



CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2015
“Building a Better Danbury”

April 2015

April 27, 2015

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	March 30 – April 27, 2015
Number of Quality of Life Issues	97
Year to Date - 2015	308

The top issues addressed by the UNIT were:

- Garbage/Debris and Blighted property (54)
- Front lawn parking/Parking violations (17)
- Miscellaneous (11)
- Overcrowding/Unsafe living conditions/Unpermitted construction (7)
- Exterior Blight order/Notice of Violation (2)

Now is the busiest time of the year for our department. The snow has melted, the sun has come out and residents begin to come outside and walk on their properties. Complaints are at their highest rate this time of the season as blighted conditions are more noticeable and not masked by leaves and overgrowth. I encourage anyone to contact our department via CityLine 311 hotline regarding any quality of life concerns they would like to report.

Clean City Danbury is this Saturday, May 2. I encourage all of our residents to take advantage of this great day and get rid of their bulky items that they’ve been meaning to do all year. There is no cost to our residents and there are several drop-off sites around the city.

Our department will be coordinating volunteer cleanup groups over the next few weeks to complete various projects around the city. Tasks will include litter pickup, painting, graffiti removal, etc.).

Last week, our department put to work a couple of community service workers and we removed several areas around town that were tagged with graffiti. Bridges and underpasses are the most commonly hit areas and we are very proud to report, that although it is extremely difficult to catch these deviants, our department does an outstanding job of removing these tags right away. Studies have proven that the quick removal of graffiti discourages continual occurrences. The appreciation of our effort is highlighted as you drive through other cities similar to ours and when you take a look around, you will often see many graffiti markings everywhere.

EXTERIOR AND STRUCTURAL BLIGHT CITATIONS:

Orders written by UNIT (YTD): 24 (Includes Notice of Violations)

Now that the majority of the snow has melted, the UNIT can begin to follow up on pending orders that were sent prior to the seasons first snow fall.

91 Westville Avenue: An exterior blight order was sent to the property owner as a result of continued front yard parking. As a result, the area of lawn where there would be grass, is nothing but dirt and tire ruts. Several warnings have been issued in the past and the behavior continues. The order specifies to discontinue with the practice of parking on the lawn, but additionally, for the lawn to be repaired and grass planted.

18-20 Pahquique Avenue: This property is a mess. Rubbish and garbage everywhere, even blowing out into the street. Two unregistered/inoperable vehicles. Commercial landscape equipment in the rear, as well as unpermitted, shanty storage sheds that were built and placed in rear with no approvals. Everything must be cleaned up, vehicles removed, equipment removed and sheds taken down.

311 Call Center Report: April 2015

The month of April saw the 311 Call Center receive approximately 539 calls with phone number requests being the most-requested item, totaling 127 for the month. Pothole reports were more than 90 for the month, being submitted via telephone, email, and DanburyDirect., while residents seeking information on the upcoming Clean City Danbury Day, which has been announced for May 2, bringing 33 calls. Residents seeking information on the recycling truck placed 19 calls while another 17 calls were placed by residents seeking information on how they can dispose of household garbage and were subsequently reminded of Clean City Danbury Day. During this time of the year, calls regarding the spring yard debris pickup program increase, as does anticipation of upcoming city events. By keeping the lines of communication open with all other

city departments and agencies, the 311 Call Center is able to provide the most up-to-date information for the residents of Danbury, as well as those seeking to visit.

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