



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2012
“Building a Better Danbury”

May 2012

May 29, 2012

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time of last month’s 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	Apr 23 – May 29, 2012
Number of Quality of Life Issues	124
One Year Ago	146

The top issues addressed by the UNIT were:

- Properties with debris on it (48)
- Miscellaneous (23)
- Front Lawn Parking (11)
- Unregistered/abandoned cars (7)
- Illegal Apartments/Overcrowding, Unpermitted Construction (8)
- Abandoned/foreclosed Properties (6)

Another busy month for the UNIT. This past month, the UNIT hosted the inmates from FCI twice a week in an effort to tackle some spring cleaning and routine projects. For the most part, the weather cooperated and we got a lot done. Some highlights are below:

Monthly Highlights:

Clean City Danbury:

Once again, Clean City Danbury was an overwhelming success. This is a popular day among residents and for good reason. By the car and truck loads, residents waited in line to dispose of large bulky items at no cost. Considering that the UNIT is often dealing with trash, mostly furniture, being dumped around town, hopefully a day like was taken well advantage of. Additionally, groups of volunteers scoured the city streets and picked up litter around town. Overall, it was a great day for the city.

UNIT Community Service - FCI

During the month of May, the UNIT utilized the residents of FCI for two days a week and completed several clean up tasks around town. One location was at the end of Elwell Place, which borders on the property of Ellsworth Avenue School. Over time, the location seemed to have been used as a dumping ground. The UNIT requested assistance from the Highway Dept and they provided heavy equipment to remove large bulky items from the hillside. Couches, mattresses, bicycles, etc were pulled from the hill. The women from FCI filled up 6-7 garbage bags of their own of litter and other various items. Obviously, the location looks very nice now and will continue to be monitored.

Several other areas around town were also cleaned up of litter.

To name a few: Main Street, Beaver Street, the exit 4, 5 and 6 areas of off I-84, Mill Plain Road

The Casper Street bridge was unfortunately hit with graffiti a few weeks ago. Needless to say that this is a real shame, and clearly needed to be taken care of obvious reasons, one most notably is that it is the popular location for soap box derby racing. The UNIT coordinated to have this bridge cleaned up right away. With the assistance of three residents of FCI, they rolled over the graffiti with cement based paint. Below are some pictures:





On a smaller scale, other graffiti spots on local bridges were also taken care of as well.

Additionally, one other terrific accomplishment that the UNIT coordinated was to have the lifeguard house at Candlewood Beach repainted. With Memorial Day around the corner and the beach season to begin, the house is ready for business and looks great.

ACTION in Mill Ridge Neighborhood:

The UNIT routinely partners with the Housing Coordinators of the Danbury Housing Authority and walks around the neighborhood, inspecting exterior properties to ensure that residents are keeping their homes clean and compliant with Housing and City codes. As a result of the proactive inspections, fifteen properties were noted where residents needed to do some work. Examples of findings mostly related to trash cleanup and the removal/re-registration of vehicles. Additionally, there were areas where there had been some dumping, so these locations were also cleaned up. In June, the UNIT will be completing these same inspections within the Fairfield Ridge community.

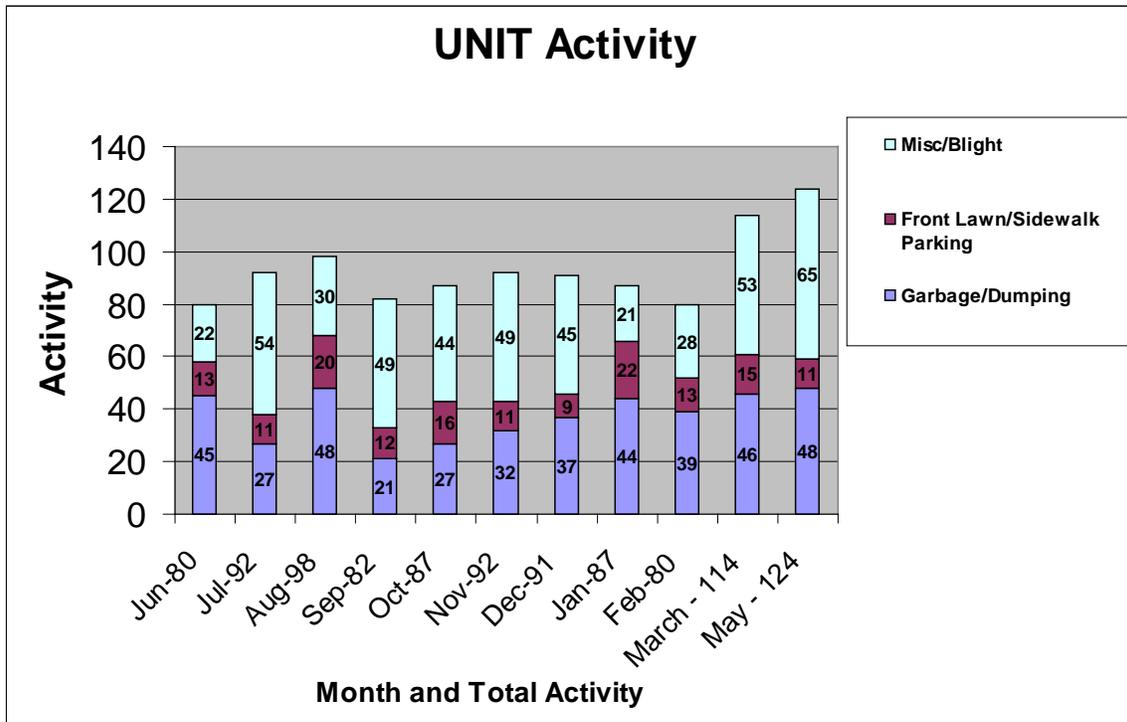
Volleyball complaint: Pleasant St

At the last City Council meeting, two residents spoke of a neighborhood nuisance in their Pleasant St neighborhood. The previous Sunday, the residents of 5 Pleasant St had a large scale volleyball game, lasting all day and into the evening. Cars lined the streets and were blocking driveways and a fire hydrant. The games were complete with a PA announcing system and needless to say, all of the surrounding residents were furious. The Police were called and at the time of their response, there were no illegally parked cars. The UNIT was called as well and three days after the games took place, I had a long conversation with the property owner. I explained that this can never happen again. The neighborhoods aren't built to withstand the amount of traffic that was there and furthermore, the neighbors are entitled to peace and quiet. It's not that volleyball cannot be played at this residence, but cars must be legally parked, no vehicles on the lawn, no PA system, keep the noise to minimum; otherwise, there will be consequences. The property owner was extremely remorseful and even went so far to take the net down. I also spoke with many of the surrounding neighbors and gave them my contact information and let them know that this issue will be continually monitored to ensure that it doesn't happen again to the point where it was out of control. So far, four weeks later, there have been no issues.

Abandoned homes:

Now is the time of year where the UNIT will receive complaints on homes that have unusually high grass. Naturally, this is a common problem for vacant homes in the process of foreclosure. Our CityLine 311 Customer Service Rep, Jeff Preston, does an outstanding job working with banks to ensure that these properties receive routine maintenance. Our department has a pretty good idea of which properties are vacant and we keep track of them. Please encourage your constituents to contact us if any of these types of issues happen in their neighborhood.

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 2012

The month of May saw the 311 Call Center receive more than 500 inquiries from residents as the eagerly-anticipated Clean City Danbury Day and Spring Yard Debris

Pickup program came to fruition. Residents seeking information on Clean City Danbury Day placed 72 calls while another 42 calls were placed by residents seeking information on the Yard Debris Pickup program. Requests for phone numbers, however, maintained the most-frequented request at 192 calls for the month. Residents seeking information on where residents can dispose of household garbage totaled 24 calls, all of which were directed to Clean City Danbury Day before May 19, and 14 calls were placed for information on the Household Hazardous Waste Day while another 11 calls were placed by residents seeking information for the recycling truck. The coming summer months historically see a decline in service requests, as long as the weather remains tranquil, yet residents continue to utilize 311 as a trusted and reliable means of free information. The vast array of activities within Danbury throughout the summer, such as the fireworks, parades, concerts, and farmer's markets, are all frequently-requested items and will remain to be so throughout the summer of 2012.

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, and now, residents can utilize the Danbury Direct app from their iPhone to submit a concern or question. 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