



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2010
“Building a Better Danbury”

November 2010

November 30, 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	Oct. 27 – Nov. 30, 2010
Number of Quality of Life Issues	93
One Year Ago	125

The top issues addressed by the UNIT were:

- Properties with debris on it (37)
- Unregistered cars (20)
- Miscellaneous (19)
- Sidewalk Parking tickets (5)
- Illegal Apartments/Unsafe Living Conditions (4)

Fifty six (56%) percent of UNIT activity for the past month has been the result of ACTION (Active Commitment Towards Improving Our Neighborhoods). While the number of complaints from residents is slowly declining, the UNIT continues to identify quality of life issues around town and does its best to resolve them quickly.

NOTE TO CITY COUNCIL MEMBERS: I encourage you to continue to spread the word of our department’s service to the community. Many residents are hesitant to complain about their neighbors and accept negative issues in their neighborhood. Our department will respond to any complaint and will work on obtaining a quick resolution. Additionally, the UNIT gladly accepts anonymous complaints.

In the past month, the UNIT has intervened in having nearly 40 properties cleaned up of garbage and debris. In fact, since the beginning of the year, over 350 properties have been cleaned up due to UNIT activity. In each case, our department works with property owners, giving them a deadline of how soon the cleanup needs to be complete by. In most cases, deadlines are met. In situations, where they are not, the UNIT refers the Health Department to send an order to the property owner to clean the property. Non-compliance can result in fines, court appearances, etc.

Twenty vehicles were tagged by the UNIT in the last month for being unregistered, bringing the total for the year to over 140 vehicles. The UNIT has increased its activity in this issue in the hopes of removing unregistered and possibly even inoperable vehicles from properties. As a result of our department's efforts, over 100 vehicles have either been re-registered or completely removed from properties.

MONTH in REVIEW:

One of the highlights of UNIT activity for this past month has been a long overdue inspection of an unpermitted dog kennel on Main Street. The UNIT has attempted on several different occasions to complete an inspection of the property, but the property owner denied entry to our team. Nearby residents and property owners have complained about noise and odor issues from the animals, as well as the illegal operation of dog sales. On November 15th, the UNIT was able to complete the inspection and noted the poor and unsafe conditions of the interior. Many safety violations were noted and the Fire Department was called out to help minimize the risk of fire emergency. Approximately two dozens dogs were inside, many of them young puppies. The Fire Marshal and Zoning departments issued appropriate orders to the property owner for various violations that were exposed. The property owner is now in the process of remediation and the UNIT will continue to follow up to ensure compliance. Additionally, the UNIT has involved the Danbury and State Animal Control Division and they are assisting with the safe relocation of the animals. Neighboring property owners and tenants should soon recognize the improvement.

The majority of the miscellaneous items handled this month involved residents blowing leaves out into the City streets. Residents are reminded that this is not allowed and they are required to clean it up. Residents can receive a fine for this violation.

Over the next month, the UNIT will be coordinating to clean up various locations around the City with the help of individuals who need to complete community service.

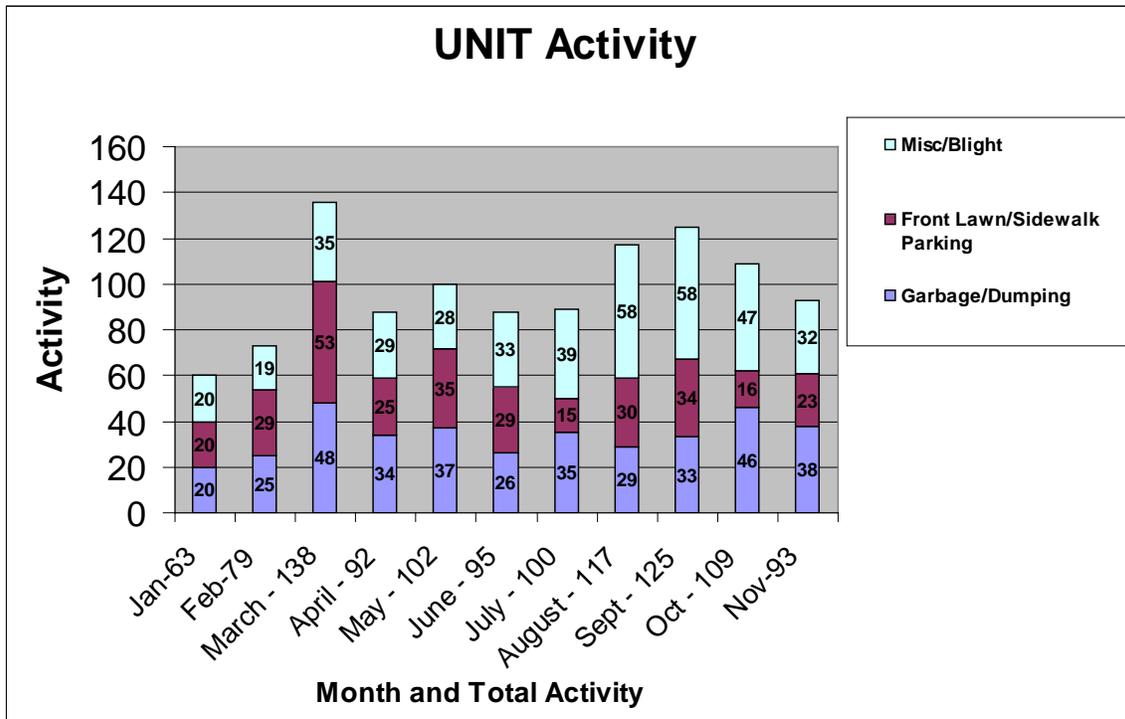
SEASONAL REMINDER:

The Highway Department is close to completing the leaf bag pickup for the winter. When this program ends, Danbury residents can continue to bring their leaves and branches to Ferris Mulch on Plumtrees Road at no or minimal cost.

The UNIT continues to be the department where residents can come to register their complaint and get the quality service that they expect. We will continue to proudly serve

and follow up on complaints as best as we can. Our office seeks 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: November 2010

The month of November saw the 311 Call Center receive 715 calls from residents as requests for free phone numbers had the highest volume at 236. The fall leaf pick-up program brought about 102 calls while 31 residents called asking where they can dispose of their household garbage. Questions surrounding the November 2 elections brought another 29 calls and inquiries about the recycling truck saw 15 calls. As the early winter season approaches, residents are encouraged to report any tree limbs that are a potential danger to motorists. Accumulations of leaves in the roadways also present a hazard while clogging drains which may result in the pooling of ice during colder days. Residents are reminded to not blow leaves or other debris into storm drains and are free to report any occurrences to 311 if such an instance is witnessed. The winter season is historically busy for 311, due to issues that arise from inclement weather, yet a succinct communications system with the other departments ensures that services will be provided and responses given in a timely manner.

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