



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2013
“Building a Better Danbury”

November 2013

November 21, 2013

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	October 28 – November 21, 2013
Number of Quality of Life Issues	79
Year to Date	902

The top issues addressed by the UNIT were:

- Garbage/Debris on property (26)
- Illegal Apartments/Overcrowding, Unpermitted Construction (13)
- Front yard Parking (16)
- Blight/Miscellaneous (12)
- Abandoned or unregistered vehicles (9)
- Illegal Dumping (6)
- Parking violations (5)
- Exterior Blight Order (1)

UNIT HIGHLIGHTS:

It’s starting to get colder, it’s getting dark earlier and residents are preparing for winter. As the leaves fall from the trees, leaving hillsides bare, the UNIT takes the time to ensure that areas are clean and free of litter or excessive dumping items. These locations consist of hillsides at dead end roads within neighborhoods, cul de sacs, less travelled roads and

other areas that have historically been conducive to illegal dumping. Although, to the common resident, our success may not be quickly noticeable, there has been a considerable improvement and lot less dumping in these areas. This is the result of increased enforcement that leads to fines being issued, and immediate cleanups. The UNIT and our Highway Department work together to ensure that Danbury is efficiently maintained and kept clean.

Exterior Blight Citation Warnings Issued:

Since the last Council Report, the UNIT issued one (1) Exterior Blight Warnings to property owners. In this case, thirty days are allowed for the property owner to remediate the issues highlighted on the citation warning. If compliance isn't achieved during this time frame, then our department goes to the next step of issuing daily fines of \$100/day until the issues have been resolved.

Orders written by UNIT (YTD): 27

Below is a review of the warnings sent this past month:

- **2 Frandon Drive:** Commercial activity at this location has been ongoing by virtue of the property owner bringing home commercial truck every night. Neighbors have complained to our department. UNIT had warned the owner to remove the truck, but with no results. As a result, blight order was sent.

Last week, the UNIT attended a hearing for property, **28 Mountain Road**, and the outstanding blight order that had been issued against that property. The order was sent as a result of a large accumulation of collectibles and rubbish in the driveway. The property owner was present at this hearing and he is facing over \$6000 in fines. The result of the hearing was a hard deadline, agreed upon in writing, for everything to be cleaned up. Failure to comply will result in fines.

Another update is on property, **169 South Street**, which has been vacant for many years. As a result, the house has deteriorated and become overgrown with trees, weeds and vegetation. The property owner finally received our department's order and has already begun cleanup. Trees and branches have been removed, the yard has been taken back and the property looks vastly improved. Additionally, a permit has been applied for the repair the rotted deck and stairway.

9 Hayestown Road has been closed as the bank owned property has been sufficiently cleaned. The UNIT issued an Exterior Blight Order to the bank.

The Exterior Blight Ordinance and our department's enforcement of it WORKS. The results have been very noticeable around our city. Our department continues to work on the remaining open orders and is prepared to continue issuing them, as this has become a valuable enforcement tool for our department.

311 Call Center Report: November 2013

The month of November saw the 311 Call Center receive approximately 493 calls, with phone numbers being the most-requested item once again at 162 inquiries. The onset of the fall leaf pickup program, which began October 21 for zip code 06810 and will conclude the week of November 25 for zip code 06811, brought 31 calls and residents were reminded to abide by the rules and parameters of the program. Residents seeking information on polling location for Election Day placed 27 calls, with a majority inquiring on their new location. Information on where and how residents can dispose of household garbage brought 22 calls. Thirteen calls were placed for information on the recycling truck and its subsequent locations and 11 calls were placed regarding Household Hazardous Waste Day, which will not happen again until 2014. The progression of the autumn into the winter, and the unpredictable weather associated with such, places great pressure for respective departments to finish projects before storms force an alteration of plans. By keeping close communication with city departments, and their projected schedule, the 311 Call Center is able to provide the best information for the residents of Danbury going forward.

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