



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2009

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November 2009

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

From the time period of the previous Common Council report, October 27th, up until November 24th, the UNIT has had activity in 102 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on.

The top three issues addressed by the UNIT were:

- Properties with debris on it
- Front Yard parking
- Miscellaneous Issues

Miscellaneous concerns tallied to approximately 20 incidents in the past month. The majority of the calls were regarding residents raking/blowing their leaves out in the streets. Employees of the Highway Dept who routinely sweep the streets, clean the gutter line and clean the drains notify the UNIT of these issues and we intervene right away. Generally speaking, all residents respond quickly and clean up after themselves, some not even realizing that dumping the leaves in the road causes a problem.

In the past month, 32 properties were addressed by the UNIT as a result of needing to clean/remove garbage and debris from their property.

The UNIT continues to enforce front yard parking violations, including vehicles parked over the curb and blocking the sidewalk. Parking on the sidewalk is an infraction that could cost \$100 if ticketed by the DPD. The UNIT has made a formal request to Chief Baker asking for ticketing authority so that we can more effectively enforce this violation. As we are out in neighborhoods looking for these types of quality of life issues, it would benefit the DPD if the UNIT can assist them.

NOVEMBER HIGHLIGHT

A notable success of the UNIT this month was the “uncovering” of a single family home on Davis Street that was being used as a 4-family home! There was an apartment in the basement, as well as the detached garage. The basement apartment had low clearance and no windows, while the garage apartment had no heat and many areas of exposed wiring. Clearly, these types of living conditions are extremely dangerous and in the event of a fire emergency, the likely result would be death. In collaboration with the Fire Marshal Office, Zoning and Building Dept, the 2 apartments were emptied in 24 hours and the homeowner was served a notice from Zoning to remove an extra kitchen from the home.

During the inspection, members of the team noticed three adolescents at a nearby park set a fire in the woods and then run away without putting it out. Deputy Fire Marshal Leach rounded up the kids and DFD and DPD were notified. The fire was immediately extinguished without any damage and the individuals received a summons from the DPD and will be required to attend a fire safety education class.

Lately, the UNIT has spent a great deal of time on the beautification of the city by removing signs and advertisements from Danbury’s telephone and light poles. Posters advertising concerts, home sales, old tag sales, etc have routinely been removed from these poles. Granted, the average person may not be able to appreciate the removal of these signs, as they may not even have been noticed, but what a difference after they are removed! Take a moment to notice as you enter into the city from the highway, you no longer are inundated by sign upon sign. The lack of postings offers a cleaner and less cluttered entrance into the city.

CUSTOMER SERVICE FEEDBACK

received 11/13/09

“I am writing to you today to commend to you the efforts of the UNIT, Shawn Stillman, and especially those of Larry Miguel...I called the UNIT on Monday, Nov 9th and within an hour Larry Miguel returned my call and patiently listened to my concerns advising me that he would follow up and investigate the issues. His prompt reply to my call and courtesy extended to me were reassuring. On Thursday, Nov. 12th, I received a telephone call from Mr. Miguel advising me that he has visited the property, verified the accuracy of my complaint, and issued corrective measures to the occupants. I want you to know that I am very appreciative for the speed and manner with which this problem was addressed by the UNIT. The City of Danbury is fortunate to employ individuals who will address the concerns of citizens in a competent and professional manner. I am most grateful.”

Very truly yours,
Herbert C

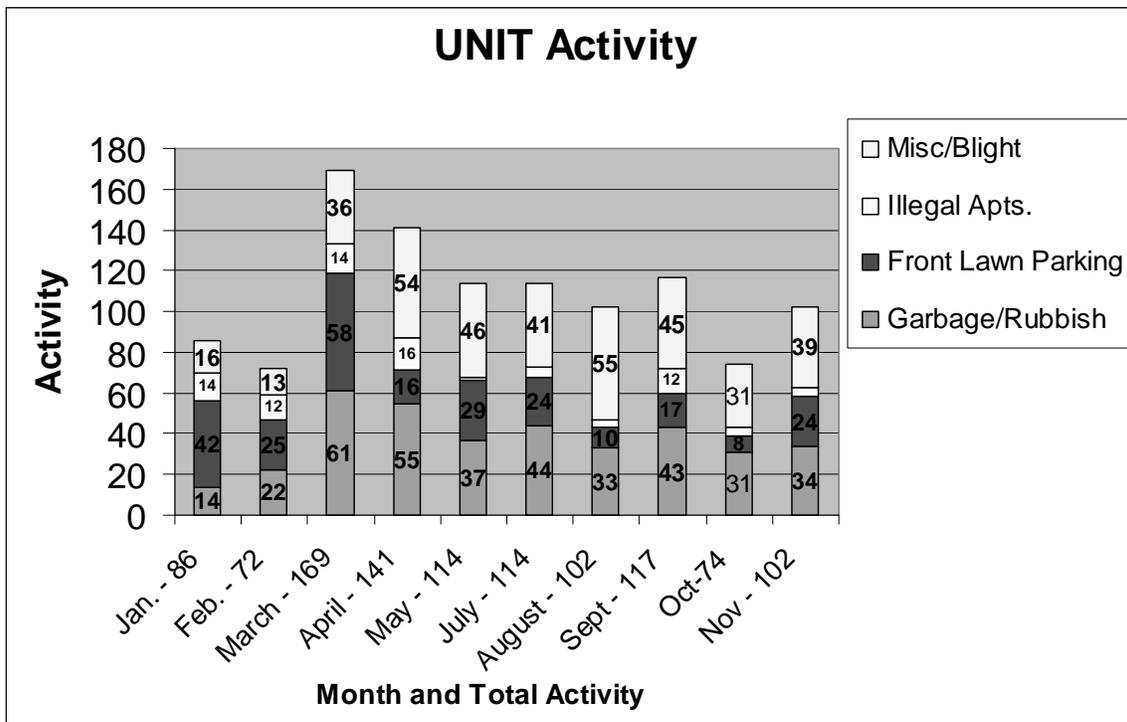
Received 11/20/09

Hi Jeff (Preston),

“Yesterday I stopped by city hall to thank you in person for all the help you have provided me over the past few years. The Barnum Road, East Lake, and Morgan Road area is much cleaner due to your help. Thanks again.”

Norman S.

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. 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.



311 Call Center Report: November 2009

The month of November saw the 311 Call Center receive over 660 inquiries from residents with phone numbers again being the most-requested information with 303 calls. The fall leaf pick-up program brought about 71 calls from residents asking when their

scheduled pick-up time was, or, to report that their leaf bags have been sitting outside and are yet to be collected. All such calls are logged and forwarded over to the Highway Department. Residents seeking information on where they can dispose of household garbage brought about 44 calls during November, which ties into the hopes of residents to hear about Clean City Danbury Day 2010 at the earliest possible moment. Residents seeking information on flu vaccines totaled 24 calls while election and voter information totaled 20 calls. Residents seeking information on the recycling truck totaled 15 calls for the month and the newly-implemented booting program brought about another 12 calls. The late autumn season can be a dangerous time for travel; constant rain can create large potholes and other road hazards that residents are encouraged to report as they are seen.

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.

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