



**CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE**

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Livable Neighborhoods 2012
“Building a Better Danbury”

September 2012

September 24, 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	August 27 – September 24, 2012
Number of Quality of Life Issues	89
Year to Date	843

The top issues addressed by the UNIT were:

- Unregistered/abandoned cars (19)
- Properties with debris on it (18)
- Front Lawn Parking (18)
- Miscellaneous (13)
- Illegal Apartments/Overcrowding, Un-permitted Construction (9)
- Abandoned/foreclosed and Blighted Properties (7)

Approximately 50% of UNIT activity this last month was a result of ACTION (Active Commitment Toward Improving Our Neighborhood). Our department prides itself on our proactive behavior to maintain and improve neighborhoods. As issues are spotted, the UNIT will knock on doors and talk to property owners and tenants to address the problem, seeking a quick resolution. ACTION continues to be our department’s greatest asset. If these issues are remedied before they get out of control, then it will help relieve the nearby residents of the stress/anger associated with the problem, which ultimately

lead them to submit a complaint to our department. As a result, our efforts are immediately recognized and appreciated by the residents.

Unregistered vehicles, abandoned cars, properties with trash on it and vehicles parked on the front lawn collectively accounted for the highest activity for the UNIT over the last month. For the most part, abandoned vehicles are referred to as cars that are left on city streets and they are not registered. In these cases, a warning sticker is placed on them and the cars are towed if they are not removed within 24 hours.

The partnership with the FCI has temporarily ended, as they qualify and assign a new group of women to participate in the furlough program. Needless to say, our relationship with the FCI has been extremely successful. Countless number of cleanups and projects have been completed and it shows around the city.

Service Feedback:

Shawn,

I, too, have noticed an amazing improvement over the past couple of weeks. I can't tell you how much we appreciate your and your team's efforts and partnership throughout the course of this intervention. Your diligence and follow-up have been great. I will continue to keep you updated on an as-needed basis. Thanks very much, Shawn.

Warmest Regards,

Rui D.

Hi Jeff,

I just wanted to write to let you know that the house next door is being taken care of properly so far this summer. While my husband still trims the front hedges, at least someone has come a few times to mow the front and and back lawn. This has made a big difference and I'm sure that the other surrounding neighbors appreciate it as much as I do. I just wanted to let you know how pleased we all are. Have a great day!

Beth S.

Chestnut St. Ext. Follow up:

On September 12th, the UNIT attended a meeting with Police Chief Al Baker at the Police Department. Chief Baker coordinated for the property manager of the Colonial Apartment to meet with us, along with a couple of patrol officers, WCSU Police and other WCSU officials. Complaints of lewd and mischievous behavior have returned now that school is back in session. On the bright side, complaints of speeding have decreased

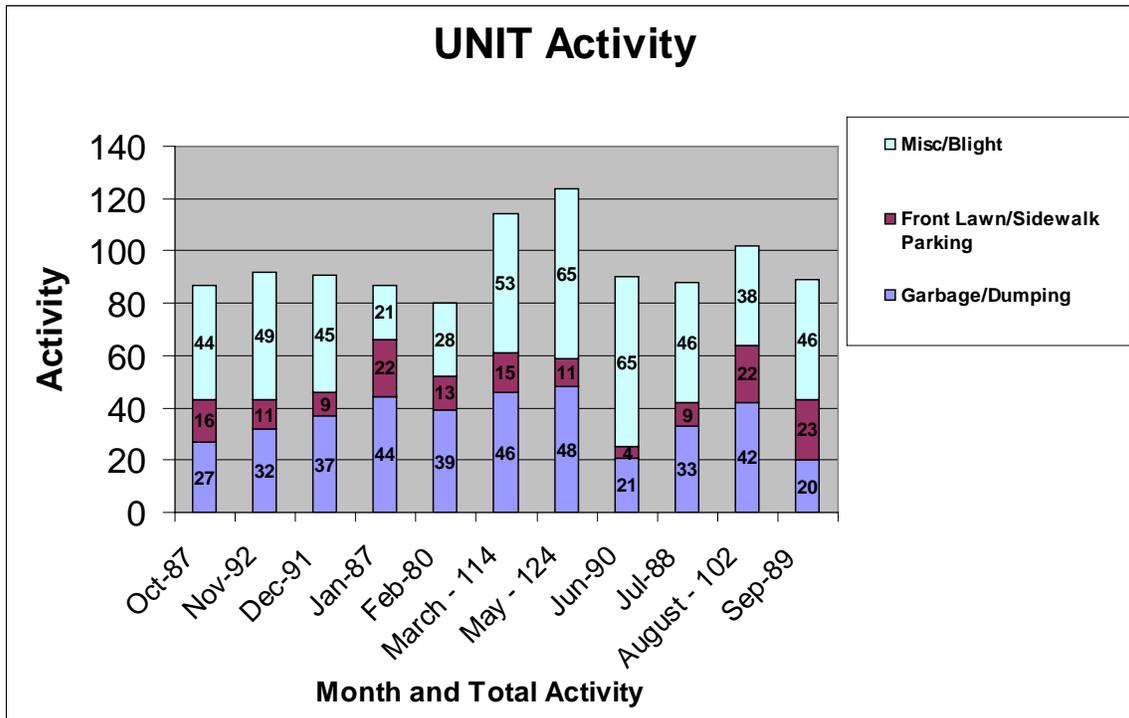
as the street has been repaved and a very large speed hump has been installed. The meeting was productive as everyone is motivated to reduce the number of occurrences in the neighborhood, and improve the safety and quality of life amongst the residents. A plan of action was established where that communication between DPD, WCSU PD and Administration and the property managing company would be ongoing as incidents occur. The managing company will exercise their right to evict tenants that are cited/charged by the Police, as well as violate the bylaws of the complex. It seems that this is the logical step toward improving the neighborhood and the UNIT will continue to monitor and track complaints.

ACTION:

Within the next two weeks, the UNIT will be performing targeted ACTION within the following neighborhoods:

- James St
- Meadow St
- Auburn St
- Crown St

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: September 2012

The month of September saw the 311 Call Center receive more than 530 inquiries from residents as requests for phone numbers totaled the most calls with 222 placed, followed by 39 calls placed for information on where residents can dispose of household garbage and 29 calls placed for information on the recycling truck. Residents seeking information on the coming Household Hazardous Waste Day placed 22 calls while 11 residents placed calls seeking information on the upcoming fall leaf pickup program. Call volume is expected to steadily increase as the autumn progresses with more calls historically placed for the leaf pickup program, reporting of hazardous road conditions, and unsafe trees. The 311 Call Center will continue to work with all other city departments to ensure that proper information is relayed on a consistent basis to meet the needs of 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, □ HYPERLINK "http://www.ci.danbury.ct.us" □ 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