



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2013
“Building a Better Danbury”

September 2013

September 23, 2013

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	August 26 – September 23, 2013
Number of Quality of Life Issues	112
Year to Date	731

The top issues addressed by the UNIT were:

- Blight/Miscellaneous (38)
- Front yard Parking (23)
- Garbage/Debris on property (18)
- Abandoned or unregistered vehicles (9)
- Illegal Apartments/Overcrowding, Unpermitted Construction (8)
- Exterior Blight Order (6)
- Abandoned/foreclosed houses (5)

UNIT HIGHLIGHTS:

It’s been a busy month. The UNIT has been working diligently to follow up and close out previous service complaints. In addition, new issues continue to come into our office and our department prides itself on responding efficiently. Abandoned/foreclosed homes continue to be a priority for the UNIT as deteriorated, unmaintained homes profoundly affect the quality of life in our neighborhoods. We continue to work with lending

institutions, requiring them to maintain these properties. In some instances, our department has had to send written orders due to lack of response.

Exterior Blight Citation Warnings Issued:

In September, the UNIT issued six (6) Exterior Blight Warnings to property owners. In this case, thirty days are allowed for the property owner to remediate the issues highlighted on the citation warning. If compliance isn't achieved during this time frame, then our department goes to the next step of issuing daily fines of \$100/day until the issues have been resolved.

Orders written by UNIT (YTD): 23

Below is a review of the warnings sent:

- **9 Hayestown Road:** Vacant, foreclosed property. Order sent to clean up the garbage and debris that has been left around the exterior of the property.
- **12 Sunrise Road:** An order has been sent to the residing owner of the property, as the property needs to be mowed and routinely maintained. Additionally, there is garbage strewn about the driveway and the front of the property.
- **2 Kendall Terrace West:** This property has been a blighted property in the neighborhood for quite some time and it appears to be getting worse. A tarp covers the roof, and there are 2 unregistered vehicles (one of them inoperable) that have been there for an extended period of time. Additionally, there are car parts in the driveway and a boat with trees growing out of it.
- **25 Foster Street:** This property is not being properly maintained and is littered with rubbish around the exterior. The UNIT has been to this location many times, and no sooner after it gets cleaned, the property gets dirty again. Also included in the order, is a requirement to relocate the dumpster that is left out front and can often be found blocking the sidewalk.
- **99 Hospital Avenue:** Our department has attempted many times to work with the property owner to remediate the issues. However, our attempts have been futile and have resulted in no action. As a result, an order was sent to have the approximately 8-9 unregistered vehicles removed from the property, or re-registered.
- **169 South Street:** This property is a vacant home that has gone unmaintained for several years. The yard is completely overgrown, the front steps have deteriorated and weeds and trees have taken to growing onto the structure. Our order is requiring for the property to be cleaned up and regularly maintained.

As always, our department will follow up on all of these issues and more to ensure that compliance is met and that the quality of life in our neighborhoods are restored and maintained.

311 Call Center Report: September 2013

The month of September saw the 311 Call Center receive approximately 532 calls, with phone numbers being the most-requested item once again at 126 inquiries. Residents seeking information on where they can dispose of household garbage brought 34 calls while an additional 24 calls were placed. Twenty-two calls were placed for information on the recycling truck and 19 calls were placed for the Household Hazardous Waste Day, which will be held September 28 at the Public Works Complex. The recycling truck remains a valued service for the residents of Danbury, as 22 calls were placed for information regarding its services and location while 10 residents have called regarding the fall leaf pickup program, which has not yet been announced. The autumn months have historically been very busy as residents seek information regarding the leaf pickup program, and also report various drainage issues related to localized flooding and clogged drains due to leaves. Residents are reminded to keep the catch basins in front of their houses clear of all debris to ensure water drains appropriately and prevent flooding, which will also contribute to road erosion and prevent more problems. Similarly, if residents witness individuals blowing leaves and yard debris into the road, they are encouraged to call 311 and report said issues, as they are a violation of city ordinances.

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