



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

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Livable Neighborhoods 2012  
*“Building a Better Danbury”*

**November 2012**

November 26, 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>	October 31 – Nov 26, 2012
<b>Number of Quality of Life Issues</b>	52
<b>Year to Date</b>	995

The top issues addressed by the UNIT were:

- Properties with debris on it (13)
- Miscellaneous (10)
- Unregistered/abandoned cars (8)
- Front Lawn Parking (6)
- Illegal Apartments/Overcrowding, Un-permitted Construction (4)
- Illegal Dumping (5)

The last few weeks were difficult for the residents of the city, while we all struggled with the loss of power, as well as tree and property damage. The UNIT received several calls from residents with concerns over leaning trees, fearing the damage that can be caused if they fell. For the most part, residents were responsive and many of them had already made plans to safely remove the trees. Additionally, the Highway Department utilized our department to help communicate to the residents, what the expectations were with the tree, branch and leaf bag removal. This is the time of year where our department receives various complaints of residents blowing leaves out into the street, dumping them in

nearby empty lots, or placing piles of branches in the city streets. Our department quickly responds and addresses the issue effectively.

#### Ordinance 10-99 – 10-106 – Blighted Exterior Properties:

The recent City Council meeting saw the approval of the enhanced Blighted Exterior ordinance. This ordinance provides the UNIT with the ability to fine property owners up to \$100 a day for non-compliance of allowing their property to become blight in the neighborhood. While it is not the primary goal for the UNIT to issue fines, it is critical that property owners be held accountable for maintaining their property accordingly. Historically, the UNIT continues to be extremely successful with working with property owners, residents and banks to ensure properties are appropriately maintained.

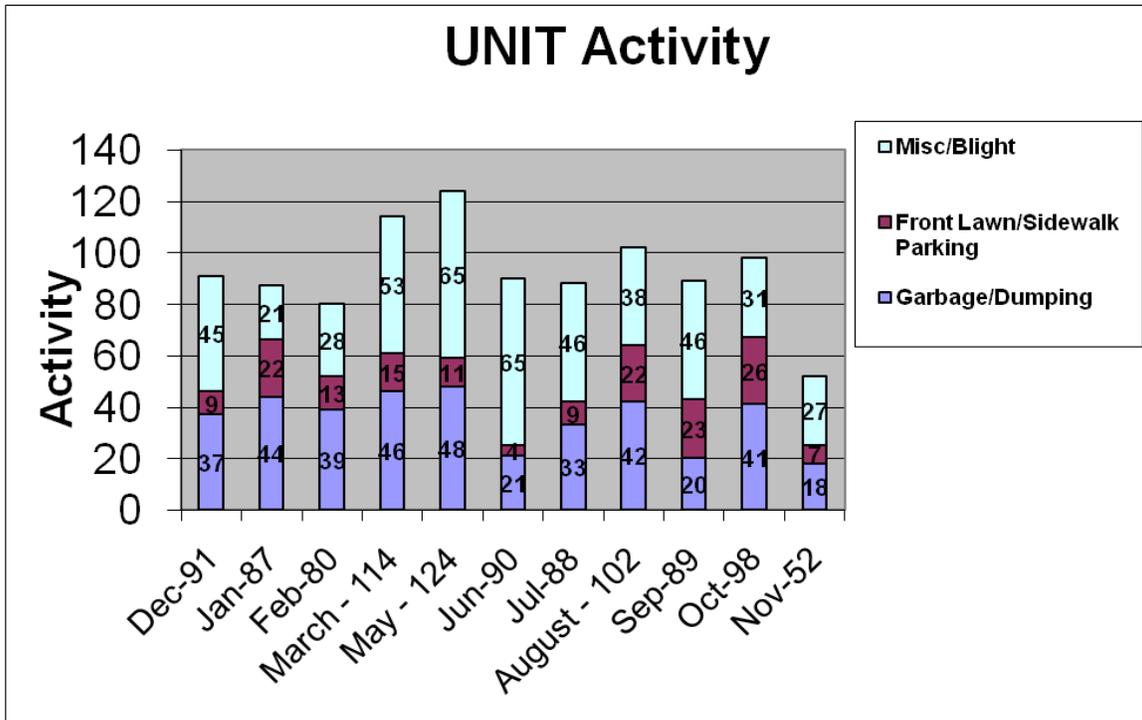
Our department would like to thank you for your continued support in our efforts to maintain and improve the quality of life in Danbury.

#### Monthly Highlight (foreclosure):

82 Sheridan St. The UNIT received a complaint on this property because of residential garbage in the backyard. Upon inspection, it appeared as if the contents of a dumpster was recently emptied right there in the driveway. Residential and kitchen garbage littered the property. It was also evident that animals were making things worse by picking through it and spreading it around. Essentially, the problem had to be taken care of immediately. With the help of Jeff Preston, the UNIT learned that this 3 family structure is in foreclosure and owned by the bank. Further investigation revealed that it was currently being listed. I spoke with the listing agent and mandated that he coordinate an express cleanup of the property. Within 48 hours, he was able to get approval from the bank and arrange for the property to be restored. It's very rare that banks can move this quickly, and thanks to Jeff and the real estate agent, this problem was resolved efficiently.



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: November 2012

The month of November was dominated by the aftermath of Superstorm Sandy and the ensuing power restoration, road openings, and cleanup. The 311 Call Center received a total of 760 calls for the month, including more than 30 that were received on November 2 when the Call Center was open for the morning hours. Residents inquiring about power restoration and storm cleanup (for which there was no curbside branch removal) totaled approximately 211 calls while reports of dangerous trees totaled more than 40 calls, emails, and service requests. Due to the storm, there was not a typical amount of requests for general information, but 178 residents still called looking for phone numbers. The suspended fall leaf pickup program brought another 82 calls while information on where residents can dispose of household garbage totaled 24. Call volume during this time of the year is heavily dependent upon the weather; if storms persist through the winter months then the 311 Call Center is expected to remain very

busy in responding to inquiries and service requests and will continue to work with all other city departments to ensure appropriate responses and performance.

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](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