



## CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

**Shawn Stillman**  
**UNIT Coordinator**  
*s.stillman@ci.danbury.ct.us*

**203-796-8026**

Livable Neighborhoods 2010  
*"Building a Better Danbury"*

**July 2010**

July 27, 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.

<b>Time Period</b>	<b>June 29 – July 27, 2010</b>
<b>Number of Quality of Life Issues</b>	91
<b>One Year Ago</b>	103

The top issues addressed by the UNIT were:

- Properties with debris on it (32)
- Miscellaneous (18)
- Front Yard parking (12)
- Abandoned/unregistered automobiles (9)

Properties containing rubbish on it still remain a top focus of the UNIT. This past month, approximately 32 properties have been addressed by our department. These areas become blight in the neighborhood and compromise the quality of life for all neighbors and residents. One common occurrence that UNIT continues to see around town, are residents leaving discarded furniture items outside, instead of being properly disposed. Mattresses, couches, chairs, etc need to be responsibly thrown out or donated to various organizations around town. The UNIT has the authority to issue a fine up to \$1000 for blighted properties and would rather see properties kept clean instead of needing to resort to ticketing property owners.

Miscellaneous quality of life issues addressed by the UNIT vary from homes in foreclosure with high grass or other safety concerns, as well as Zoning issues, such as commercial vehicles in residential areas or unregistered vehicles. Typically, this is the

time of year when residents contact the UNIT about properties containing unregistered vehicles. As residents come to City Hall to pay their property taxes, especially on their vehicles, it prompts them to stop by the UNIT office and report these undocumented vehicles around their neighborhood. The UNIT also has the authority to issue fines to owners, in the amount of \$250/day, for having unregistered vehicles. Before resorting to fines, the UNIT will always provide owners approximately 30 days to file the proper registration.

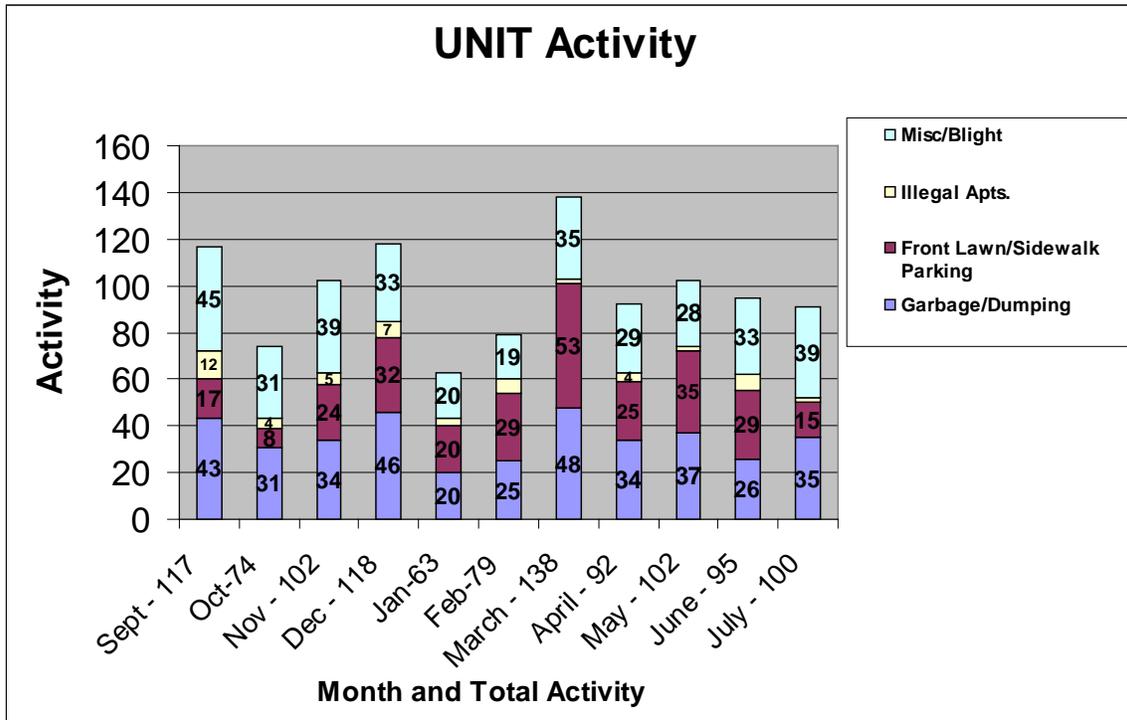
## **JULY HIGHLIGHTS**

The UNIT is a unique department within City Hall as its hours of operation are essentially 24/7. It is common for the UNIT to patrol the neighborhoods in the evening, as well. It is a good opportunity for our department to speak to residents who are often working during the day. Additionally, with more people home during the evening, specific concerns such as overcrowding, front yard parking and sidewalk parking are more commonly noted and appropriately addressed. Last week, the UNIT worked on Wednesday evening and was able to refer 5 properties near the Hoyt St/ Middle St/ Henry St area to the Zoning department regarding complaints of residents bringing home their commercial vehicles in residential neighborhoods. It seems like a minor issue to others, but it is a Zoning violation. Additionally, the commercial vehicles tend to attract more vehicle/people traffic, plus traditionally, commercial vehicles are very loud and are often started in the earlier hours of the morning. These factors lead residents to complain to our department.

Another success story involves the final completion of the cleaning of a Bergh Street property. The UNIT responded to the complaint in February and due to the abundance of the garbage that this property contained, it took the property owner a long time to clean up. There was a period where things were not moving as fast as requested, and at that point, the property owner was given a 30 day deadline, or face receiving a fine. Thirty days later, no cleanup activity occurred and the property owner was presented with a \$500 fine. Needless to say, four days later, the owner cleaned the property entirely and it looks very good.

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: July 2010

The month of July saw the 311 Call Center receive 822 calls from residents as the most-frequently requested item was once again phone numbers with 212. Two major events increased call volume for the month: the heat wave and the free electronics waste day on July 24. Information regarding the cooling centers totaled 142 with calls relating to the electronics waste day totaling 164. Inquiries from residents looking to dispose of household garbage saw 37 total calls with 11 residents already looking for information about next year's Clean City Danbury Day. The Household Hazardous Waste Day, upcoming on September 25, brought 22 inquiries with another 19 being related to information regarding the recycling truck. The city of Danbury needs the help of vigilant neighbors and residents to report overgrown brush at dangerous intersections as well as potentially dangerous trees and tree branches; any threat to motorists should be reported to 311 as soon as possible. Roads may also deteriorate quickly under the pressure from a thunderstorm and residents are encouraged to report growing potholes or pooling water in order to avoid a potentially-hazardous future condition.

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