



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

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Livable Neighborhoods 2012  
*“Building a Better Danbury”*

**December 2012**

December 20, 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>	Nov 26 – Dec 20, 2012
<b>Number of Quality of Life Issues</b>	72
<b>Year to Date</b>	1061

The top issues addressed by the UNIT were:

- Properties with debris on it (25)
- Miscellaneous (14)
- Unregistered/abandoned cars (10)
- Front Lawn Parking (7)
- Illegal Dumping (6)

It has been another busy year full of success, challenges and accomplishments as the UNIT tackled nearly 1100 service requests. During this year, our department continued to partner with FCI, coordinating for a weekly crew of inmates to work around the city. Fire hydrants were painted, sidewalks were cleaned, graffiti was removed and tons of garbage and litter were cleaned and removed from our streets, hillsides and riverbeds.

In October, Richard Antous joined our team to focus on the DRZ (Downtown Revitalization Zone). His efforts are already providing dividends as merchants and business owners are being held accountable for maintaining the area around their

business. Additionally, he has implemented some ideas to help move along, or remove altogether, a small undesirable population that detracts from the Downtown. Many of whom can be seen panhandling for money or simply sleeping or passed out on street benches. His impact has had an immediate effect and thank you for his efforts.

### **YEAR END STATISTICS:**

Below are the statistics for our activity over the entire year. You can see the variety of issues that our department handles and there is nothing we won't do to assist Danbury's residents to maintain and improve the quality of life in town.

- Properties with Garbage/Debris 427
- Miscellaneous 223
- Abandoned/Unregistered Vehicles 131
- Front Yard Parking 129
- Unsafe Living Conditions 87
- Parking Violations 36
- Unpermitted Construction 19

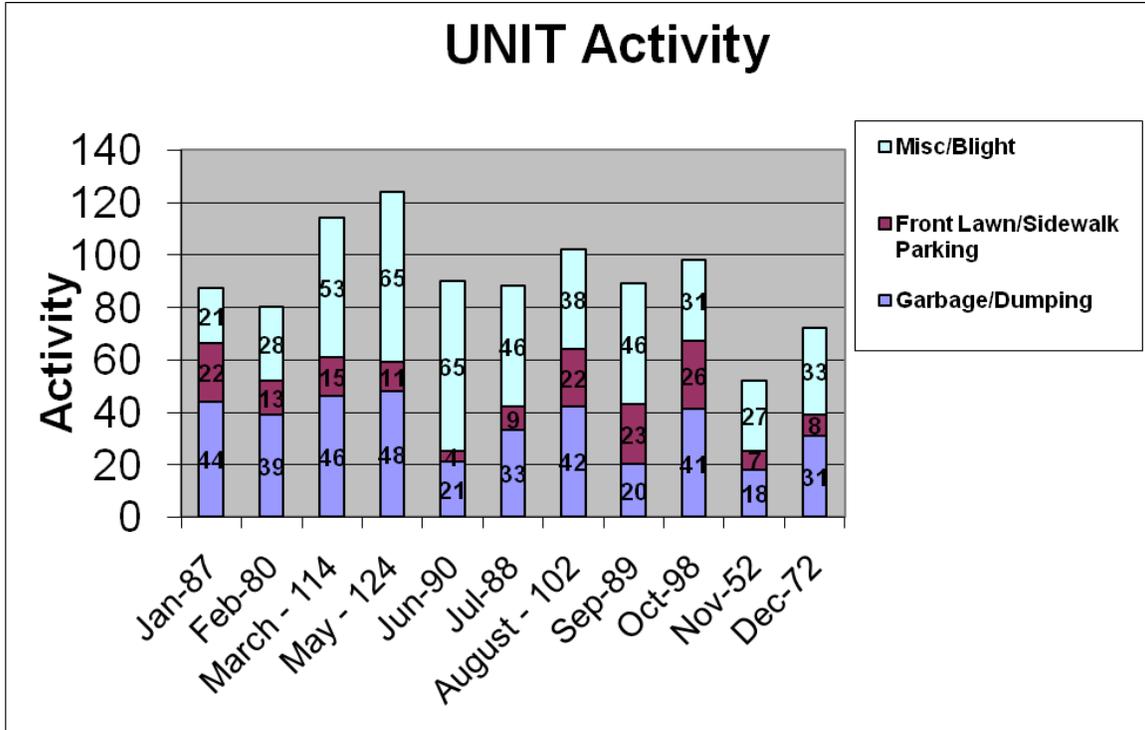
Miscellaneous examples include: Neighborhood nuisances, various zoning violations, foreclosed properties, etc

### **ACTION:**

38% of UNIT activity was a result of ACTION (Active Commitment Toward Improving Our Neighborhood). I feel quite proud about this number because it demonstrates our proactive-ness in the neighborhood. We identify problems before they get out of hand, or prior to hearing from an upset resident and our department takes care of it.

Our department would like to thank you for your continued support in our efforts to maintain and improve the quality of life in Danbury.

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.



## Downtown UNIT: December 2012 Report

December 19, 2012

Activity:

11 Rose St

Illegal Apartment

Above Tropical Island liquor:

Unsafe Fire Marshal

Non permitted apartment

Section 8 and the landlord are in concert moving the family. Landlord wants to refurbish the apartment and bring it into compliance. The apartment is a haven for suspicious activity and this will greatly improve the surroundings around Jericho school.

240 Main St

Illegal assembly

Unsafe Fire Marshal

Soccer club assembling in an unsafe environment with no permits. Suspicion of alcohol sales. The club will have to move and file for proper permits.

350 Main St

Humphries transmission has been boarded and secured. This blighted structure has transferred hands and will be razed.

Awaiting approval the community service program will begin January. Improvement in the cleanliness in and around store fronts and dumpster areas has improved with a long way to go.

Continued community outreach has led to many productive discussions with stakeholders we will be running a safety discussion with the Paul Mitchel School, UNIT and a private investigator in January.

Commitment and passion to our downtown is making a difference with the cooperation of private owners and stakeholders. We will continue to be the safest, cleanest and most prosperous downtown in Connecticut.

Rich J Antous Jr

## **311 Call Center Report: Year End 2012**

The month of December saw the 311 Call Center receive approximately 520 calls, bringing the year-end total to more than 9,800 calls, emails, letters, and in-person requests from residents looking to input a service request or inquiring about free and dependable information. While 2012 did not have the same number of storms as 2011, the 311 Call Center still succeeded in providing immediate responses to the microburst in July and Superstorm Sandy in October. Over 1,700 calls were placed for these two events alone, and the 311 Call Center remained open while the rest of City Hall was closed on October 29 and 30 to provide residents with the most up-to-date information, as well as a direct line to report their concerns.

Overall, there were 1,181 responses to storms and weather-related emergencies, 834 calls placed for phone numbers, 303 calls placed regarding the spring and fall leaf pickup programs, 262 residents seeking information on where they can dispose of household garbage, and 215 inquiries regarding the recycling truck. The 311 Call Center was also successful in cleaning up and/or securing approximately 50 abandoned houses/properties within the city during 2012. Abandoned properties pose a serious threat to community safety, as well as quality of life and property values, and every effort must be made to ensure that the responsible parties are current with their responsibilities.

The 311 Call Center needs the help and input of neighbors in reporting these issues, as many abandoned properties are not noted until it is too late, and encourages reporting said issues as soon as a property is suspected to be abandoned.

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,  HYPERLINK "http://www.ci.danbury.ct.us" [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