



**CITY OF DANBURY**  
**OFFICE OF NEIGHBORHOOD ASSISTANCE**

155 DEER HILL AVENUE  
DANBURY, CONNECTICUT 06810

**Shawn Stillman**  
**UNIT Coordinator**  
Livable Neighborhoods 2010

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

**February 2010**

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

Honorable Mayor Boughton and City Council Members:

From the time period of the previous City Council report, January 26<sup>th</sup>, up until February 23<sup>rd</sup>, the UNIT has had activity in 79 new 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 (24)
- Front Yard parking (19)
- Sidewalk parking enforcement (10)
- Abandoned Vehicles (5)

February has been a month of poor weather and snow storms. The UNIT continues to assist the Highway Department in removing vehicles parked on the street during these storms. It is very difficult to effectively clear the streets of snow when the plows have to maneuver around vehicles parked on the street. Whether a snow emergency is called by Mayor Boughton or not, all residents need to be mindful to remove their vehicles until the storm has passed and the street has been cleared. Any vehicles left on the street during a Level I snow emergency can be ticketed and towed at the owners' expense.

In the past month, 24 properties were addressed by the UNIT as a result of needing to clean/remove garbage and debris from their property. To date, approximately 16 of them have already been cleaned by the property owner. Keeping properties free of garbage is a major priority for the UNIT and for maintaining the quality of life in Danbury. In 2009, due to the UNIT's intervention, over 400 properties were cleaned of debris/rubbish!

The UNIT is now assisting Danbury Police Department in enforcing the Sidewalk Parking Ordinance (19-36) and has the authority to issue summons to vehicles blocking the sidewalks. As a result, in February, seven tickets were issued. Parking over the

sidewalk is a reoccurring problem in town. Pedestrians are placed in an unsafe situation by having to walk into the street around the obstructing vehicle and also, continual parking over the curb on the sidewalk deteriorates it and forces the Highway Department to invest time and money repairing them. The UNIT will be issuing a press release soon to spread the word to Danbury's residents to not park on the sidewalk or they will receive a fine. The UNIT will also enforce this ordinance during evening hours.

The UNIT will also be holding more neighborhood meetings in the upcoming months. This is a wonderful opportunity for the UNIT to listen to the concerns of residents and to provide feedback on specific challenges that our group faces. Mayor Boughton also attends the neighborhood meetings and the residents feel confident that we are listening to their concerns. As I did last year, I will include a schedule for these meetings on future Council reports and would love to have your attendance.

### **FEBRUARY HIGHLIGHTS**

In February, three homes were identified as having illegal and unsafe occupancy. The UNIT coordinated with the Fire Marshal office, Health and Zoning Departments to enforce and correct the necessary violation. In each case, residents were required to move out of the living space right away because it compromised their safety in case of fire emergency. Coincidentally, in two of the locations, the residents were in the process of moving out. In working with the property owner of the third location, his family members were moved to a safer part of the home and he will be working with the UNIT and the Permit Center at City Hall for the necessary permits to make his basement bedrooms into legal and safe occupancy.

### **CUSTOMER SERVICE FEEDBACK**

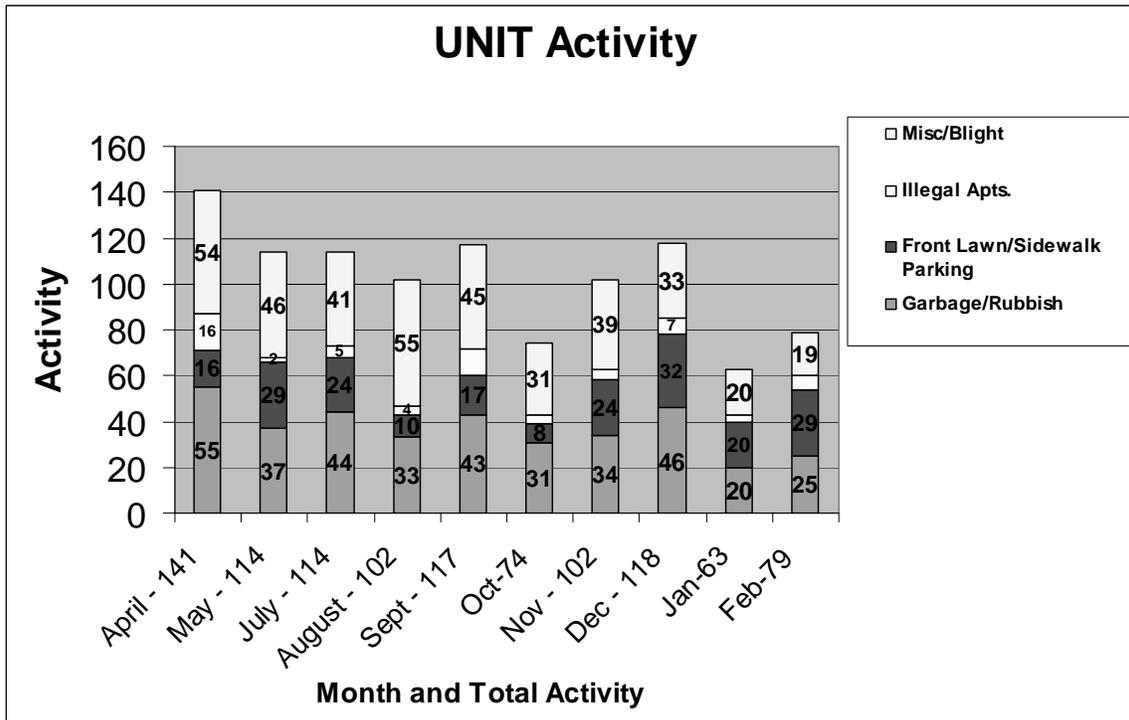
2/8/10           “Shawn, thanks for your prompt attention to this matter” – Rich F.

2/2/10           “Thank you so much for your help, we have all noticed that they have discontinued playing their games. My family and I deeply appreciate your work and the work of the city. Have a good afternoon.” - Rick D.

2/1/10           “Jeff, your response is most helpful. Thank you and the town engineers and the environmental specialists that you spoke with today so much. It is so nice to have such responsive Danbury employees who truly help the public. I am very grateful for you help. Please pass my appreciative note to your manager and the mayor. You are an example of just how superlative and professional Danbury staffers are. Thank you” – Patrick I.

1/26/10          “I just wanted to say thanks again for taking the time to speak with me this past Monday. It's so great to know that there is a department dedicated to the litter/illegal dumping issue not only here at Linron Gardens, but all over Danbury. Thanks again for all of your help. It is much appreciated.” – Jennifer E.

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: February 2010

The month of February saw the 311 Call Center receive 492 calls from residents with phone numbers being once again the most-requested item at 252; including over 50 calls which were received on February 10 when City Hall was closed due to weather. There were also 44 calls made in reference to operating hours at City Hall due to the weather, 22 calls placed about the possibility of Clean City Danbury Day 2010, 25 calls about where residents can dispose of their garbage, and 15 calls related to concerns about the weather. With winter weather ongoing, residents are encouraged to call and report dangerous sidewalks that have not been shoveled as well as ice patches on the roads. As the spring approaches more calls are expected in reference to Clean City Danbury Day 2010 which has been announced for May 1; while the Household Hazardous Materials Waste dates have been set for May 22 in Newtown and September 25 in Danbury. The winter weather can also prove problematic for roads and residents are encouraged to call and report potholes and drainage issues that may occur due to water damage.

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.

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