



CASANOVA OAK KNOLL

NEIGHBORHOOD ASSOCIATION

August 2010

www.cona.info

phone 831-375-6241

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Neighborhood Revitalization Strategy Area approved

\$40,000 coming to CONA!

The City of Monterey's Community Development Block Grant Program is pleased to announce that the U.S. Department of Housing and Urban Development has approved the Casanova –Oak Knoll neighborhood as a Neighborhood Revitalization Strategy Area. Along with this approval, comes a neighborhood budget of \$40,000. A portion of this amount is going to be used on a neighborhood cleanup. On a fall Saturday we will have multiple dumpsters brought to us for this event. You will be given a flyer giving the details.

In addition, the CDBG and Redevelopment Agency (RDA) Public Service

Program is developing a 16 non-profits CONA Consortium to host workshops and provide resources to be expended for the residents of CONA.

At the CONA annual meeting, Kelly Ann Morrow, HCD Coordinator, met with our neighborhood to discuss priorities that could be met. The priorities suggested were: sewer laterals, owner occupied housing rehabilitation, weed removal and assistance with sidewalk –trip hazard repairs. In the weeks ahead, Kelly Ann will be developing proposals for each of these suggested priorities and we be informing you as we go along.

Kelly Ann is also working with the City's Grant Coordinator to assist in identifying grant monies to assist us in our long range plans for building a larger community center, to complete the issues identified in the traffic calming study, a neighborhood drainage assessment, a neighborhood beautification program, a zero-scape program for water conservation, underground the utilities and a Homeowner Rehabilitation Repair Inspection Program.

If you have any ideas or would like to make any suggestions, please send all your comments to Kelly Ann Morrow, morrow@ci.monterey.ca.us.

N. Fremont Specific Plan –Discussing building heights!

Following is a brief review of the various activities associated with the City's efforts to upgrade the North Fremont Street corridor:

The City of Monterey recognizes North Fremont Street as an important part of what makes the City an attractive tourist destination and a desirable place to live. However, the City also recognizes that North Fremont Street is in need of attention.

To this end, the City has made significant progress. In April 2010, the City initiated a work program to develop a Specific Plan for North Fremont Street that would further the General Plan goal to create a mixed use neighborhood along the commercial corridor. The Specific

Plan will incorporate the recently completed Streetscape Plan as a part of the Circulation chapter, which will address necessary improvements to the public right of way (ROW). The Specific Plan will also provide commercial, visitor serving, and mixed use development and design standards for privately owned properties abutting the street that will convey a unique identity for North Fremont through its architecture, signage and gateways. Though the corridor serves as a minor arterial that moves traffic efficiently between Highway 1 and Canyon Del Rey, the goal is also to have the feel of a local street that is pedestrian and bicycle friendly.

To date, the City has held two successful public workshops to solicit the input of the stakeholders, including residents of the surrounding neighborhoods, in the preparation of the Specific Plan. Workshop participants engaged in brainstorming exercises that created a vision & goals for the plan and identified possible strategies for future development.

During the next two public workshops, to be held in September and October. Residents are strongly encouraged to attend and contribute to creating a vision for the future of North Fremont Street. Please visit for more details the project website:

www.monterey.org/northfremontplan

CONA NEIGHBORHOOD CLEAN UP COMING!

Monterey Public Library makes movie about Monterey's history

The essence of any community is its people, and it is the stories of individuals who have lived in Monterey over time that convey the community's history most vividly. Similarly, it is the photographs found in the albums of local families that provide some of the richest visual documentation of daily life in Monterey. For over a decade, the Monterey Public Library has been collecting photos and stories of day-to-day life in Monterey through its Shades of Monterey project. Recently, the Library received a grant to continue this project, this time collecting stories of long time residents in on-camera interviews. **These video interviews capture treasured memories of family and community life in Monterey, and they are now available in the Library's California History Room and Archives where they provide rich primary source material for researchers, genealogists and historians.**

For this project, fourteen people from diverse backgrounds, most of them lifelong Monterey residents, spoke about their experiences growing up in Monterey – about family, careers, events that made lasting impressions and the people who influenced them. These interviews capture the memories, dreams and legacies of people who were eyewitnesses to Monterey life during the historically pivotal mid-20th century. They speak about the transformation of Monterey from a community based on a fishing economy to one revitalized by tourism after the collapse of the sardine industry, and the physical, personal and social aspects of that change.

In addition to collecting photographs and on-camera stories, the project grant called for a related community event. **The documentary film, Shades and Stories of Monterey was created as a centerpiece for such an event where the film premiered on March 23, 2010. Over three hundred Monterey residents gathered to view the film and to honor the stories of our community's past.** The documentary film Shades and Stories of Monterey is now available on DVD (cost \$10 + tax) and may be purchased in the Monterey Public Library's gift shop or by contacting Library Special Services Coordinator Jeanne McCombs by phone at 831.646.3949 or email mccombs@ci.monterey.ca.us. For more information about the Shades and Stories of Monterey and other resources in the Library's California History Room please contact Library Archivist Historian Dennis Copeland by phone at 831.646.3741 or e-mail copeland@ci.monterey.ca.us.

The Friends of the Monterey Public Library will hold their Giant Annual Booksale will be held on the first weekend of December 2010. Details and times will be available soon at www.monterey.org/library or call 646.5602.

Also, mark your calendar for the Friends of the Library's annual Chocolate & Wine Tasting Benefit, Friday, February 18, 7-9 p.m. Ticket information available soon at www.monterey.org/library or call 646.5601.

The Bookmobile stops in the Casanova Oak Knoll Neighborhood, on Lerwick Drive, on alternate Thursdays (except for holidays) from 5 - 5:45 p.m. July 29; August 12, 26; September 23, October 7, 21; November 4, 18; and December 2, 16, and 30. For more information call 646.3710.

Thanks to the City Council and the Neighborhood Improvement Committee, the Library was able to restore Sunday hours and postpone layoffs that were scheduled to go into effect in the fiscal year that began July 1, 2009. That was one-time money, and it is now gone. As a result, in the fiscal year that began July 1, 2010 most of those cuts will be implemented as planned, including the loss of 155 hours of staff time per week. Sunday hours will be eliminated effective August 1. Cuts will be made to the California History Room program, and cultural programs for adults and teens will be further reduced. Library customers can expect longer wait times for service at the Help Desk and reduced open hours. Beginning August 1, the Library schedule of operating hours will be Monday, Tuesday, Wednesday 12 noon - 8 p.m., Thursday, Friday, and Saturday, 10 a.m. - 6 p.m. The Bookmobile schedule will be unchanged.

The Library's Fund Development Committee has stepped up efforts to establish an endowment for to ensure that the Library will be funded for the long term. To enhance the current operating budget the Friends of the Library continue to be very active in fund raising efforts to purchase books and other Library needs, and to support cultural programs. For more information contact Library Director Kim Bui-Burton at 831.646.5601.

How to Survive a Tsunami!

Included in your August newsletter is a flyer supplied by the Monterey Fire Department. We live right next to the ocean and we need to be aware of its dangers. An earthquake can trigger a tsunami; we discussed this in the last issue. Sit down and talk with your family about this life altering issue.

One must be aware of ones surroundings at all times. The detailed threat map for our city is on the city's website at www.monterey.org under the Fire Department listing.

Information is always a key to survival!

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Message from our Monterey Police Chief

Pharmaceutical Drug Collection/Drop-Off Program Announced

Prepared by Police Chief Tim Shelby

The abuse of prescription and over-the-counter medications, particularly by teens and young adults has become a significant problem in our society. Recognizing that, the Police Department is developing a proactive program aimed at fighting this type of drug abuse where it typically begins - the home. We know that many pharmaceuticals sold on the street or consumed by young people come out of home medicine cabinets. According to the Partnership for a Drug-Free America, one in 10 teens reports having abused an over-the-counter medicine to get high and twice as many, or one in five teens, report having abused a prescription drug to get high. Unfortunately, lots of these medications that were originally intended for legitimate purposes are ending up in the hands of children and the results, which include abuse, addiction and even death, are oftentimes devastating for families.

In September, the Police Department will launch the Pharmaceutical Drug Collection/Drop-Off Program and begin to provide a drop off location for unused, unwanted, and/or expired medication. The secure drop box will be installed inside the lobby of the Police Department at 351 Madison Street, allowing anyone to dispose of medication anytime, day or night. There will be no forms to fill out and no questions to answer. Medication must be in a container and preferably labeled as to type. The medications collected will be regularly destroyed in a safe manner, as prescribed by law.

Our goal is to educate the public about the dangers associated with these types of drugs, and to provide a safe solution for their disposal when they are no longer needed. As an added benefit of this program, it is well documented that many such medications end up discarded into our landfills or flushed down the toilet and into the sewer system, both of which can contaminate our environment and even our water supply.

The Monterey Police Department is committed to providing services that are results driven and that help create a safer Community for everyone to enjoy. It is our sincere hope that this drug education and prevention program does just that. For additional information, please contact Sergeant John Short at 831.646.3822 or short@ci.monterey.ca.us. If you would like more information on Protecting Your Kids from Drugs, visit Partnership for a Drug-Free America at <http://www.drugfree.org/>.

**Coming soon a
Neighborhood Cleanup
Look for a flyer this fall!**

City Focus Community Survey

The 2010 Community Survey gives you the opportunity to rate City programs and services. It's easier than ever to participate in the Survey. Just answer a few questions, add comments if you would like and submit your responses, which will be tabulated automatically with our online survey software.

This is the first time the City has conducted its Community Survey online and it's one of the new ways we're doing business. The online survey and automated results tabulation will save about \$10,000 in costs for printing, mailing and hiring a firm to tabulate the results. Please encourage your family and friends to take the online survey. It will be available through August.

The City has conducted comprehensive community surveys every two years for the past 10 years. The City Manager and Department Directors use the information from the survey to fine tune their operations and respond to the community. We'll report on the results of this first-ever online Community Survey in the September issue of City Focus.

You can view previous year results at www.monterey.org/survey.

Casanova Oak Knoll Park Center

Hello neighbors! As summer comes to an end, the staff at Casanova Oak Knoll Park Center is excited to present new fall classes for all ages. We have amazing tots programs that bring out creative talents, such as our Trash to Treasures class starting in August. Energetic, older 7-16 year olds may want to try our Egyptian Cabaret Style Belly Dance class, starting soon. Mothers and daughters looking for an enjoyable activity in the evenings, may enjoy our Mother and Daughter Belly Dance class. Also, don't forget about our Jedi Night event on November 5th - with an enthusiastic and experienced instructor. As for your furry, four-legged friends, it's time to teach them some new tricks in our Dog Obedience and Puppy Kindergarten classes. Make your dreams come true, and learn how to play the piano. We offer convenient, evening piano lessons on Monday and Thursday evenings throughout the year.

As for families with busy work and school schedules, take a night off and use our activity room for some pool, foosball and Wii video games. Parents can challenge their children to a game or two! It's completely free - doesn't get any better than that!

Remember that the Fall holidays are right around the corner. Casanova oak Knoll Park Center staff has prepared many delightful events and classes for the season. Our Masks, Pumpkins and Other Spooky Creations offers boundless fun for ages 3-5 years. Also, our Tricks, Treats and Sweets, Kids Kitchen Caper: Spooktacular Sensations, and Kids Kitchen Caper: Treats to Be Thankful For classes are always popular for some Fall fun!

With Spring 2011 right around the corner, please look out for our Spring Art Camp for Kids this spring break 2011!

North Fremont Street News!

Semi truck storage on N. Fremont.

The Monterey City Council passed an ordinance prohibiting the storage of large trucks overnight on N. Fremont Street. Both the business district and all the adjoining neighborhoods were in favor of this ordinance to reduce the blighted appearance of a major entry point to our city. The ordinance took effect on June 1st. The delay in enforcement has been due to a backlog in the cities attempt to get the proper signage in place prior to enforcement. The signage is now in place and enforcement will begin.

Foreclosures hit CONA

Foreclosures now stand at 20 in the CONA area. These numbers come from notices that appeared in the Monterey Herald only. Notices also appear in the Carmel Pine Cone and the Monterey County Weekly. We have been made aware of several more foreclosures are about to be announced. The printed notices are in very fine type, full of legal language and are very difficult to read. Addresses are always difficult to determine, because they are buried in the text. Foreclosures go through many different legal channels. Some are renegotiated, others go to a short sale, and some of the missed payments are paid and the foreclosure rescinded. It is far too complicated to gain an overall view. Basically, foreclosures in our area have dramatically and artificially lowered property values. These properties are usually not well maintained and have landscaping and building conditions that contribute to blight. A few years of this economic condition can undo decades of neighborhood advances. States, cities, and local governments are at the mercy of deteriorating economic factors beyond anyone's control. **Keeping an active and aware neighborhood association is more important than ever.** If you read the notices, you can see that it does not just affect our neighborhood but every neighborhood in the county. The notices average around 6 per day with a high of 15 in one day.

Fair grounds Parking Program

The economy has cut back everything including impacts from Fairgrounds events. Parking impacts to do our neighborhood have been the lowest we have seen. The Reggae Festival impact was zero on parking and no logged complaints concerning excessive noise levels. The Fair and Jazz Festival are coming soon and are part of our parking program. There is a Bob Dylan concert this month and we **will not** use the Parking Program during this event. It is not anticipated to be an impact. Please review the rules, they are sent to you every May.

**NEW CERT CLASS STARTS
SEPTEMBER 11, 2010
See article in this newsletter**

Coast Live Oak Trees in the CONA Neighborhood

A review of CONA oak tree conditions on July 23, 2010. Robert Reid, Monterey City Forester

Over the 24 years that I have been the Urban Forester, I have seen several Casanova Oak Knoll neighborhood oak trees die. Under ideal circumstances, our native oaks can live as long as 500 years, but typically have a much shorter life span in the urban setting. Oaks, like many trees, do not handle change well and often suffer when natural habitats are impacted by development such as new construction, grading and over watering from ornamental landscapes. Mature oaks often suffer the most because they cannot adapt to these changes as well as younger trees might.

Coast live oaks have been a primary native tree on the Monterey Peninsula and Central Coast for thousands of years. During that time, they adapted to our cycle of seasonal rainfall between the months of November and April and grew accustomed to not receiving measurable rain amounts during the rest of the year. As a result, they are not capable of up taking water effectively during our summer and fall months when most ornamental landscapes are watered three to four times a week. The frequent watering of lawns maintains a consistent moisture belt that encourages root rot fungus problems on mature oaks, especially near the trunk. Most trees desire infrequent deep watering, and not the frequent shallow watering required for lawns.

Impacts from construction and grading can adversely damage trees in a way that can take years to appear. Compaction from large equipment within the drip line of mature oaks can destroy the smaller absorbing roots that conduct water from the roots to the top, resulting in decline and even mortality over time. The City of Monterey has developed a comprehensive set of Tree Protection Guidelines to protect City and private trees during construction. Contractors working for the City must install the tree protection fencing prior to work beginning. These measures have proven to be successful in protecting and preserving trees during the construction process.

Under the City's Tree Preservation Ordinance, when trees are approved for removal on private property, replacement trees are required on a one-for-one basis. The minimum replacement size is a 15-gallon tree for most species, including oaks. However, we normally suggest replacing Monterey pine and cypress trees with a 5-gallon size because these trees grow quickly, and the 5-gallon size container allows for a balanced ratio of root mass to top growth. Our experience has indicated that a 5-gallon size pine or cypress planted next to a larger 15-gallon size will quickly outgrow the 15-gallon sized tree and be better rooted. Replacement trees can be replanted anywhere on the property, and we request that the owner contact Parks Division when the replacement tree has been planted.

For more information on the City of Monterey's tree regulations and other tree information, please go to the City's website, www.monterey.org/trees.

Clyde Roberson, our former Mayor and councilman submitted this letter to the Council concerning the present city budget and observations about the economy and downtown. We felt his observations were important and should be passed onto our residents in CONA:

Clyde W. Roberson
(Teacher, Former Mayor and Council Member)
Monterey, CA

July 18, 2010

Dear Members of the Council,

At a previous meeting, you wisely decided to seek grant money for a downtown traffic and circulation study in the light of the city's \$5 million budget deficit, layoffs, and library closing. As you continue your deliberations, several issues come to mind.

Would reconfigured streets downtown create the shopping experience being sought, or is the recession really the overriding issue right now? Would it be better to have a market study before a traffic study to determine if the two ways streets would accomplish what you wish? If the traffic circulation stayed the same, what could be done for downtown? It seems to me that the discussion should go well beyond two ways streets.

Traffic flows and access to parking, which the city garages provide adequately, can help shopping districts. On the other hand, trends are for getting people out of their vehicles as quickly as possible so they can shop or eat. The highly successful MST Wave buses move people quite well.

The City newsletter cited that Monterey was really holding its own with conferences. Would an expanded Conference Center initiate more business, or is the current downturn a result of the serious recession we are in? How does Monterey's convention business compare to other jurisdictions? Is it a foregone conclusion that a change in the conference center will stimulate the downtown? Who pays for it? The marketing has been privatized with the VCB and food and beverage is also privatized. What's left?

It's been said that the city needs to provide infrastructure, and the property owners need to do the rest. How should the private/public partnership look, especially with the \$5 million deficit facing the City? Can the property owners and business districts share their many fine marketing efforts and events to help the public appreciate the current climate?

The three alternate traffic studies come with price tags of about \$1, 2, or \$3 million to implement them. Where would the City get that kind of money? When a traffic study is finished, would it raise unrealistic expectations that the City would implement it? Again, the recession and the city's budget become harsh realities, limiting options. With the unfunded pension liabilities, PERS increases, the continuing worldwide recession, and a 3% raise to General Employees of Monterey, it looks like the City budget is not going to improve, especially if the State budget is not dealt with.

While many downtowns are successful with shopping centers nearby, our downtown has other competition that is unique. When a visitor arrives in town or leaves a conference hotel, they have many options: Fisherman's Wharf 1 and 2 and Cannery Row, among others, all of which offer restaurants and discretionary, impulse, and specialty shopping. In addition, while the Custom house Plaza can be an asset, it also creates a large gap between Alvarado St. and the wharf.

Why are there thousands of people at the Farmers' Market, all of whom found parking, and the rest of the week Alvarado is quiet?

How can we find out what the citizens of Monterey, visitors, and potential shoppers want for their downtown experience?

Fisherman's Wharf was packed this weekend. Historically, Heritage Harbor, right next to it, did not succeed as a retail center. Why?

Finally, it should be recognized that many city owned properties generate significant leases which fund public safety, roads and garages, street sweeping, library and recreation. Certainly a review of such property is always beneficial, but selling it does not necessarily hold up to more thorough scrutiny.

It's a lot easier to ask questions, I know. While I am not opposed to a downtown traffic and circulation study, I think that a study session to explore all the issues would be worthwhile now. When I was first elected to the Council in 1981, revitalization of downtown was one of the major concerns, ultimately leading to the streetscape and sidewalk improvements which we hoped to be the solution to bring people there.

Everyone wants a vibrant, busy, financially successful downtown Monterey: owners, businesses, visitors, and locals.

.....**Thank you Clyde!**



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On behalf of the Monterey County Fair Board of Directors, I would like to take this opportunity to thank the Casa Nova Oak Knolls Neighborhood Association (CONA) for being an active community partner with the Monterey Fairgrounds. Over the past two years, the Fair has spent over \$250,000 in capital improvements. In 2010, we have installed eleven additional full hook ups in the Carnival Lot and are working on resurfacing and replanting the area. Our goal is to make this a safer place for our patrons and alleviating much of the dust that is stirred up during our larger events.

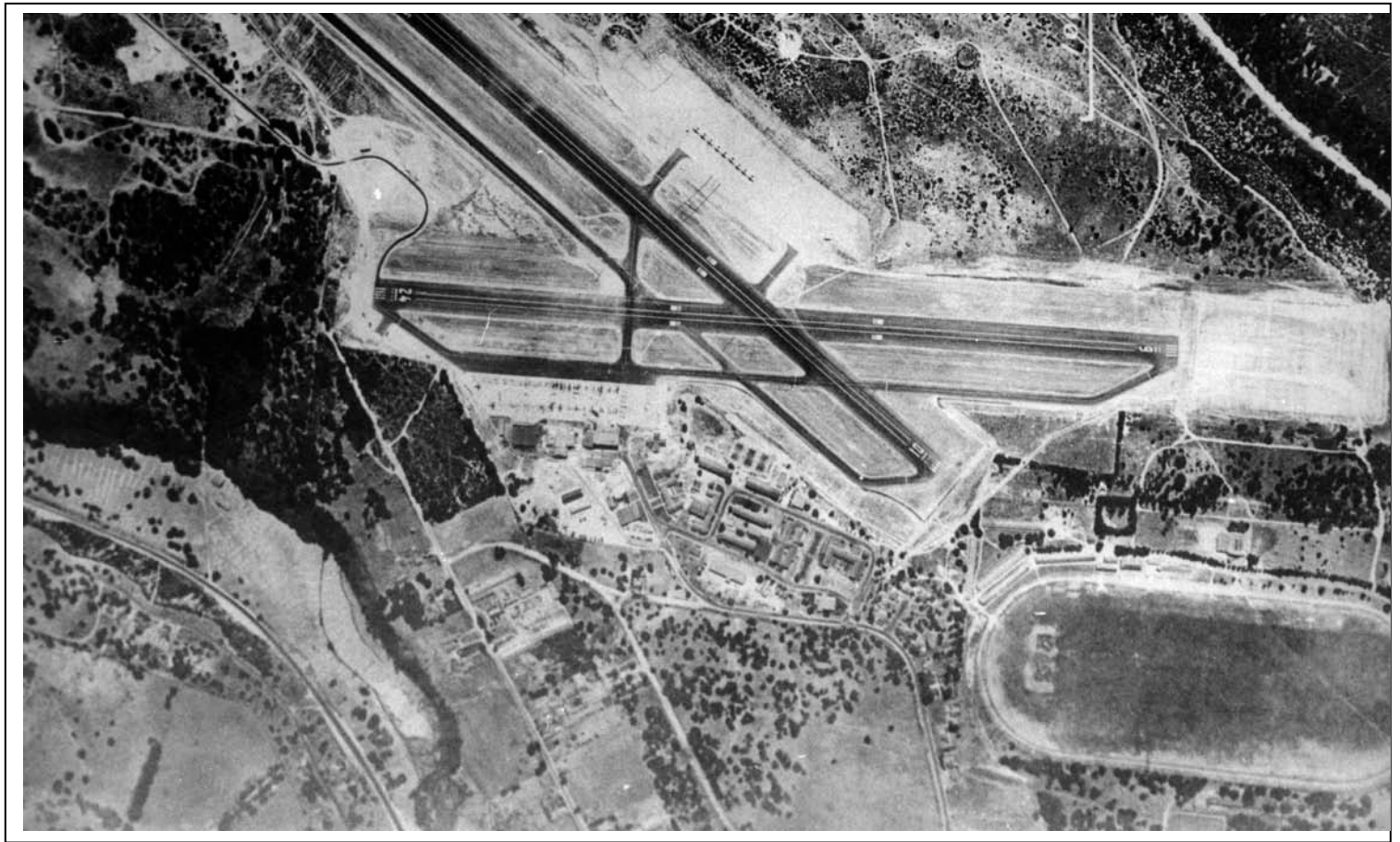
The Fairgrounds is looking at a positive increase in revenues in 2010! As many of you know, Bob Dylan will be in concert on August 21st. We are looking forward to his Monterey visit. The Monterey County Fair follows with its new dates on Labor Day Weekend. The Fair will be held September 1-6 this year. We have many new and exciting events at the Fair. Our theme is taken from Jo Mora and his popular children's book, "Chippie de Munk". The Fair's focus is on literacy promotion and we will hold a Free til Three promotion on Wednesday, September 1st. Patrons will be admitted to the Fair for Free with a new or gently used book donation. Flying U Rodeo and David Drew Productions will produce a Bull O Rama Rodeo Event to be held Friday, Saturday and Sunday during the Fair. The Fair will be open on Monday with the first 200 guests receiving a free Picnic Blanket on Picnic Day! Are you in the Military? Please join us on Friday, September 3rd where all active duty and retired military are admitted FREE all day of the Fair!

If residents have questions about the Fairgrounds and its projects, or would like to contact me for any reason, please call 372-8106 or e-mail: kelly@montereycountyfair.com. We hope to see you all at the upcoming 74th Annual Monterey County Fair!

The Fair is in the Air! ***September 1-6, 2010***

We hope that you will join us at the 2010 Monterey County Fair. This year will feature food, fun and great family entertainment including Luke Bryan, Survivor, a tribute to the Beatles and Bull O Rama Rodeo performances! Join us on Labor Day for a special Picnic Day Fair Experience! Bring this coupon into the Fair Office and receive one FREE fair admission ticket for each pre sale ticket purchased. Maximum two FREE tickets per family, must be a resident of CONA.

Call 831.372.8106 for further information.



Aerial photograph of the Casanova Oak Knoll Neighborhood c.1946

This is an important historical photograph of our neighborhood just after World War II. The residential neighborhood is largely undeveloped. The only developed streets are Lilac and Fern. To give you the perspective of location, the Airport is the dominant object in the upper center of the scene. If you look closely at the present terminal area (top center) you can easily see the propeller torpedo bombers that were used for training here in our bay. There are similar planes in the Airport Northside area (center left). N. Fremont Street (the former Fremont Boulevard) is just below the bottom edge of the photo. To the extreme right is the old Polo grounds (horse stables are in the left corner of the grounds) this is the current Monterey Pines Golf Course. Actual horse racing in our neighborhood! The guests from the Del Monte Hotel used to come out here in horse drawn carriages to make an afternoon of wagering.

The current Fairgrounds is shown just below the Polo fields. To the far left is Del Rey Oaks with Canyon Del Rey shown as the curving road to the left. Rosita is just to the right. The three dirt roads in the center going from bottom to top are from the left Casanova, Ramona and Airport Road. The area above Airport Road and Euclid was the Naval Air Facility. Barracks, a hospital, training classrooms and even a four lane bowling alley are now the present location of Fleet Numerical and the National Weather Service.

The faint lines between Ramona and Airport Road are the present day Edinburgh. Casanova is dominated by small truck farms and chicken farms. You can see the oak trees in our park and even on your street by estimating distances. You can see why they named the subdivision Oak Knoll. This image is also on our website at

www.cona.info.

OWNER OCCUPIED HOUSING REHABILITATION GRANTS
Calling all Seniors and CONA residents!!!!

Do you need help fixing your home?
The city has small grants and loans available to help you!

The City of Monterey Owner Occupied Housing Rehabilitation Program is kicking off its 2010-2011 grant year and accepting applications until **August 26, 2010 at 5:00pm.**

Income Eligibility – CONA residents ONLY –

Household Size	1	2	3	4	5
Max Adjusted Gross Income	55,530	63,450	71,370	79,290	85,630

For larger household sizes please call 831-646-1743 to see if you qualify.

To receive an application:

Call 831-646-1743

Visit the Community Center

Go online to www.monterey.org/housing

The City will review all the applications and prioritize funding based on the following criteria:

Senior

Disabled

CONA Resident

All Other Monterey Resident

N. Fremont Specific Plan Meeting in September

Attention: All CONA residents!

Mixed use guidelines for N. Fremont will be discussed at both the September and October meetings. Discussion of building heights, setbacks, and visual impacts will be held. 3 residents attended the first meeting and 12 the second meeting (including some from Del Monte Grove). Let's make sure that the consensus agreed to at the meetings truly represents the views of all the adjacent residents. Two stories is the present code for C-2 businesses, we have heard comments about 3, 4, and more stories discussed. These guidelines will go to the Planning Commission and City Council for adoption. The guidelines set the ground rules for all future development of N. Fremont Street. If you have concerns about privacy, noise, and visual impacts you need to come to the meetings and voice your concerns. You will get a flyer in September.

CERT (Community Emergency Response Team)

The City of Monterey CERT program is offering a new class starting **September 11th**. This will be weekend series, taught two consecutive weekends on a Saturday, Saturday-Sunday. Citizens who wish to be enrolled should make the commitment to attend all three days to complete the training. The City offers CERT training to citizens who live or work in the cities of Monterey, Pacific Grove or Carmel. Citizens who live or work in these cities and would like to be enrolled can reply herein with the information listed below. Register at montereycert@hotmail.com or the CERT program can be contacted at 646-3416:

September 11th 18 & 19. You can do NERT to CERT update 0830 on the 18th.

Please leave the following information to register:

Full name ,Physical address (residence), ,Physical address where you work ,Mailing address, if different from physical address ,Home phone number, Cell phone number, Best e-mail address at which to contact you