



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

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Livable Neighborhoods 2009

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

From the time period of the previous Common Council report, January 27<sup>th</sup>, up until February 24<sup>th</sup>, the UNIT has responded to 72 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on.

This past month, the UNIT and 311 received a lower than normal number of calls from Danbury’s residents regarding concerns in their neighborhoods. As a result, over 80% of UNIT activity was a result of ACTION. Front yard parking (25) and Garbage on properties (22) and Overcrowding/Unsafe living conditions (12) were the top infractions addressed by the UNIT.

One notable success worth mentioning is the settlement of a case on Griffing Avenue. In 2008, the UNIT cited a property owner regarding an accumulation of rubbish in the rear of their property. Approximately eleven months and a court date later, the debris was finally cleaned up and the property owner was assessed a \$500 fine for this violation.

In March, our department will be notifying property owners in specific neighborhoods and advising them that the UNIT will be conducting ACTION in their area. By walking the neighborhood, our inspectors will be better able to identify properties with rubbish accumulations, overcrowding, unregistered vehicles, etc. Partnering with property owners and tenants, letting them know that the UNIT is coming to their neighborhood, provides them time to prepare for inspections, ask questions, as well as address any other concerns in their area.

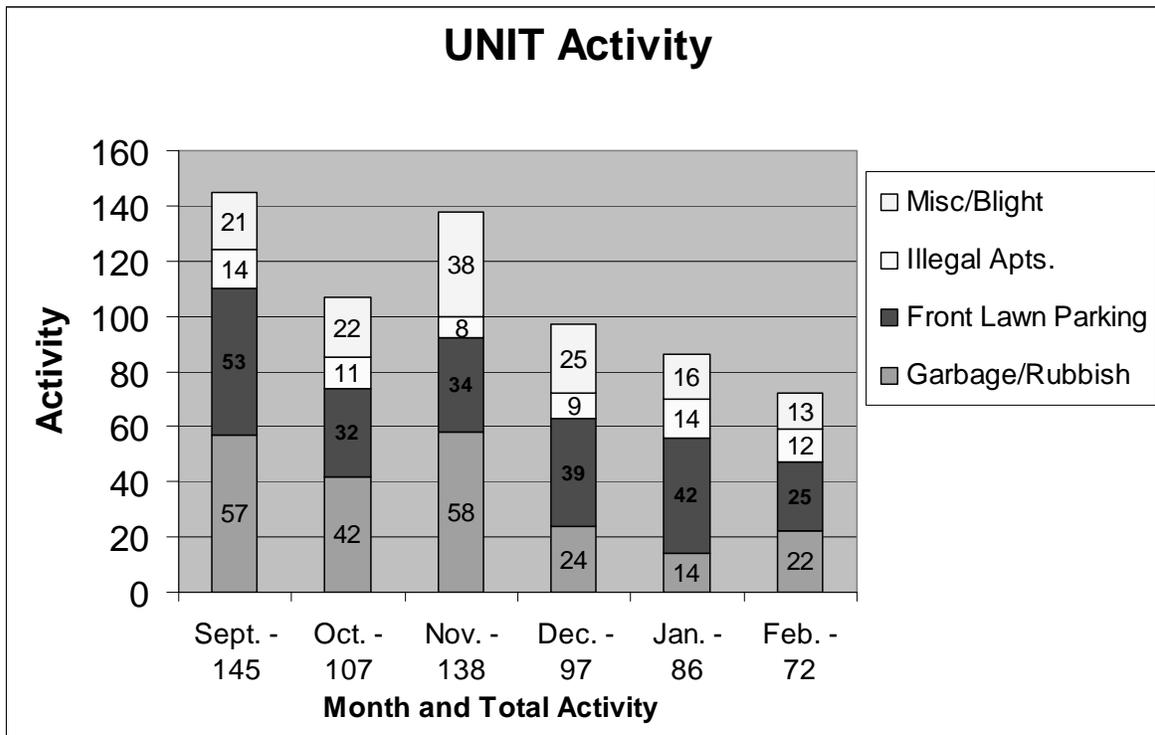
The UNIT continues to help oversee the upkeep of Kennedy Park, as well as City Center Danbury. Recently, several residents have approached the UNIT volunteering to help keep Kennedy Park clean. In exchange for providing them a supply of garbage bags and an additional trash barrel at the park, these residents have maintained the park in

excellent condition for the past few weeks. At one point, over 50 residents pitched in and scoured the park and surrounding area for litter, cigarette butts, etc. It's pleasant to see Danbury's residents take pride in their town.

The goal of the UNIT is to improve the quality of life in Danbury and maintain the city as a desirable place to live. The UNIT is committed to addressing and resolving these issues as quickly as possible.

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](http://www.ci.danbury.ct.us), and click on the City Line 311 link and register their complaint at their convenience. 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.

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: February 2009

The month of February saw the 311 Call Center receive over 660 calls from residents. Due to a winter storm on January 28, 2009 City Hall was closed for the day, but the 311 Call Center was open for regular business and received 140 calls from residents looking for information on City services and requesting snow removal on their street. While the majority calls are made in reference to obtaining information; residents continue to use 311 to report potholes, malfunctioning traffic lights, sneakers hung over telephone wires, and sidewalks that are covered with snow and ice. Many residents have also been calling about the 2009 Clean City Danbury date (which has not been announced as of yet) while others have already begun inquiring about the July 4 fireworks at the Town Park (June 27, rain date July 11). History has indicated that as winter ends and spring begins there are many calls made about damage to curbing, aprons, and lawns as a result of street plowing. The 311 Call Center encourages residents to call immediately and report such issues so they can then be placed on the list for repair in the springtime.

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