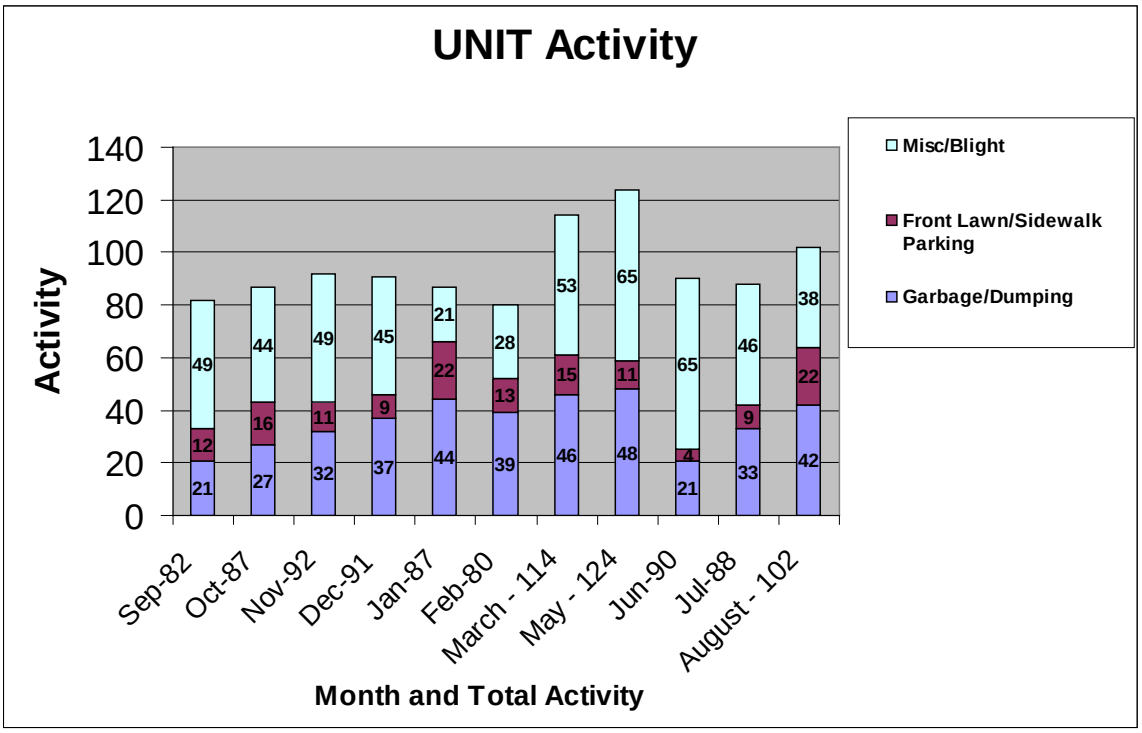
Highlight for the month:

Crestdale Drive – The UNIT received a call from nearby residents regarding their concern for a neighbor who they haven't seen in several weeks and this was uncommon. The exterior of the property was also overgrown and obviously hadn't been maintained in quite a while. Initially, the home had an appearance of it being an abandoned, foreclosed home, however, the records did not indicate this. The Police responded to a well-being call, and with the assistance of the Fire Department, were able to gain entry to the home in an effort to check up on the home owner, in the hopes that she was not in need of medical care. The good news was that the homeowner was eventually located in another town as she had been living with a friend. The concerning news was that the interior of the home was overrun with personal belongings, clothing and trash, that it was essentially impossible to move about the home. The hoarded stuff was piled up to the ceilings, leaving the narrowest of paths to move from room to room. Clearly, this was a dangerous situation. If emergency workers ever had to enter the home, due to medical or fire emergency, they would be at risk. Additionally, the homeowner and its residents would also be at risk.

The next day, the UNIT coordinated a meeting with the homeowner and advised that until the interior of the home is clean, no one can sleep inside the home. Additionally, I introduced the Welfare Department into this case in the efforts to assist the homeowner in finding a temporary place to stay and/or finding the resources to help her clean out the house. Also, the homeowner has some health issues, so Welfare is trying to do whatever they can do to assist this individual. The UNIT will continue to follow up with the resident and will be ready to assist however we can.

ACTION: As time allows, over the next several weeks, the UNIT will be conducting ACTION in various neighborhoods ensuring that properties are being maintained, vehicles are registered and parked accordingly and overall quality of life issues are being maintained or improved.

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 2012

The month of August saw the 311 Call Center receive over 600 inquiries from residents as requests for phone numbers totaled the most calls with 222 placed for the month. Informational requests composed the majority of the remaining totals, as residents continue to utilize 311 as a free and dependable resource for all City information. Residents seeking information on branch pickup placed 29 calls, while 41 were placed from residents looking to dispose of household garbage while another 22 calls were placed for information regarding the recycling truck. As the summer ends and the seasons change, the unstable weather can often bring about hazardous road conditions; residents are encouraged to remain vigilant and proactive in reporting issues to allow for a proper response.

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, 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