



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

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Livable Neighborhoods 2009

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**January 2009**

*“Building a Better Danbury”*  
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Honorable Mayor and Common Council Members:

From the time period of the previous Common Council report, December 22<sup>nd</sup>, up until January 27<sup>th</sup>, the UNIT has responded to 86 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 (42) and Garbage on properties (14) and Overcrowding/Unsafe living conditions (14) were the top infractions addressed by the UNIT.

Winter storms in January have prevented the UNIT from easily identifying properties with garbage/rubbish due to the snow covering. Also, as a result of the necessary parking bans, some residents have continued to leave their vehicles on the lawn, even after the roads have been cleared. The UNIT continues to focus on these neighborhoods and speak with the residents, reminding them of the front yard parking ordinance, the \$250/day fine and the need for all vehicles to be parked in the driveway or on the street.

The number of calls received from residents regarding unsafe living conditions were also higher than in recent months (14). The UNIT inspected these homes ensuring that fire, health and zoning codes are being met. In addition to immediately addressing any safety issues, the Zoning Department becomes involved if illegal apartments are exposed upon inspection. Below is a brief breakdown of the inspections. Please refer to the Neighborhood Assistance webpage at the end of the month to view all of January activity.

- Six homes had safety violations and are in the process of being resolved.
- Five of the homes inspected had no violation.
- Two homes have been referred to Zoning for the removal of unauthorized apartment.

The UNIT has also addressed cars left on city streets during snow storms. The Highway Department works very hard to clean Danbury's streets during storms, and when cars are left on the street, it becomes very difficult for the plow trucks to effectively remove the snow. Additionally, after the plowing is complete, and vehicle owners then remove their car, mountains of snow are left behind and not removed from the road. The end result is that the Highway Department has to come back and clean the snow, or it just remains there. The UNIT addresses these issues as well. Vehicle owners are identified and the UNIT advises them to move their car and the snow from the roads. In cases where the vehicle is found to be unregistered, the UNIT has the vehicle towed away.

The UNIT also addressed other types of issues around the city for January. Four unregistered or abandoned vehicles were removed from the streets, commercial vehicles in residential neighborhoods were removed from two homes, and property owners were asked to ensure that their sidewalks were clear of snow.

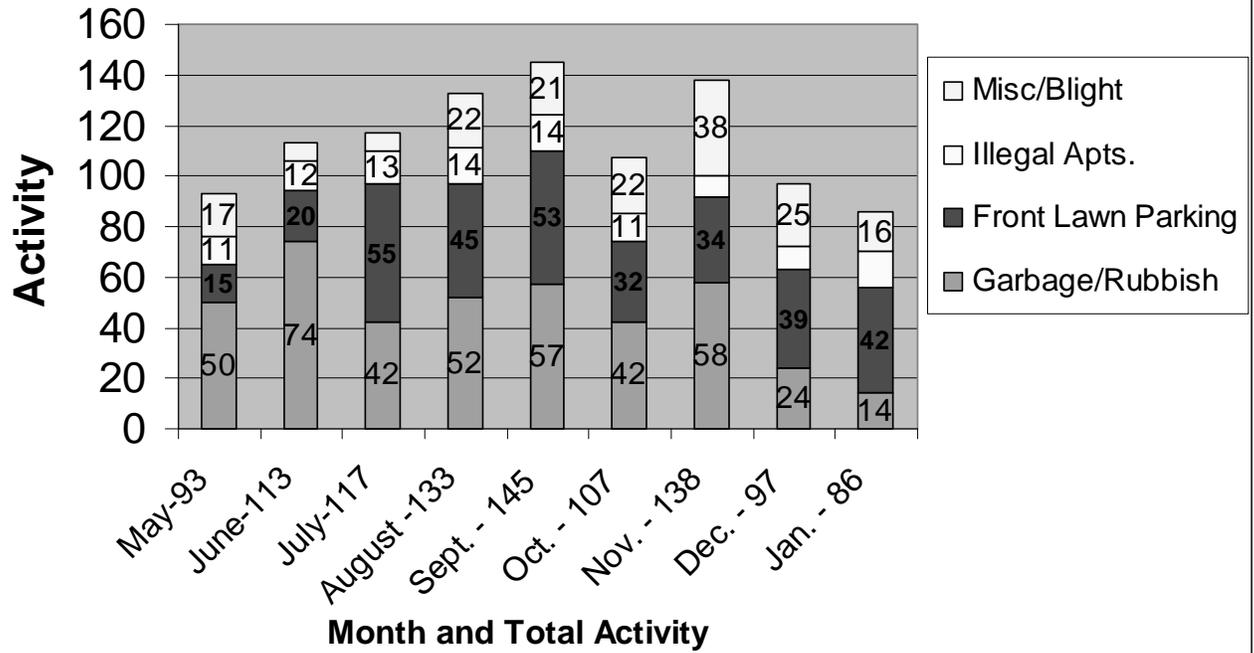
In addition to responding to the concerns of Danbury's residents, the UNIT also is committed to ACTION (Active Commitment Toward Improving Our Neighborhoods). In January, ACTION resulted in 42% of UNIT activity.

The goal of the UNIT is to improve the quality of life in Danbury and maintain the city as a desirable place to live. The UNIT is committed to addressing and resolving these issues as quickly as possible.

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: January 2009

The month of January saw the 311 Call Center receive approximately 900 inquiries from residents with most calls being in response to a string of winter storms that occurred throughout the month. Many residents called to request that their roads be plowed and/or sanded and also to report downed trees, branches, and power lines (which is a great help to City workers) during the ice storm that hit Danbury early in the month. Residents who were without power called looking for information on the warming center as well as information as to when they could expect power to be restored. This string of winter storms also delayed the Christmas Tree Pick-Up program; many residents called to see if the program was still running or if they had missed it. As calls are received about Christmas trees that are yet to be picked up the street names are then sent over to the Highway Department for appropriate action. Residents are also reminded that they are free to dispose of their trees at Ferris Mulch on Plumtrees Rd. Despite the heavy weather-based call volume the 311 Call Center still received many requests for general information such as phone numbers (both government and business), the furnace rebate program, directions, and the location of the recycling truck. Residents are also looking forward to the announcement of Clean City Danbury Day 2009 and have been calling accordingly, as well as the next Household Hazardous Materials Waste Day. With the invaluable assistance of other City Departments the 311 Call Center is able to provide consistent, reliable information and services for Danbury residents.

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