



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2010
"Building a Better Danbury"

May 2010

May 25, 2010

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time period since the previous months City Council report. This does not include any UNIT activity regarding follow up and re-inspection work from previously noted issues. The UNIT works to ensure that each and every issue is resolved as quickly as possible.

Time Period	April 28 – May 25, 2010
Number of Quality of Life Issues	102
One Year Ago	115

The top issues addressed by the UNIT were:

- Properties with debris on it (35)
- Sidewalk parking enforcement (24)
- Miscellaneous (15)
- Front Yard parking (9)

In the past month, 35 properties were addressed by the UNIT as a result of needing to clean/remove garbage and debris from their property. Our department is proud to report that currently 25 of these properties have already been cleaned and the issue closed out. The UNIT will continue to follow up to ensure that the remaining properties are resolved quickly.

There were 24 occurrences where sidewalk parking tickets were issued. This campaign where the UNIT is assisting the Danbury Police Department in enforcing the sidewalk parking ordinance has been quite successful. Since February 2010, the UNIT has issued over \$9000 in fines!

The majority of miscellaneous items this month were related to properties with over-grown grass and possibly abandoned and foreclosed properties. This is the time of year

where these complaints come in to the UNIT. The grass gets high and the property becomes an eyesore to the neighborhoods. The UNIT makes every attempt to contact the residents or the mortgage and try to get the property maintained as quickly as possible. In many cases, the foreclosure proceedings have not occurred and there is nothing that our department can do, except for wait until the bank takes ownership

MAY HIGHLIGHTS

The UNIT has initiated clean ups around the town that have traditionally been locations of illegal dumping. The Beaver Street Park and hillside is one area in particular that needed attention. The Still River flows behind the park, down an embankment and leading down to the river is sadly, an abundance of garbage. Our department has coordinated for the hillside to be cleaned up by a resident in need of completing community service hours. Additionally, there are other locations around town that are slated for similar cleanups. As the City's budget gets tighter, departments need to find ways to do more with less. By partnering with individuals needing to complete community service, the UNIT's accomplishments of cleaning and maintaining the City of Danbury stand ahead of the curve.

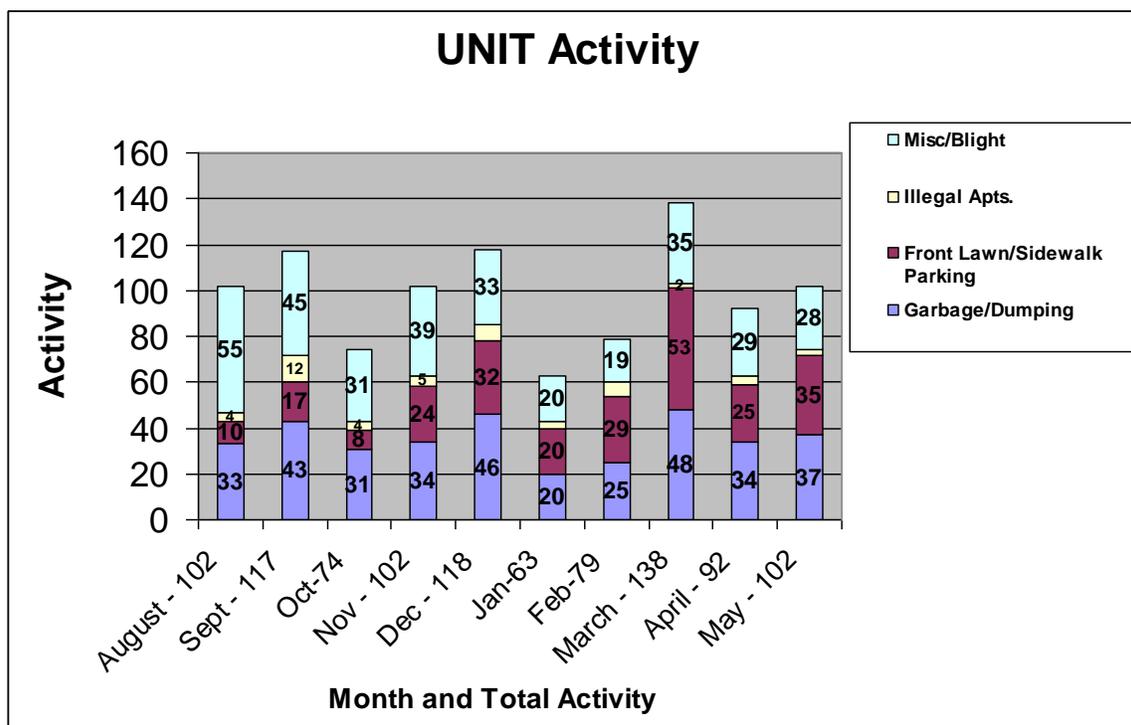
On Thursday, May 6th, the UNIT responded to a complaint about a dumping on Hager Street. Below, the pictures give you an idea of the extent of the dumping, which included furniture and household garbage. As our team investigated, we were able to identify the individual who did the dumping, and in addition to issuing a fine, the UNIT required that he clean everything up. The property belongs to the Danbury Housing Authority and ultimately, if the mess was not cleaned up, the DHA would have been responsible for cleaning it up. Our department gave the person one week to clean the mess and to show proof of proper disposal. Upon re-inspection a week later, the property was perfectly clean. It is not often that we are able to identify the individual responsible for the dumping AND have him clean the mess up, so this was a big success for the UNIT. Additionally, our efforts saved DHA hundred of dollars from having to clean it up themselves.



In April, the UNIT spent nearly 6 hours with members of the Danbury Housing Authority walking through the Fairfield and Mill Rill neighborhoods. This initiative was an attempt to raise awareness among the residents in their neighborhood about the importance of keeping their properties clean and complying with the DHA and City's regulations. While several issues were noted (approximately 20 issues); our department has already followed up and re-inspected on each one, and every item has been resolved.

The UNIT continues to be the department where residents can come to register their complaint and get the quality service that they expect. As residents continue to utilize our office to share their concerns, it becomes more challenging to multi-task addressing new issues, as well as following up on the older ones. It is critical for our department to seek quick resolution to the quality of life complaints we receive.

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: May 2010

The month of May saw the 311 Call Center receive 800 calls from residents; phone numbers was once again the most-requested item at 235 with calls for information regarding Clean City Danbury Day totaling 183. Another 67 calls were received in regards to the spring yard debris pick-up program and 24 calls were received from residents looking for information about the next Household Hazardous Waste Day which will be September 25 in Danbury at the Public Works Complex. Twenty-two residents unfortunately missed Clean City Danbury Day and called looking for an appropriate location to dispose of their household garbage as well as for information regarding next year's event. As the warmer months approach and local flora grow, residents are asked to be vigilant for overgrowth at dangerous intersections and report such instances

appropriately to avoid any potential accidents. The city of Danbury is pleased to have many events, such as fireworks, carnivals, farmer's markets, and concerts during the summer months held at different venues throughout the city and residents should not hesitate to call 311 if they have any questions regarding the many events that will be held this year in the city.

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