



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

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

**203-796-8026**

Livable Neighborhoods 2012  
*“Building a Better Danbury”*

**June 2012**

June 25, 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.

<b>Time Period</b>	May 29 – June 25, 2012
<b>Number of Quality of Life Issues</b>	90
<b>Year to Date</b>	563

The top issues addressed by the UNIT were:

- Abandoned/foreclosed and Blighted Properties (27)
- Miscellaneous (21)
- Properties with debris on it (19)
- Unregistered/abandoned cars (8)
- Illegal Apartments/Overcrowding, Un-permitted Construction (7)

With almost half of the year complete, the UNIT is on pace to address over 1100 quality of life issues. In addition to responding to resident complaints and proactively addressing issues noted in Danburys’ neighborhoods (ACTION), the UNIT continues to host residents from FCI to improve areas around town.

The last few weeks have seen an influx of calls regarding abandoned/foreclosed homes. Obviously, these homes begin to quickly stand out in our neighborhoods, as the lawns become overgrown with weeds and grass surpassing heights of 3-4’. The UNIT promptly ensures that these properties are appropriately secured to eliminate any concerns surrounding safety or criminal mischief. Simultaneously, Danbury’s 311 Service Rep, as well as the UNIT’s valuable member, **Jeff Preston**, attempts contacting the lending

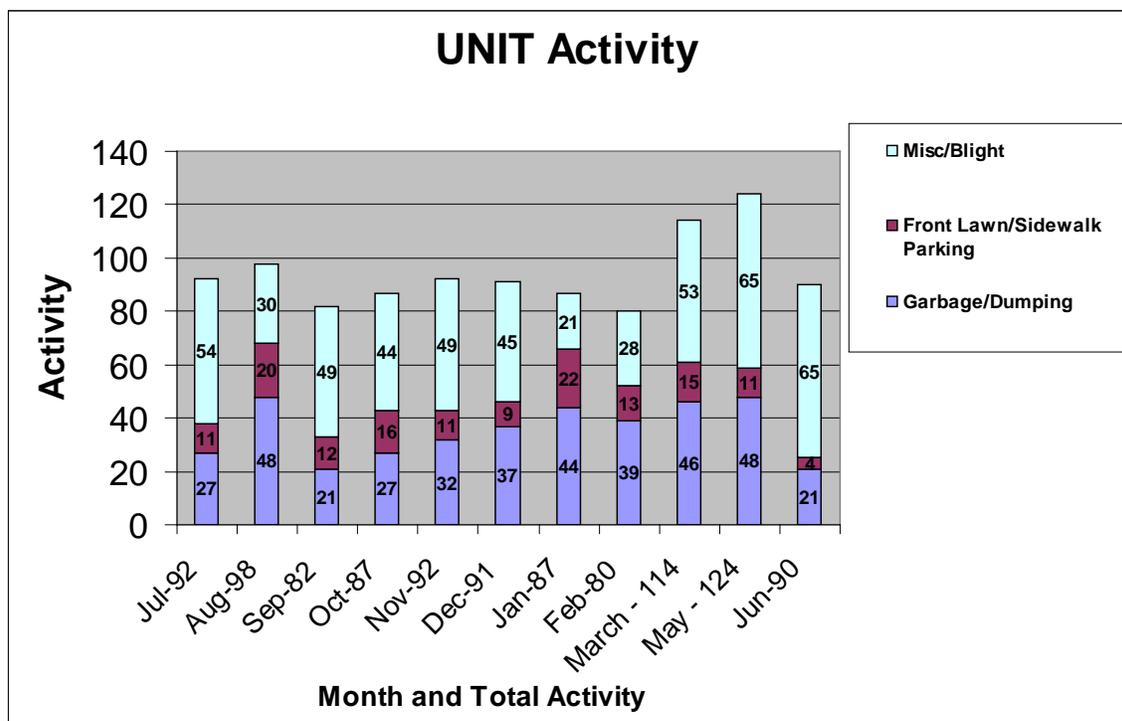
institutions for these properties to ensure that they get maintained and cleaned up. Successfully connecting with the property preservation departments of these banks as well as actually getting them to go out to these properties and maintain them is a time consuming and thankless task. Jeff makes it look easy as he patiently, yet persistently, contacts these banks and gets the job done. As a matter of fact, last week, Jeff was recognized for his efforts in an article in the Danbury Patch, written by Mark Langlois. I would encourage you to check it out. Thank you, Jeff, for all of your efforts, it is much appreciated.

<http://danbury.patch.com/articles/danbury-uncovers-10-new-abandoned-houses>

The UNIT has also noted properties with unusually high grass that are not in foreclosure, but are vacant and for sale. In these cases, the real estate agents are contacted and they coordinate with the property owners to get the grass cut. You might think that this may qualify as a “nit-picky” item, but the reality is that our department appreciates the fact that our residents of Danbury pay their fair share of taxes to live in a community that should be safe, and worthy of maintaining a high quality of life. Properties that are unkempt stick out and become an eyesore in the neighborhood. The UNIT makes every attempt to address these issues right away and the nearby neighbors appreciate our assistance.

In addition to the high volume of complaints pertaining to abandoned homes, the UNIT received many calls regarding the overgrowth of trees/bushes/shrubs that are creating a nuisance by blocking sidewalks or covering traffic signs. Even more importantly, are those instances where the overgrowth is creating safety and visual issues for motorists. The UNIT gladly responds to these concerns as well and works with the appropriate party to resolve them ASAP.

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: June 2012**

The month of June saw the 311 Call Center receive more than 500 inquiries from residents as requests for phone numbers brought the most calls – totaling 180 calls for the month. Residents seeking information on where they can dispose of household garbage totaled 22 calls and 10 calls were placed for information on the Household Hazardous Waste Day. Residents seeking information on the upcoming fireworks displays totaled 40 calls while another 25 calls were placed for information on 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 activities available at our parks, 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](http://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