



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2014
“Building a Better Danbury”

December 2014

December 29, 2014

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	Nov. 24 - December 29, 2014
Number of Quality of Life Issues	87
Year to Date	992

The top issues addressed by the UNIT were:

- Garbage/Debris and Blighted property (31)
- Unregistered/abandoned vehicles (12)
- Exterior and Structural Blight Orders/Notice of Violation (12)
- Parking violations (8)
- Front Lawn Parking (6)

Another year has come and gone. Our department continues to be an effective resource in preserving and improving our community. Here are some of the highlights and accomplishments of 2014:

- Approximately 1000 quality of life issues were completed.
- 38% of UNIT activity was proactive (ACTION) and not driven by resident complaints. This demonstrates our effectiveness in identifying and remediating issues in our neighborhoods *before* they become a greater problem and a nuisance to our residents.
- City Council unanimously approved changes to Structural Blight Ordinance (10-91 through 10-98), giving UNIT enforcement authority over structurally blighted properties.

- Issued 145 orders and notices to property owners requiring properties or structures to be cleaned up of debris, unregistered/inoperable vehicles removed, structural improvements to be made, graffiti removed, etc. These orders are often sent as a result of recurring issues at the property, egregious violations or the property owner does not live at the location and the tenants are not participating in the upkeep of the property.
- Continued progress in the downtown region as business owners, property owners and tenants have joined together to ensure that sidewalks and adjacent areas are kept clean.
- Coordinated several community service cleanups in neighborhoods, parks and streets, removing litter and remnants of illegal dumping.
- Remain vigilant on the removal of graffiti around Danbury. This includes bridges, underpasses, signs and buildings. Property owners also receive notices by our department to remove unwanted graffiti from their buildings.

EXTERIOR AND STRUCTURAL BLIGHT CITATIONS:

Orders written by UNIT (YTD): 145 (Includes Notice of Violations and Graffiti notices)

Below is a review of the Exterior Blight Citations sent this past period:

Exterior Blight Citations:

- **33 Stevens Street:** Issued order for the removal of garbage and rubbish in the rear of the property. Mess includes a couch and other random furniture and wood debris.
- **31 Stevens Street:** Issued order for the cleanup of garbage/litter around the entire property. Initially stopped to have property owner clean the inordinate amount of litter in the front of the property on the sidewalk and upon further inspection of the whole property, there was rubbish everywhere.
- **15 Stevens Street:** Issued order for removal of garbage in the rear of property. Mostly consists of old furniture, couches and mattresses, as well as a lot of litter around the garbage cans area.
- **22 New Street:** Issued order for the cleanup and removal of garbage/rubbish in rear of property, includes furniture, overflowing garbage cans, refrigerator and litter all around property.
- **6 Skyline Terrace:** Issued order for the removal broken plastic tarp/tent structures in the rear of the property. Property owner had been asked months previously with no action taken.
- **6 Spruce Street:** Issued order for the removal of rubbish around the entire property. Property is not being properly maintained.

- **82 Town Hill Avenue:** Issued order for the removal of discarded furniture (mattresses, sofa and beds) tossed in the backyard down behind a wall. Also, litter around the entire property.

Structural Blight Citations:

- **57 Deer Hill Avenue:** Issued structural blight order for the property owner to secure property, continue to improve structure with siding, windows, etc. Much improvement to the property has been made throughout the year, but more is required.

Notice of Violation letters:

- **2 Worden Avenue:** Sent notice to property owner regarding piles of large cut logs that have been sitting in front yard for years. There are also two piles in the rear of the property, and a unregistered vehicle in the driveway that does not appear to have been moved in a long time. Previous attempts to speak with the property owner have failed, so a letter was sent.

Graffiti Removal:

Our department remains vigilant on issues like graffiti and we work to remove it right away because we believe that it contributes to the decay of the quality of life in our city. So far, the results have been successful.

Below is a list of where violation notices were sent and property owners have been required to clean up graffiti from their buildings.

- **15 Old Newtown Road**
- **211 White Street**
- **298 White Street**

311 Call Center Report: December 2014

The month of December saw the 311 Call Center receive approximately 465 calls, bringing the year-end total to nearly 9,000 emails, letters, and in-person requests from residents looking to input a service request or inquiring about free and dependable information. The year of 2014 was relatively calm compared to previous years, as major storms and city-wide disruptions were minimal. The polar vortex and subsequent poor weather in January and February proved to be a difficult experience, with over 400 calls received regarding the weather during those two months; however, there was no long-lasting impact akin to Winter Storm Alfred or Hurricane Sandy.

In addition to the 400 calls placed regarding the weather, the request for phone numbers were the most highly-requested item of the year at 1,535 requests, with 248 calls being placed by

residents looking to dispose of household garbage, 198 calls for information on the recycling truck, 125 calls for the spring and fall yard debris pickup, 113 calls for the Household Hazardous Waste Day, and 119 calls for Clean City Danbury Day. Over 400 potholes were reported during 2014 combined with about 350 other road issues, as residents remain vigilant in reporting concerns immediately upon seeing them. The 311 Call Center was also successful in cleaning up and/or securing over 20 abandoned houses/properties within the city during 2014 and over 300 reports of garbage and debris were reported. The 311 Call Center needs the help and input of neighbors in reporting issues and encourages reporting said issues as soon as an inquiry is noted. Residents should never hesitate to report a concern or assume that another neighbor will do so in order to ensure a quick response.

The city encourages the residents of Danbury to be proactive in the care for their community and to alert CityLine 311 whenever areas of concern are noted. Even if residents are unsure if a notice of violation is warranted, or if the area of concern is a city responsibility, a city official will be sent out to investigate and determine the appropriate course of action. Residents can use Danbury's Knowledge Base on the website to inquire whether or not a violation may be present, and can submit a service request directly from our webpage. Residents are also encouraged to download the Danbury Direct app to help submit service requests, which has proven to be another convenient means of communication. Your involvement with the preservation of the quality of life in Danbury is essential to not only efficient and effective government response, but also to the continued prosperity that is sought by all. The city greatly relies on, and appreciates, the community's partnership and support and the 311 service line is the best means by which this mutually-beneficial relationship can continue to thrive.

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