



CITY OF DANBURY
DEPARTMENT NEIGHBORHOOD ASSISTANCE

155 DEER HILL AVENUE
DANBURY, CONNECTICUT 06810

Shawn Stillman
UNIT Coordinator
Livable Neighborhoods 2009

203-796-8026
Fax 203-797-4586

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

Honorable Mayor Boughton and Common Council Members:

March 2009 has seen significant increase in UNIT activity. From the time period of the previous Common Council report, February 24th, up until March 31st, the UNIT has responded to 169 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on.

The fact that the weather is beginning to improve and get warmer is the most likely result of the increase of residents' calls to the UNIT and CityLine 311. As the clocks have shifted bringing an extra hour of daylight and residents begin to spend more time outdoors, problem areas are easily identified. Additionally, the Danbury News-Times published an article about the UNIT and its activity for the first two months of 2009, and this article resulted in more calls from residents.

Complaints regarding front yard parking (58) and garbage on properties (61) were the majority of the issues that the UNIT addressed in March. The UNIT also addressed concerns of unsafe living conditions (14), some of which resulted in basement rooms needing to be vacated due to fire safety issues. Other issues that the UNIT was assigned to in March were removal of abandoned vehicles, construction without permits and various quality of life issues such as neighborhood noise/nuisance issues and commercial vehicles in residential areas.

Some notable achievements for March include the cleaning of garbage from City property on the hill of Kennedy Street. Chris McGran of the Highway Department, deserves much praise for working hard at pulling down numerous mattresses, furniture pieces, and several bags worth of garbage and litter. Other areas around town are slated to be cleaned and Officer Ken Utter will be coordinating this clean up with individuals that need to perform community service. Additionally, Office Utter issued a \$219 infraction on an individual who was dumping construction debris around town. UNIT members

knew where the debris was coming from and upon questioning the individual, he admitted to the dumping.

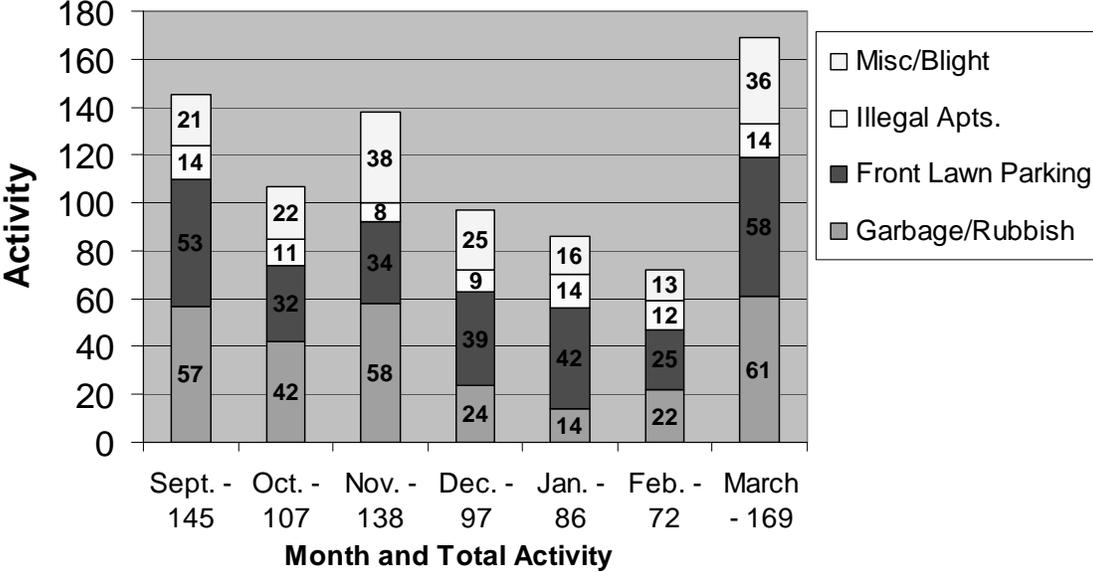
The Office of Neighborhood Assistance will be hosting a neighborhood meeting on Monday, April 27th at 7PM. The meeting will be held in the Common Council Chambers and Mayor Boughton will be in attendance. Property owners and residents living on or around the areas of Deer Hill Ave, Southern Blvd, Mountainville Ave, West Wooster St and Garfield Ave will be invited to learn how the UNIT can continue to help preserve their neighborhoods. Partnering with property owners and tenants, while letting them know that the UNIT is coming to their neighborhood, provides them time to prepare for inspections, ask questions, as well as address any other concerns in their area. The UNIT encourages all Council members that are free, to attend the meeting.

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, 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: March 2009

The month of March saw the 311 Call Center receive 820 calls from residents with a wide range of inquiries. On March 2 City Hall was closed due to a snow storm, however the 311 call center remained open all day for residents and received approximately 80 calls from residents with concerns about plowing, sidewalks, road conditions, and closings around the area. Many residents also called in response to the article in the News Times outlining the UNIT's goals of clean and safe neighborhoods; reporting garbage on properties, front lawn parking, suspected unsafe living conditions, and improper land use. The residents of Danbury have also been happy to hear that Clean City Danbury Day has been officially announced for May 2 from 8am-1pm. Residents have been eagerly anticipating this announcement for months and are looking forward to disposing of their garbage at one of the dumpster locations around the City. Residents have also been calling for the past few weeks awaiting the official announcement of the Spring Leaf Pick-Up program which, as of March 31, has not yet been declared in a press release. Residents continue to utilize 311 as a reliable source of free, dependable information; whether the resident is looking for a phone number, address, hours of operation, location of the recycling truck, or information on upcoming City events (such as the fireworks, carnival, or meeting schedule) – the 311 Call Center is always well-equipped to answer all questions.

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