



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2015
“Building a Better Danbury”

February 2015

February 23, 2015

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.

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|---|--------------------------------|
| Time Period | January 26 – February 23, 2015 |
| Number of Quality of Life Issues | 62 |
| Year to Date - 2015 | 121 |

The top issues addressed by the UNIT were:

- Miscellaneous (48)
- Garbage/Debris and Blighted property (5)
- Abandoned vehicles (3)
- Front lawn parking/Parking violations (3)

SNOW, SNOW: GO AWAY: Clear your sidewalks

Winter has certainly hit with a fury this month as there have been several snow and ice storms over the last few weeks. As seen by our department statistics above, we have responded to several complaints of sidewalks not being cleared of snow/ice.

Did you know that Danbury has an ordinance that requires property owners to clear their sidewalk of snow or risk being fined? Ordinance 17-7 states that within four (4) hours of daylight immediately following the end of the storm, all snow and ice shall be removed to ensure the safe passage of pedestrians. The penalty of non-compliance is a \$90 fine.

In addition to our response to these complaints, our department proactively identified several other properties with the same safety concerns and knocked on doors, notifying tenants and property owners to immediately clear their sidewalks.

EXTERIOR AND STRUCTURAL BLIGHT CITATIONS:

Orders written by UNIT (YTD): 14 (Includes Notice of Violations)

Due to the excessive snow accumulations, and the inability to verify that blight issues have been rectified, most deadlines associated with the Exterior Blight Orders have been extended until the snow has melted.

THINK SPRING:

It seems hard to imagine but the snow will be melting and it will be warm again! In preparation of the change of seasons, the UNIT is working on the coordinating volunteer cleanup campaigns around the community. Stay tuned for further details.

311 Call Center Report: February 2015

The month of February saw the 311 Call Center receive approximately 467 calls, with requests for phone numbers being the most-requested item at 128 inquiries. The sudden escalation in snowstorms resulted in over 50 reports of sidewalks not being cleared and over 20 inquiries regarding snow removal operations. Residents seeking information on the recycling truck placed 14 calls while those seeking information on how they can dispose of household garbage placed 12 calls and were informed of to keep abreast of the news regarding Clean City Danbury Day, which has not yet been announced. As February continues into March, the freeze-thaw cycle brings with it many potholes and dangerous road conditions. Residents are encouraged to drive safely during these times and to report issues immediately to 311 as they occur so that they can be logged and responded to accordingly.

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