



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

Shawn Stillman
UNIT Coordinator
s.stillman@danbury-ct.gov

203-796-8026

Livable Neighborhoods 2013
“Building a Better Danbury”

January 2013

March 26, 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, dated 12/20/12. 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	Dec 20, 2012 – Jan 28, 2013
Number of Quality of Life Issues	68
Year to Date from 1/1/13	50

The top issues addressed by the UNIT were:

- Properties with debris on it (27)
- Illegal Apartments/Overcrowding, Unpermitted Construction (6)
- Abandoned/foreclosed Properties (6)
- Unregistered/abandoned cars (5)
- Front Lawn Parking (5)

Traditionally, the bitter winter months lead to less resident complaints, most likely due to the cold weather/snow conditions. To no surprise, that continues to be the case for the first month of the New Year. However, our department continues to work diligently on its current workload. This past month, the UNIT handled almost 30 properties with an accumulation of garbage. Additionally, our department is currently working on four properties within the same neighborhood that are in deteriorated condition. Two of them are in foreclosure with the bank, and one of the properties is vacant, however, it is not secure and being broken into and the property owners live out of state.

Two other related issues that our department is working on involve, one; an elderly resident living by herself in less than sanitary conditions and another resident living in an

unsafe attic apartment. Our department is coordinating with social services, as well as EMT, Zoning, Fire Marshal and Health Department to see how these residents can be assisted with alternative housing.

The scope of this department continues to evolve as we look to solve problems with creative solutions, while utilizing various city departments (if needed) to assist.

In mid January, our department removed/covered over graffiti around the city in nearly twenty locations. Not only is illegal to mark up private/city/state property and bridges, but it looks bad and we will not tolerate it.



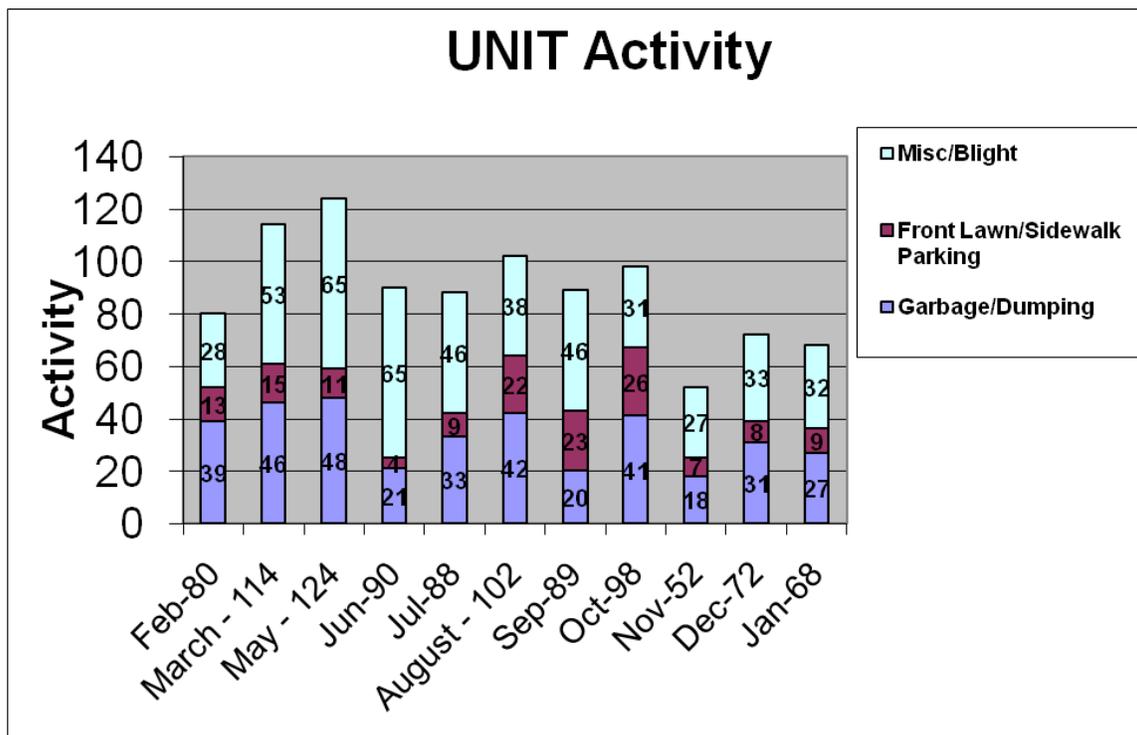
BEFORE:

AFTER:



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: January 2013

The month of January saw the 311 Call Center receive over 850 calls, with phone number requests totaling 230 inquiries and weather-related issues bringing in 125 calls. Another 86 residents called in response to the flu in the area with 71 residents inquiring about the Prescription Discount Card program. Twenty-four residents called regarding the Christmas Tree pickup program and 19 calls were placed for information on where residents can dispose of household garbage. The winter months can bring a very high volume of calls if storms persist, combined with the continued requests for free and dependable information. By sustaining constant communication with all city departments and keeping abreast of all current events, the 311 Call Center is fully prepared to respond to all inquiries and concerns for 2013.

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