



**CITY OF DANBURY**  
**OFFICE OF NEIGHBORHOOD ASSISTANCE**

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Livable Neighborhoods 2009

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**September 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, August 26<sup>th</sup>, up until September 28<sup>th</sup>, the UNIT has engaged in approximately 117 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
- Miscellaneous issues
- Vehicle concerns.

Larry Miguel returned from a brief retirement to assist the UNIT once again while Coordinator Shawn Stillman is away on a leave of absence. Larry’s knowledge of City operations as well as his multilingual skills are an invaluable asset to the UNIT as we look to improve the quality of life for all Danbury residents.

Miscellaneous issues continued to rise throughout the summer as many of the concerns revolved around foreclosed 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. Additionally, sidewalks, street corners and intersections are unsafe due to the over-growth of bushes, grass and other shrubbery. Most of these issues result in line of sight concerns while driving, or pedestrian safety on the city sidewalks. The UNIT responds to these concerns, as well. Also, another type of miscellaneous issue is commercial vehicles being kept in residential neighborhoods. These are just a few examples of miscellaneous issues that are often addressed and resolved by the UNIT.

Vehicle issues varied this month with violations of front yard parking, as well as unregistered and/or abandoned vehicles becoming eyesores. Many of the unregistered

vehicles were parked on the street and the UNIT partnered with the DPD to have the vehicles towed away. While front yard parking violations will always continue, there has been a major improvement in various neighborhoods due to UNIT enforcement.

Garbage and rubbish continue to be an ongoing issue in Danbury. Residents who either have debris on their property, or who illegally dump it somewhere else, are in violation of City ordinances and risk serious fines if their property is not kept or if they are caught engaging in illegal dumping. Many residents continue to put out items curbside and mark them with a "FREE" sticker; this practice is also illegal and the property owner will be asked to remove the item and dispose of it properly.

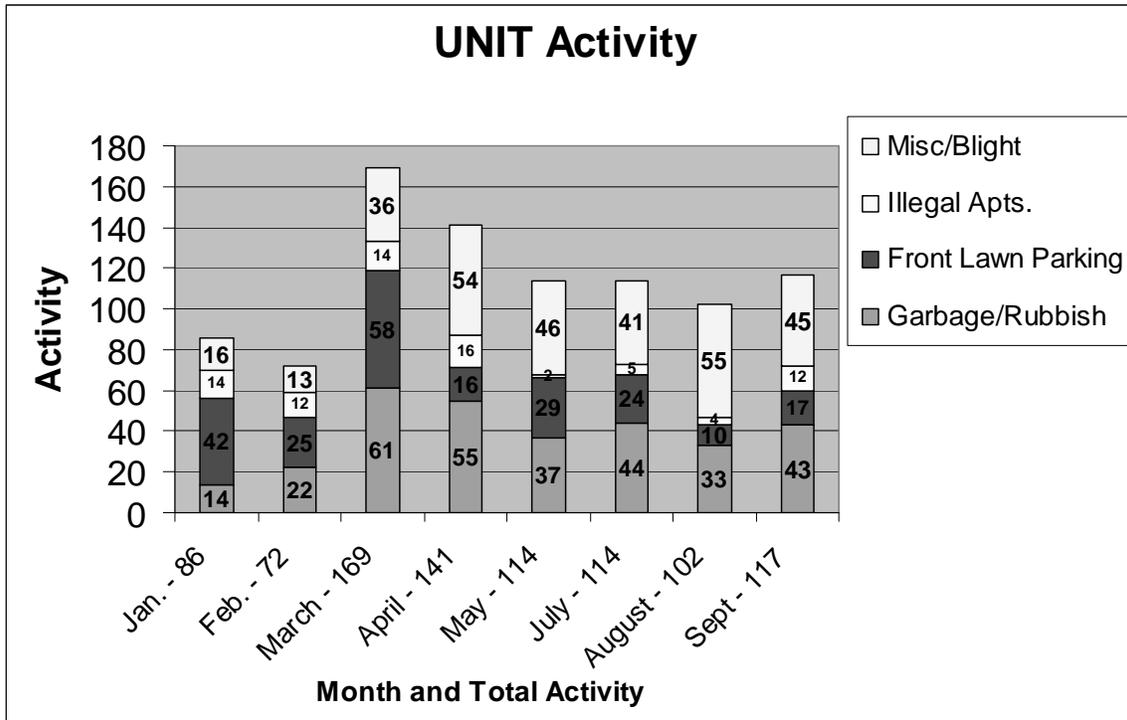
On September 23<sup>rd</sup>, the UNIT assisted the Danbury Police Department along with Fire Marshal and Zoning officers in breaking up a suspected illegal bar operating on Elm St. There was no legal liquor license issued to the operator as well as an overloaded electrical system; an order was issued to remove the bar. The total inspection lasted for over two hours.

The UNIT is also proud to report that a property on Dana Rd which had been an eyesore to neighbors was finally cleaned up after more than three months of working with the property owner. It is this kind of determination and persistence that the UNIT uses in order to attain compliance and keep the standard of living at a high level for all Danbury residents.

The Office of Neighborhood Assistance conducted a very successful and well-attended neighborhood meeting on September 16<sup>th</sup> at Great Plain School for the residents in the area of Wixon Rd and Meadowbrook Rd. Participation was the highest it has ever been at a neighborhood meeting thus far as the entire cafeteria was filled and it became a standing room only event. This meeting showed how deeply the residents in the area care for their neighborhood as various quality-of-life issues were given, on which the UNIT is currently working. The neighborhood meetings of the summer 2009 were a resounding success with overall high attendance and many concerns given out by residents. Each issue was logged and put through our 311 system and sent to the appropriate departments for action. The Office of Neighborhood Assistance looks forward to more neighborhood meetings in the coming months and encourages Common Council representatives to be in attendance to hear the concerns of their constituents whenever possible.

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: September 2009

The month of September saw volume for the 311 Call Center rise for the fourth straight month to a total of 915 inquiries from residents. Once again, the most frequent call came from residents looking for specific phone numbers which they were unable to find elsewhere – numbering 343 for the month. The increase in call volume can also be attributed to the HRRRA sponsored Household Hazardous Materials Waste Day which took place on September 26 and brought about 170 calls from residents looking for date, time, and what is appropriate to bring. A new category for call logs was created due to heavy volume – garbage. Residents have been calling in great numbers (115 in September) looking for information on how or where they can dispose of their large bulk items such as couches, mattresses, television sets, computers, and other such items. This is in conjunction with the 63 calls that were received from residents looking for information just on our recycling truck which is located in different spots throughout the City every day of the week. Traditionally, the autumn months bring about many calls from residents with drainage concerns as well as pothole reports and tree limbs that pose a danger to motorists or pedestrians (due to high winds). The 311 Call Center encourages residents to report such issues as soon as possible so they can be addressed appropriately and the quality-of-life in Danbury can remain at a high standard. .

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.

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