



**CITY OF DANBURY**  
**DEPARTMENT NEIGHBORHOOD ASSISTANCE**

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Livable Neighborhoods 2008

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**November 2008**

*“Building a Better Danbury”*  
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Honorable Mayor & Common Council Members:

From the time period of the previous Common Council report, October 28<sup>th</sup>, up until November 24<sup>th</sup>, the UNIT has responded to 138 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on. Debris on property (58) and Front yard parking (34) continue to be the top two categories of infractions addressed by the UNIT. On a positive note, the UNIT has noticed a positive trend in the reduction of violations related to Front Yard Parking over the last few months. Additionally, the areas noted to have a higher frequency of front yard parking have continued to improve. The UNIT received several calls in November from the Highway Department, as residents were blowing/raking their leaves on to the city streets, thus blocking the drainage gutters. When approached by the UNIT, all property owners complied and cleaned up the leaves.

**A.C.T.I.O.N. – Active Commitment Toward Improving Our Neighborhoods:**

In November, the UNIT performed a targeted ACTION in the neighborhoods of Summitt Street, Griffing and Ellsworth Avenue, and Osborne Street. This activity requires members of the UNIT to walk each property, looking for quality of life, safety and blight concerns. As a result, 21 issues were identified. Thirteen of them were related to properties containing garbage around the exterior of the house. With the assistance of the Health Department, orders have been sent to the property homeowners, requiring them to clean up the debris within a specified amount of time. The remaining issues identified during this time ranged from front lawn parking issues to properties having commercial vehicles stored on them. The Zoning Department is assisting by sending property owners notices to remove the commercial vehicles from the residential neighborhood. Additionally, the UNIT has identified a home that is using the basement to illegally and unsafely house a family. The UNIT will be partnering with the Fire Marshal’s office to inspect this property and ensure that the residents are removed from the basement and that the property owner is held accountable.

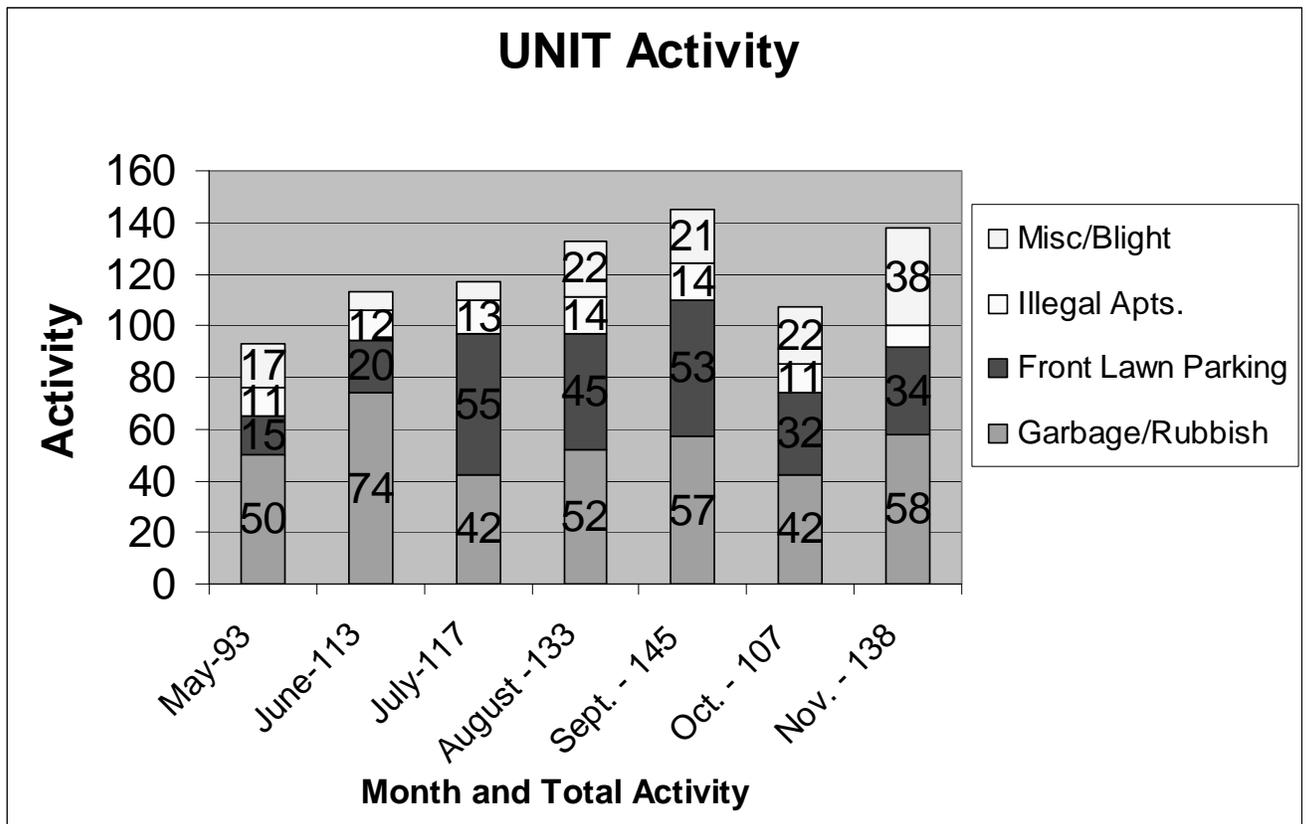
In total for this time period, the UNIT initiated 71 ACTION activities:

- 36 – Garbage/debris on the exterior of the property
- 23 – Front yard parking
- 5 – Abandoned vehicles
- 3 – construction without a permit
- 4 – miscellaneous (commercial vehicles, leaves in the street, etc)

The UNIT continues to pro-actively address quality of life issues in Danbury. ACTION is an effective method where the UNIT can attempt to resolve issues before they become chronic in the neighborhood. Since May 1<sup>st</sup>, of the 800+ issues that the UNIT has responded to, nearly 50% of them were the result of ACTION.

The UNIT continues to encourage Danbury’s residents to call when they see any concerns in their neighborhood. Residents can call CityLine 311. The UNIT will investigate each concern and will follow up with the caller to give them updates on the situation.

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: November 2008

The month of November saw the 311 Call Center receive 530 calls from residents with a large portion of inquiries made in reference to the City's leaf pick-up program. Other residents called looking for the next scheduled "Saturdays With the Mayor" while still others called looking for traffic information. The opening of Padanaram Rd was well-received by the public as numerous residents had called in prior months anticipating the completion of work on the bridge. Residents are also eagerly looking forward to next year in the hopes that Clean City Danbury Day will be announced as well as the Household Hazardous Materials Waste Day. The 311 Call Center also received numerous calls from residents in regards to the November 4<sup>th</sup> election; they wanted to know where they could vote, how they could get a ride, and how they could vote via absentee ballot. Calls were also made from residents who were looking for information about Veteran's Day ceremonies across the region. As winter approaches the 311 Call Center is keeping tight communications with all City departments to insure prompt responses in the case of anticipated weather-related issues.

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