



**CITY OF DANBURY**  
**DEPARTMENT NEIGHBORHOOD ASSISTANCE**

155 DEER HILL AVENUE  
DANBURY, CONNECTICUT 06810

**Shawn Stillman**  
**UNIT Coordinator**  
Livable Neighborhoods 2008

**203-796-8026**  
**Fax 203-797-4586**

**December 2008**

*“Building a Better Danbury”*  
*s.stillman@ci.danbury.ct.us*

Honorable Mayor and Common Council Members:

From the time period of the previous Common Council report, November 25<sup>th</sup>, up until December 22<sup>nd</sup>, the UNIT has responded to 97 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on. Front yard parking (39) and Garbage on properties (24) were the top two infractions addressed by the UNIT.

With the winter weather and snowy conditions upon us, the UNIT anticipates assisting the Highway and Sidewalk Department to ensure that residents are properly clearing the sidewalks of snow in a timely fashion. Additionally, in an effort to assist the Highway Department with the plowing of Danbury’s streets, vehicles that have been left out in the streets during snow storms will also be attended to.

**Year in Review:**

2008 has been a productive year for the UNIT. **As of 12/22/08, the UNIT has responded to almost 1100 quality of life issues in Danbury.**

Properties containing garbage and rubbish counted for approximately 47% of UNIT activity. Health and blight issues arise with an accumulation of debris on the property, so the UNIT works with property owners to ensure that Danbury’s neighborhoods are kept clean. As a result of UNIT intervention, close to 500 properties have been cleaned up.

Vehicles parked on the front lawn accounted for approximately 30% of UNIT activity. With the passing of City Ordinance, Sec 19-78, which prohibits the parking or storing of motor vehicles on front lawns, vehicle owners could receive a fine for this violation. In most cases, after vehicle owners received a warning placed on the windshield advising that the car be removed from the lawn and parked either in the driveway or in the street,

owners complied within 24 hours or less. The UNIT has noted continual improvements in areas where front yard parking has been common.

Apartments and houses that have unsafe conditions resulted in over 10% of UNIT activity. These dwellings are found to have living space in the basement or attic that does not meet the requirements of the appropriate codes. This results in a major fire and health hazard, as secondary emergency exits are often blocked or non-existent.

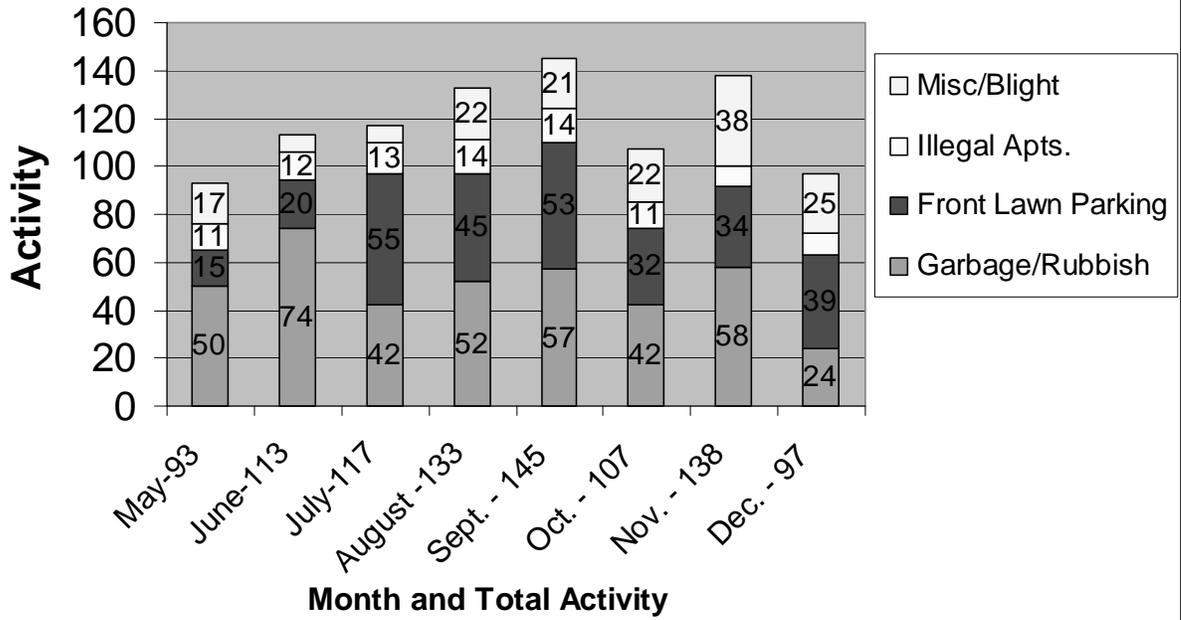
The UNIT has also addressed several other types of issues around the city. Concerns range from removing unregistered or abandoned vehicles from the streets, removing commercial vehicles out of residential neighborhoods, investigating illegal dumping, ensuring that residential construction around town is being completed with the proper permits and anything else that can be done to make Danbury a more desirable place to live. The UNIT is committed to resolving issues as quickly as possible

In addition to responding to the concerns of Danbury's residents, the UNIT also is committed to ACTION (Active Commitment Toward Improving Our Neighborhoods). ACTION is a method in which the UNIT proactively visits neighborhoods and performs visual inspections, as well as communicates with the residents to ensure that quality of life issues are being maintained. The success of ACTION has been well measured. Nearly 50% of UNIT activity in 2008 has originated from ACTION.

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](http://www.ci.danbury.ct.us), and click on the City Line 311 link and register their complaint at their convenience. 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.

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.

# UNIT Activity



## 311 Call Center Report: December 2008

The month of December saw the 311 Call Center receive approximately 600 inquiries from residents with a large portion of calls being weather-related. The snow storm on the weekend of December 19-20 saw dozens of residents calling with questions relating to snow removal on roads and sidewalks as well as questions about where they can move their cars in order to avoid towing. Many residents are also looking ahead to the springtime in the hopes that Clean City Danbury Day will once again occur; giving residents the opportunity to dispose of any debris that has accumulated over the past calendar year. Residents are also looking forward to the next HRRA Household Hazardous Materials Waste Day; which has already been confirmed for May 16, 2009 in Newtown. The residents of Danbury continue to utilize the 311 Call Center as a means of free information – looking for addresses, phone numbers, and directions (both into and out of Danbury). The 311 Call Center is also retaining close communications with all other City Departments to insure a clear, consistent, and precise message for all residents of Danbury.

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