



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

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DANBURY, CONNECTICUT 06810

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Livable Neighborhoods 2009

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**October 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, September 28<sup>th</sup>, up until October 27<sup>th</sup>, the UNIT has engaged in approximately 74 issues. This does not include any follow up re-inspections from previously noted issues that the UNIT continues to follow up on.

While responding to resident complaints is the priority for the UNIT, our group has also been committed to following up and closing out pending issues from previous months. We will continue to focus on these issues in the upcoming months to ensure all quality of life concerns are proactively followed up on and resolved effectively.

The top three issues addressed by the UNIT were:

- Properties with debris on it
- Miscellaneous issues
- Illegal Dumping

Autumn brings a rise to Miscellaneous concerns as the UNIT responds to several complaints of residents blowing/raking their leaves into City streets. This can cause sewers and runoff drains to get clogged and can create bigger problems. Members of the Highway Dept who routinely clean the drains notify the UNIT of these issues and we intervene right away.

On Thursday, October 23<sup>rd</sup>, the UNIT was highlighted in a front page article of the Danbury News-Times. The subject of the article was illegal dumping and its impact on the quality of life in Danbury. It was well received in the community as many residents called in to thank our department for the hard work to keep Danbury clean. Members of the UNIT have spent considerable amount of time this month personally cleaning up areas in town. Assisted by Highway Dept employee, Chris McGran, the UNIT has

cleaned up a large area of land off of Brushy Hill Road, Aunt Hack Road, Broad Street and Mill Ridge Road. Brushy Hill Road is a scenic road bordering Tarrywile Park and the UNIT collected eleven mattresses, two televisions, a dishwasher, two couches and several other items of debris thrown over the embankment. Additionally, the dead end area on Broad Street was cleaned up by the UNIT. A small couch, a dresser and two bags of garbage was picked up at this location. The UNIT investigates all occurrences with the hope of being able to issue a summons to the individual who committed this wrongful and irresponsible act. As a result of our investigations, and with the assistance of Officer Ken Utter, two tickets were issued in the amount of \$219. Currently, the UNIT is investigating three other cases, where more fines may be levied.

**Please reiterate with all residents, the importance of reporting suspicious behavior in their neighborhoods. Pickup trucks filled with furniture and mattresses are red-flags. Obtain license plate numbers, write down vehicle descriptions and items in the vehicle. Do NOT hire anyone to haul away your garbage unless you get a copy of their driver's license and plate information. If caught in the act, criminals face a penalty of up to \$1000 and their vehicle being impounded.  
We need the help and involvement of everyone.**

The UNIT has also spent a great deal of time removing signs and advertisements from Danbury's telephone and light poles. Lately, there have been large posters promoting private concerts at nightclubs, as well as the routine posters taped/stapled to poles advertising anything you could think of. Not only is this defacing public and private property, but it looks terrible. Many signs and posters can be found blowing around on the ground after falling off of the poles and this compounds the problem, with litter now in the streets. The UNIT has torn down over 100 of these signs within a week and will continue to do so. Additionally, we have contacted phone numbers on the signs warning whoever not to do it again.

### **CUSTOMER SERVICE FEEDBACK**

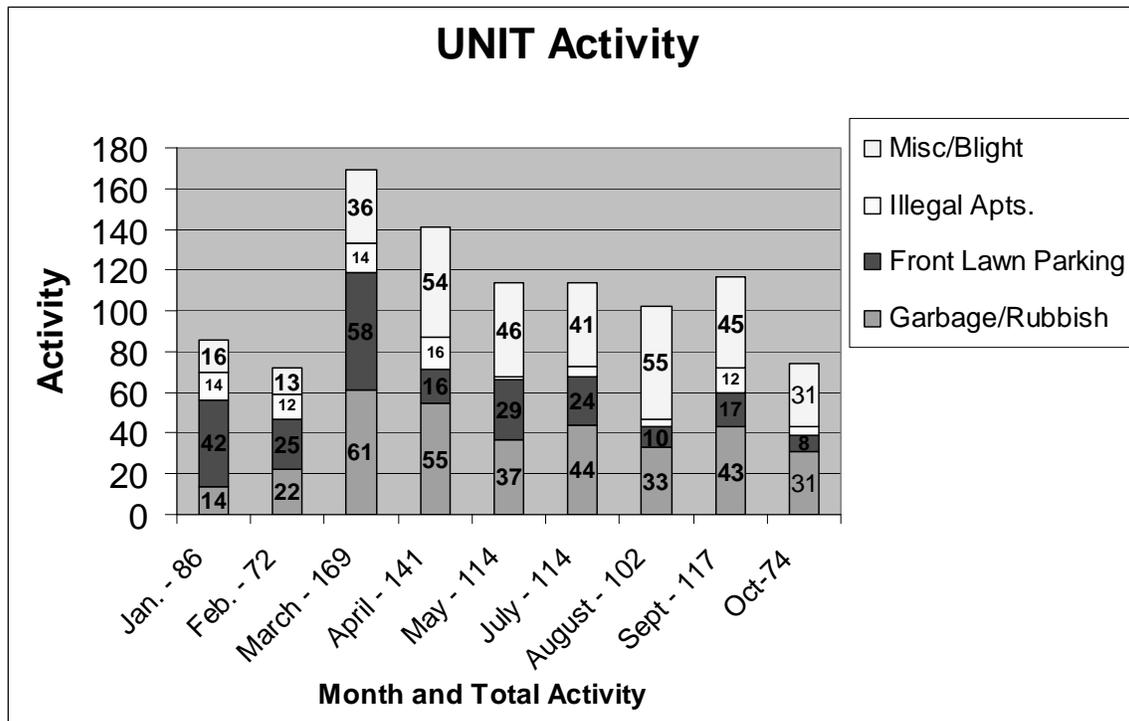
received 10/24/09

I would like to thank Shawn & Larry in the Office of Neighborhood Assistance. They did a great job in helping me contact a neighbor about a downed tree of theirs in my property. I left a message late on 10/16 & early on Monday I had a call from Larry who was going to take a look at the issue. I had a call back that same day from Shawn stating he talked to the property owner & she was going to get it taken care of. Shawn then called the next day asking to let the neighbor have access to my property to cut down the tree.

I am so happy with the quick response, the follow through & the friendliness of these two employee's they did a great job!

Sincerely,  
Tara S.

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: October 2009

The month of October saw the 311 Call Center receive 632 inquiries from residents. The most frequently asked question was once again in regards to phone numbers, totaling 323 for the month; residents asking where they can dispose of their garbage totaled 85 calls, and questions regarding the fall leaf pick-up program totaled 34 calls (this number is expected to increase greatly as the program officially began October 19<sup>th</sup>). Twenty-three calls were placed from residents looking for information on flu shot clinics and 20 calls were placed for information regarding the recycling truck. Another twelve calls were placed by residents looking for information regarding voter registration and the upcoming November 3 election. The storm on October 7 also brought about 12 calls from residents reporting downed or dangerous trees. Residents are encouraged to report dangerous incidents such as these as soon as possible so they can be routed to our tree department (in the case of a tree blocking the road) or to CL & P (in the case of a tree that is leaning on or that has brought down power lines). As autumn continues and leaves fall from trees residents are reminded not to blow or rake said leaves into the road; if such an occurrence is witnessed it should be reported to 311 as leaves have the potential for blocking drainage and making the road slippery for motorists. Residents are also reminded to keep their leaf bags curbside without tape for pick-up and are encouraged to call 311 if their bags are not taken.

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