



CITY OF DANBURY
OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2009

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July 2009

“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, June 30th, up until July 28th, the UNIT has engaged in approximately 114 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on.

The top three issues addressed by the UNIT were properties with debris on it (44), other miscellaneous issues (41), and vehicles parked on the front lawn (24). Miscellaneous issues include the variety of properties that are vacant and are not being cared for. As a result, grass is high, sometimes the house is not secure and neighbors rightfully become concerned. Also, commercial vehicles being kept in residential neighborhoods are another miscellaneous issue that is often addressed and resolved by the UNIT.

Neighborhood nuisance complaints are also investigated by the UNIT. Resolutions to these concerns require follow up inspections in the evenings and on weekends. Additionally, it often takes a lot of time and continual monitoring to ensure that the problems do not return. Our department is proud to report recent success in eliminating neighborhood concerns in two locations in the city. One issue was on Corn Tassel Road where it was a common practice for the homeowner to have in excess of forty vehicles every night. Vehicles clogged the driveway and the road causing safety concerns and neighbors were disturbed by loud noises and rude behavior each night. The persistence of the UNIT has paid off. The parties and loud get-togethers have ended. Each week, the UNIT meets with the property owner to discuss progress and compliance in the neighborhood and as a result, neighbors have expressed their gratitude to the UNIT for their intervention on this extended problem. Our department has also experienced a great accomplishment on Rowan Street. There was an abandoned property that historically had been used as a vehicle repair location. Vehicles, registered and unregistered, were dropped off at this location at all hours of the night to be worked on. Apparently, this

property had been used for this purpose for over three years. The UNIT established a meeting with the property owner and reviewed strict expectations. All vehicles were to be removed, the building was to be boarded up and a fence is to be constructed in front of the property preventing anymore vehicles from being placed at the property. At this time, the windows and fence are scheduled to be complete within the next few weeks, and car repairs are no longer being done on this location. Initially, when the UNIT got involved in cleaning this area up, there were 24 inoperable vehicles on the property! Now, there are only 5 left and by mid-August, they will all be removed. The UNIT vehicle is often patrolling this neighborhood and the neighbors have already began commenting and sharing their joy in this cleanup. It is a rewarding feeling to see the improvement in the neighborhood.

Beginning, Wednesday, July 29th, the Office of Neighborhood Assistance will be conducting four neighborhood meetings within two months. The UNIT will conduct ACTION and inspect the neighborhoods, looking for any quality of life issues that can be improved. Mayor Mark Boughton will also be participating in these meetings. The neighborhood meetings are an effective way to share the goals of our department, as well as to listen to the concerns of Danbury's residents. Additionally, it presents a great opportunity to educate Danbury's residents about City Line 311.

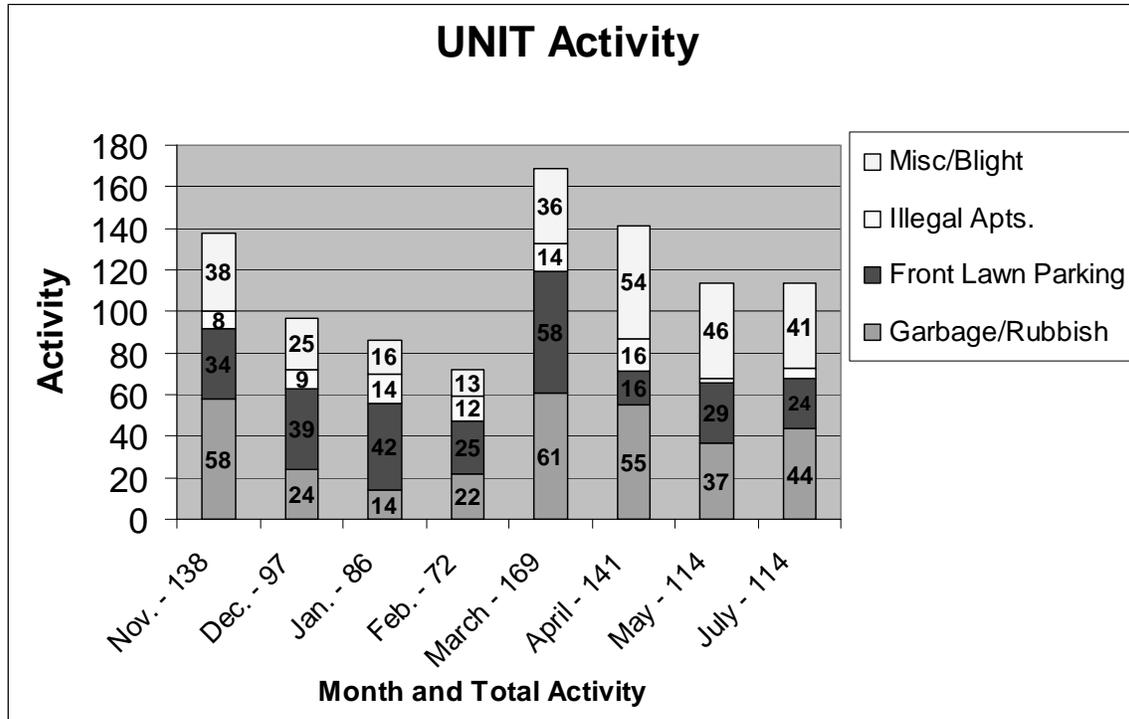
The dates and neighborhoods for these meetings are below: Meeting times are 7 PM

- **Weds, July 29th** (Hatters Park Banquet Hall)– Apple Blossom Lane, Sherry Lane, Valerie Lane, Beverly Drive, Roger Drive, Pond Ridge Road, Circle Drive E&W, Glen Hill Road
- **Thurs, August 13th** (Council Chambers, City Hall)- Stone Street, McDermott Street, Sheridan Street, Prospect Street, Cottage Street, Clark Street, Home Place, Stillman Avenue, Michael Street, Casper Street
- **Weds, August 19th** (Zion Church, Rowan Street)- Rowan Street, Second Avenue, Oakland Avenue, Balmforth Avenue, Maple Avenue
- **Weds, September 16th** (TBD)- Meadowbrook Road, Nancy Drive, Cozy Hollow Road, Wixon Road, Carolyn Avenue, Campbell Lane, Diana Road, Ridgeside Road, Albers Road, Carla Drive, Elizabeth Road

Attendance by the Common Council is greatly encouraged.

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.

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: July 2009

The month of July saw the 311 Call Center receive approximately 750 inquiries from residents with the largest number of calls being phone number requests at 375. Fifty-five residents called looking for information regarding the City’s recycling truck while another 40 called in regards to the HAZMAT Day September 26. Danbury residents are eager to dispose of their materials and are also looking forward to Clean City Danbury Day 2010. Another 37 residents called looking for information for the Concerts on the Green as well as other downtown Danbury events. Wildlife concerns are an ongoing issue for Danbury residents with 20 calls being received in July (such concerns could be dead animals, suspected rabid animals, or wandering canines). As the summer weeks continue many residents are calling to report overgrown trees, bushes, or grass that block the line-of-sight and pose a danger for motorists and pedestrians. The 311 Call Center encourages residents to continue to report such dangerous issues immediately; as well as other problems such as malfunctioning traffic lights, potholes, low-hanging branches, and wildlife concerns.

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. 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