

West End Residents

HELP!

My problem is

Who DO I call?

This booklet lists phone numbers for police, housing, sanitation and other city services. We hope it is useful to you. We also hope that you will help keep our neighborhood clean and safe by reporting all problems. Police and other city resources are allocated according to the calls by residents, which are logged into the city's database. Please report any issues in the West End.

West End Public Safety Committee
West End Civic Association

Hartford Police Department

Emergency

911

Call 911 for life threatening issues such as fire, crimes in progress, assaults on persons, medical emergencies, auto accidents with injuries, auto thefts or robberies in progress.

Dispatch

527-6300

Call dispatch for these problems: Loud noise from cars or homes, traffic issues, disorderly conduct, car break-ins, house break-ins, drug deals in progress*, underage drinking, auto repairs on street, illegal parking, prostitution, or other quality of life issues.

West End Community Service Officer

Officer John Miller

424-2034 (cell phone)

Call Officer Miller to report crimes in the neighborhood, abandoned vehicles on the street, other neighborhood concerns, including general crime trends.

Drug Activity

525-DRUGS (3784)

Call 525-DRUGS to report drug activity you have witnessed. Use this department to give information about general trends of drug dealing and drug use in the neighborhood.*

Guns

525-GUNS (4867)

Call 525-GUNS to report any gun activity you have witnessed.*

Dog Warden

722-8301/543-8701

Call the dog warden to report lost or roaming dogs.

Civic Radar

www.civicrodar.com

Use Civic Radar on the Internet for reporting quality of life issues (see list under Dispatch).

***Reporting a problem to several departments will help assure greater attention to the issue. For example, to report drug activity (1) call Dispatch at 527-6300, (2) call 525-DRUGS, (3)**

then call Officer Miller, West End Community Service Officer, at 424-2034.

Department of Licenses & Inspections 757-9200

This department handles any complaints around housing issues, violations, boarded up buildings.

- Appeals to zoning regulations 757-9200
- Building code inspections 757-9221
- Housing inspection 757-9210
- Rodent control (rats) 543-8571
- Zoning 757-9239
- No heat complaints

Landlords are required by state law and city ordinances to provide safe and adequate heat.

If you do not have heat:

- Call Licenses and Inspections at 757-9210 during regular working hours (Mon-Fri 8:30-4:30).
- At other times, call the Dispatch Center of the Hartford Police Department at 527-6300. Inspectors will call the landlord. If the problem can't be fixed in 6 hours, owners will need to provide temporary housing. If the owner does not resolve the problem, the city can make repairs or put people in temporary housing and bill the owners.

Information Hot Line 211 (or www.infoline.org)

Dial 211 to reach free, 24-hour information about community services, human services, and crisis intervention for problems such as substance abuse, gambling, domestic violence, suicide prevention, financial problems, and more.

Domestic Violence Hotline 888-774-2900

Child Abuse Hotline 800-842-2288

Mobile Crisis Team

297-0999

The Mobile Crisis Team provides seven-day-a-week psychiatric crisis services.

Department of Health & Human Services

543-8860

Call the Health Department for issues related to concerns such as animal feces, overgrown yards, abandoned auto parts, and abandoned vehicles on private property. For abandoned vehicles call 547-1426, ext. 7092.

Department of Public Works

The Department of Public Works handles any issues concerning streets, traffic signs, trash collection and snow plowing.

Director of Public Works

543-8660

All DPW services

543-8765

(For 24-hour service, urgent requests or if unsure where to direct request)

Street Services

543-8760

(For street sweeping, potholes, paving, clogged drains street lights, cracked sidewalks, leaf collection, snow plowing, etc.)

Streetlight repair

543-4888, ext 6530

Malfunctioning traffic signals (Fire Dept.)

543-8790

Traffic problems & missing traffic signs

543-8660

Trash Collection

543-8750

Scrap metal & bulky waste

Trash pick-up questions

Recycling questions

543-8609

Trash carts customer service hotline

543-8727

Illegal dumping

527-6300 or 543-8765

Clean City

543-8766

(For clean up of vacant properties and city-owned sites)

You do not have to leave your name to report a problem. Details such as license plate numbers, descriptions and names of suspects, and exact locations of problems are very helpful. Please provide as much information as possible.

If you think there might be a problem in your neighborhood but are not sure, contact Officer Miller at 424-2034. Or, come to any West End Public Safety Committee meeting, held the first Thursday of every month at 7:00 p.m. at the West End Community Center, 461 Farmington Avenue.