1. Raise Your Profile: Publicize Your Events, Elections, Accomplishments

Neighborhood groups are invited to use this newsletter to publicize your special events, guest speakers, election of officers and other accomplishments.

Sharing your work provides ideas and inspiration to other neighborhood organizations. And you raise your profile among the 1,000+ people who receive this newsletter each week, including elected officials, department heads in local government, and many others who keep track of neighborhood events.

This “almost weekly” newsletter is published on Fridays. Please submit written articles, story ideas and calendar items at any time, but at least 10 days in advance of an event, if possible. The deadline is 9 a.m. Fridays. We reserve the right to edit submissions and to limit coverage to neighborhood-related topics. Please contact David Massey at 215-3232 or dmassey@cityofknoxville.org.

2. Join the Neighborhood Conference Facebook Group

With just seven weeks remaining before the March 7 Neighborhood Conference, the Office of Neighborhoods invites everyone to join its newly established Facebook group at https://www.facebook.com/groups/1559462680962332.

News about the conference program, registering for the conference, parking and other features of the conference will be posted on the group page, supplementing what citizens can find in this newsletter and on www.cityofknoxville.org/neighborhoods.

Feel free to suggest this group page to anyone in the Knoxville area who is interested in the health and vitality of their residential neighborhood.

Please note that joining this Facebook group does not register you for the conference. There will be a link posted in late January directing you to the proper website for you to register.

Visit the Facebook group or www.cityofknoxville.org/neighborhoods for information on booth registration, the neighborhood tee shirt contest, nominating someone for the Good Neighbor of the Year Award, and much more.
3. Groups Partner for “Day of Remembrance” Neighborhood Cleanups

Keep Knoxville Beautiful --- along with AmeriCorps members from CAC and Emerald Youth Foundation --- are hosting an MLK Day of Service in respect and remembrance of Dr. Martin Luther King Jr.

Neighborhood cleanups will be performed from 9 a.m. to 12 p.m. Saturday, Jan. 17, in the West View neighborhood and in East Knoxville’s Morningside Park. Others are invited to join in.

Volunteers can meet at the pavilions at West View Park off Keith Avenue and Western or at the Alex Haley statue at Morningside Park off Dandridge. To sign up as an individual, a family or a team at either location, please visit www.VolunteerKnoxville.org and enter the keyword "MLK Day of Service".

The goal is to clear over 40 streets, two parks, two neighborhoods, one school and one cemetery of roadside litter and debris. Keep Knoxville Beautiful will provide trash bags, gloves, litter pickers, and safety vests for all participants and will offer hot cocoa for all braving the January cold. A free hot lunch will also be provided after the cleanup.

See calendar below and visit http://www.mlkknoxville.com/ for information on official events of the Martin Luther King, Jr. Commemoration Commission.

4. City Announces Martin Luther King Holiday Schedule

City offices will be closed on Monday, Jan. 19, in observance of Martin Luther King, Jr. Day.

Waste Connections, the city’s household garbage and recycling hauler, will also be closed, so there will be no garbage or recycling collection that day. Trash and recycling pick-up will be one day behind schedule next week. Monday pickup will be on Tuesday, Tuesday pick-up will be on Wednesday, and so on. Residents who normally have pick-up on Friday will be serviced on Saturday.

Downtown trash and recycling will run on the regular schedule January 19. The city's recycling centers will be open for recycling use, but the Goodwill attendant will not be available for household goods donations.

The city's Solid Waste Management Facility located at 1033 Elm Street will be closed on Saturday, January 17 and Monday, January 19.

5. Bring Concerns about KPD to PARC Next Week

The Police Advisory and Review Committee (PARC) is a civilian oversight committee that audits the discipline process and the policies and procedures of the Knoxville Police Department (KPD).
The purpose is to strengthen the relationship between the citizens of the City of Knoxville and the KPD, to assure timely, fair and objective review of citizen complaints while protecting the individual rights of police officers, and to make recommendations concerning citizen complaints to the Chief of Police and to the Mayor.

By making sure citizen concerns are addressed by an independent body, PARC aims to improve the relationship between members of KPD and the citizens they serve.

PARC meets quarterly, and its next meeting is at 6 p.m. Thursday, January 22, at the Beck Cultural Exchange Center, 1927 Dandridge Avenue. For more, contact Lisa Chambers at 215-3966 or visit http://www.cityofknoxville.org/boards/parc/.

6. Community Development Sets Jan. 27 Public Meeting

The City of Knoxville’s Community Development Dept. will conduct a public meeting at 5:30 p.m. Tuesday, Jan. 27, at the John T. O'Connor Center, 611 Winona Avenue.

At the meeting, the department will:
1) Present information collected from its Citizen Participation and Consultation Process. 
2) Present draft Priorities and Strategies to govern how federal funds will be allocated beginning in July 2015; and
3) Take comments from citizens.

Information presented at the meeting will be available online after Jan. 28 at www.cityofknoxville.org/development.

The citizen participation process is part of an overall effort to develop a five-year Consolidated Plan for program years 2015-2019. The plan will identify community needs and priorities, and outline how the City will spend anticipated federal funds through the U.S. Department of Housing and Urban Development (HUD) from these programs: Community Development Block Grants, HOME (affordable housing) and Emergency Solutions Grants (homeless services).

The O’Connor Center is wheelchair accessible. Persons who wish to request disability-related accommodations including sign-language interpreters should contact Stephanie Cook, City of Knoxville ADA Coordinator at (865) 215-2120 or scook@cityofknoxville.org. Please request accommodations 10 days in advance.

Community Development is committed to meeting the needs of non-English speaking residents, including foreign language interpreters and materials translated in the appropriate language. Please request accommodations 10 days in advance.

If you are unable to attend the meeting, your feedback is still appreciated. Please send your comments/questions to Linda Rust by email at lrust@cityofknoxville.org, by mail to Linda Rust, City of Knoxville Community Development Department, P.O. Box 1631, Knoxville, TN 37901, or by fax to 865-215-2962. Or call 865-215-2120 for additional information.
7. City People Seeks Volunteers

The long-standing organization City People is looking for volunteers who have website technical expertise, event planning experience, and skills putting together newsletters.

To help out, contact Dee Pierce at megpierce@gmail.com or 236-0604.

Anyone who lives, works, or plays downtown can be a member of the organization, which educates members about downtown and all it has to offer. The group also encourages support for the downtown community and its ongoing revitalization.

City People events include a tour of homes, happy hours, and ‘mix and mingles’. Their next event is to cheer on the Knoxville Ice Bears at the Jan. 29 game starting at 7:30 p.m. at the Civic Coliseum. Call 525-7825 by Jan. 28 to reserve a ticket. Say you are with City People to get the group discount. Sit in their group area to meet some of the members. Visit www.citypeople.org for more details.

8. Neighborhood and Government Calendar

Include your neighborhood-related event or meeting in this space. Call 215-3232.

Visit http://www.cityofknoxville.org/calendar/ for a complete list of meetings of various city boards and commissions. See the Community Events Calendar: http://www.cityofknoxville.org/events/events.pdf

If you are a person with a disability who requires an accommodation in order to attend a public meeting, please contact Stephanie Brewer Cook at 215-2034 or scook@cityofknoxville.org no less than 72 hours prior to the meeting you wish to attend.

Saturday, January 17 --- 8:30 a.m.-2:30 p.m.
   Youth Symposium
      Fun, activities, free food, entertainment, youth development, leadership training
      Austin East High School, 2800 Martin Luther King, Jr. Ave.
      Dr. Martin Luther King, Jr. Commemorative Commission
      http://www.mlkknoxville.com/

Saturday, January 17 --- 10 a.m.
   South Haven Neighborhood Association (Third Saturdays)
      Hillcrest United Methodist Church, 1615 Price Ave.
      Pat Harmon, 591-3958

Monday, January 19
   Martin Luther King Jr. Holiday
   City Offices Closed

Monday, January 19 --- 8:30 a.m. – 1:30 p.m.
   Martin Luther King Jr. Memorial Parade and Tribute Service
   8:30 a.m. – Line up at YWCA Phyllis Wheatley Center, 124 S. Cruze Street
   10 a.m. – Parade begins
   11:45 a.m. – Service at Greater Warner Tabernacle AME Zion Church, 3800 Martin Luther King Jr. Ave.
Monday, January 19 --- 7 p.m.
**Alice Bell Spring Hill Neighborhood Association** (Third Mondays except June, July, December)
All are welcome to attend.
New Harvest Park, 4775 New Harvest Lane
Ronnie Collins, 637-9630

Monday, January 19 --- 7 p.m.
**West Hills Community Association** (Third Mondays)
Executive Committee: January, March, April, July, August, September, November, December
General Meeting: February, May and October
First Church of the Nazarene, 538 Vanosdale Rd.
Ashley Williams, 313-0282

Tuesday, January 20 --- 6 p.m.
**Delrose Drive Neighborhood Watch** (Third Tuesdays)
Riverview Baptist Church, 3618 Delrose Dr.
Corina and John Buffalow, 523-0102

Tuesday, January 20 --- 6:30 p.m.
**Lonsdale United for Change** (Third Tuesdays)
Lonsdale Recreation Center, Stonewall Ave.
Steve Ritter, 973-0877

Tuesday, January 20 --- 7 p.m.
City Council (Every Other Tuesday)
[http://www.cityofknoxville.org/citycouncil](http://www.cityofknoxville.org/citycouncil)
Agenda: [http://www.cityofknoxville.org/citycouncil/agenda.pdf](http://www.cityofknoxville.org/citycouncil/agenda.pdf)

Tuesday, January 20 --- 7 p.m.
**Edgewood Park Neighborhood Association** (Third Tuesdays, except December)
Larry Cox Senior Center, 3109 Ocoee Trail
[http://edgewoodpark.us/](http://edgewoodpark.us/)

Wednesday, January 21 --- 3:00-6:30 p.m.
Sign Up for Health Insurance Coverage under the Affordable Care Act
Trained volunteers will be available to help with the enrollment process.
South Knoxville Community Center, 522 Maryville Pike
For appointment or best walk-in time, call (844) 644-5443.
For more, call 311 or visit www.cityofknoxville.org/affordablecareact/

Thursday, January 22 --- 9 a.m.
Special Events Community Meeting (Fourth Thursdays, January-October)
“Meet with city services that may assist in planning your event.”
Civic Coliseum Ballroom, Third Floor
Free Parking available at Civic Coliseum Parking Garage
Office of Special Events, 215-4248

Thursday, January 22 --- 6 p.m.
Police Advisory and Review Committee (PARC)
PARC addresses citizen concerns about the Knoxville Police Dept.
Beck Cultural Exchange Center, 1927 Dandridge Ave.
http://www.cityofknoxville.org/boards/parc/
Lisa Chambers, 215-3966

Saturday, January 24 --- 1 p.m.
**Boright Area Neighborhood Watch** (Quarterly)
3004 Boright Drive
Lola Alapo, 525-1520, BorightGroup@gmail.com

Monday, January 26 --- 1:45 p.m. (zoning at 5 p.m.)
Knox County Commission
(Fourth Mondays, January-October. Third Mondays, November-December)
www.knoxcounty.org/commission
Agenda: Click on “Information” and then “Commission Agendas”
Public Forum held at beginning & ending of meeting
Zoning Issues heard starting at 5 p.m.
Pat Harmon, 591-3958

Monday, January 26 --- 7 p.m.-8:30 p.m.
**South Woodlawn Neighborhood Association**
Bi-Monthly Meeting (Fourth Mondays, odd months, except holidays)
Woodlawn Christian Church, 4339 Woodlawn Pike
Shelley Conklin, 686-6789

Tuesday, January 27 --- 5:30 p.m.
Public Meeting – City of Knoxville
Topic: Five-Year Consolidated Plan for Expenditure of federal HUD funds
City will present results of Citizen Participation and Consultation Process,
as well as draft Priorities and Strategies to govern fund allocation.
O’Connor Senior Center, 611 Winona Street
Community Development Department
Linda Rust, 215-2120, lrust@cityofknoxville.org

Tuesday, January 27 --- 6 p.m.
**Inskip Community Association** (Asociación de la Comunidad de Inskip)
Community Meeting (Fourth Tuesdays)
Inskip Baptist Church, 4810 Rowan Rd.
Betty Jo Mahan, 679-2748, bettymahan@knology.net

Tuesday, January 27 --- 6:30 p.m.
**Chilhowee Park Neighborhood Association** (Last Tuesdays)
Administration Building, Knoxville Zoo
Paul Ruff, 696-6584

Thursday, January 29 --- 3:30 p.m.
Better Building Board
(Last Thursday, January-October. First Thursday, December)
Small Assembly Room, City-County Building
Agenda: http://www.cityofknoxville.org/boards/betterbuilding.asp
Cheri Hollifield, 215-2119, chollifield@cityofknoxville.org

Friday, January 30 --- 9:30 a.m.
Public Officer Hearing – Neighborhood Codes Enforcement
(Usually held on the Friday following Better Building Board meetings)
The PO considers action on violations of city’s building codes.
Small Assembly Room, City County Building
Agenda:  http://www.cityofknoxville.org/boards/betterbuilding.asp
Cheri Hollifield, 215-2119,  chollifield@cityofknoxville.org

Saturday, January 31 --- 10 a.m. - 2 p.m.
Sign Up for Health Insurance Coverage under the Affordable Care Act
Trained volunteers will be available to help with the enrollment process.
Mount Calvary Baptist Church, 1807 Dandridge Ave.
For appointment or best walk-in time, call (844) 644-5443.
For more, call 311 or visit  www.cityofknoxville.org/affordablecareact/

Monday, February 2 --- 1:00 p.m.
East Knoxville Community Meeting (First Mondays)
Burlington Branch Library, 4614 Asheville Highway
Michael Covington, 865-274-7958,  mdcov@hotmail.com

Monday, February 2 --- 4 p.m.
**Love Towers Fellowship Association** (First Mondays except holidays)
Love Towers Community Room; 1171 Armstrong St.
Tom Higens, 206-8908

Monday, February 2 --- 6-8 p.m.
**Wesley Neighbors Community Association**
(First Mondays, even-numbered months)
Bearden Branch Library, 100 Golf Club Rd.
John Heins, 297-7045

Monday, February 2 --- 6:30 p.m.
**Parkridge Community Organization** (First Mondays except holidays)
Cansler YMCA, 616 Jessamine St.
Jerry Caldwell, 329-9943

Tuesday, February 3 --- 4:30 p.m.
**Dandridge Avenue Neighborhood Watch** (First Tuesdays)
Beck Cultural Exchange Center, 1927 Dandridge Ave.
Lawrence Washington, 524-4498

Tuesday, February 3 --- 6 p.m.
**Mechanicsville Community Association** (First Tuesdays)
Fairview Recreation Center, 1628 Dora St.
Charles Wright, 637-1802

Tuesday, February 3 --- 7 p.m.
City Council (Every Other Tuesday)
http://www.cityofknoxville.org/citycouncil
Agenda:  http://www.cityofknoxville.org/citycouncil/agenda.pdf

Wednesday, February 4 --- Breakfast - 7:30 a.m.  Meeting - 8 a.m.
East Towne Area Business & Professional Association (First Wednesday)
Neighborhood Residents and Leaders encouraged to attend
New Harvest Park Community Building
Chair, Justin Sterling,  JSterling@simon.com
Wednesday, February 4 --- 3:00-6:30 p.m.
Sign Up for Health Insurance Coverage under the Affordable Care Act
Trained volunteers will be available to help with the enrollment process.
South Knoxville Community Center, 522 Maryville Pike
For appointment or best walk-in time, call (844) 644-5443.
For more, call 311 or visit www.cityofknoxville.org/affordablecareact/

Saturday, February 7 --- 10 a.m. - 2 p.m.
Sign Up for Health Insurance Coverage under the Affordable Care Act
Trained volunteers will be available to help with the enrollment process.
Pellissippi State - Magnolia Campus, 1610 E. Magnolia Avenue
For appointment or best walk-in time, call (844) 644-5443.
For more, call 311 or visit www.cityofknoxville.org/affordablecareact/

Sunday, February 8 --- 2 p.m.
**Historic Sutherland Heights Neighborhood Association**
(Second Sundays, even-numbered months)
Marble City Baptist Church, 2740 Sutherland Avenue
John Yates, 865-588-8883, john.a.yates1950@gmail.com

Monday, February 9 --- 1:30 p.m.
**Montgomery Village Residents Association** (Second Mondays)
4600 Joe Lewis Rd. #175
Ronnie Thompson, 604-6492

Monday, February 9 --- 3 p.m.
**Northgate Resident Association** (Second Mondays)
Social Hall, 4301 Whittle Springs Rd.
David Wildsmith, 219-0417

Monday, February 9 --- 5-6 p.m.
**Michael Meadowview Neighborhood Watch** (Second Mondays)
**Cold Springs Neighborhood Watch** (Second Mondays)
CAC East Neighborhood Center, 4200 Asheville Hwy.
Michael Meadowview: Marian Bailey, 525-5625
Cold Springs: Terrell Patrick, 525-4833

Monday, February 9
**Fountain City Town Hall** (Second Mondays)
Board Meetings: 6 p.m. Monthly
General Membership Meetings: 7 p.m., February, April, September, November
Church of the Good Shepherd, 5337 Jacksboro Pike
Daniel Dunn, 387-6390, daniel.dunn06@yahoo.com

Monday, February 9 --- 6 p.m.
**Lyons View Community Club** (Second Mondays)
Lyons View Community Center, 114 Sprankle Ave.
Mary Brewster, 454-2390

Monday, February 9 --- 6 p.m.
**Vestal Community Organization** (Second Mondays)
South Knoxville Community Center, 522 Old Maryville Pike
Newman Seay, 577-4593
Monday, February 9 --- 6:30 p.m.
Community Potluck
**Historic Fourth & Gill Neighborhood Organization** (Second Mondays)
Central United Methodist Church, 210 Third Ave.
Liz Upchurch, 898-1809, lizupchurch1@gmail.com

Monday, February 9 --- 6:30 p.m.
**Historic Old North Knoxville** (Second Mondays)
St. James Episcopal Church, Parish Hall, 1101 N. Broadway
Andie Ray, 548-5221

Monday, February 9 --- 7 p.m.
**Belle Morris Community Action Group** (Second Mondays)
City View Baptist Church, 2311 Fine Ave.
http://www.neighborhoodlink.com/Belle_Morris
Rick Wilen, 524-5008

Tuesday, February 10 --- 11:45 a.m.
Agenda Review, Metropolitan Planning Commission
(Tuesday before MPC's monthly meeting)
Small Assembly Room, City County Building

Tuesday, February 10 --- 2 p.m.
**Western Heights Resident Association** (Second Tuesdays)
Building to the right of the mail boxes when you enter Western Heights
Jamesena Nolan, 237-5558

Tuesday, February 10 --- 4-5 p.m.
City of Knoxville Greenways Commission
(2nd Tuesdays every two months)
http://www.cityofknoxville.org/boards/greenways.asp
Larry Cox Senior Center, 3109 Ocoee Trail
Lori Goerlich, Parks & Recreation Dept., 215-2807

Tuesday, February 10 --- 6 p.m.
**Brown Avenue Neighborhood Watch** (Second Tuesdays)
Hoitt Ave. Baptist Church, 2121 Hoitt Ave.
Jimmy Ramsey, 637-0243

Tuesday, February 10 --- 6-7 p.m.
**Norwood Neighborhood Watch** – 6 p.m.
**Norwood Homeowners Association** – 7 p.m.
Monthly on a Tuesday: Jan 13, Feb 10, Mar 10, Apr 7, May 5, Jun 2, Jul 14, Aug 11, Sep 8
New Hope Presbyterian Church, 1705 Merchants Road
Lynn Redmon, 688-3136

Wednesday, February 11 --- 10 a.m.-11:30 a.m.
Food Policy Council
(Second Wednesdays but check website for confirmation)
Knox County Health Department, 140 Dameron Avenue
www.knoxfood.org; info@knoxfood.org

Wednesday, February 11 --- 11:30 a.m.
**Community Forum** (Second Wednesdays)
Wednesday, February 11 --- 4:30 p.m.
  Neighborhood Advisory Council, City of Knoxville
  (Second Wednesdays except December)
  CAC / L.T. Ross Building, 2247 Western Ave.
  http://www.cityofknoxville.org/neighborhoods
  David Massey, 215-3232

Thursday, February 12 --- 1:30 p.m.
  Metropolitan Planning Commission (Second Thursdays)
  http://www.knoxmpc.org
  Agenda: http://agenda.knoxmpc.org

Thursday, February 12 --- 6 p.m.
  Lonsdale Homes Resident Association (Second Thursdays)
  Community Building, 1956 Goins Dr.
  Phyllis Patrick, 323-7224

Thursday, February 12 --- 6:30-7:30 p.m.
  Greenwood Heights Neighborhood Watch (Second Thursdays)
  Corner of Buttercup Circle and Sundrop Dr.
  Alice Wershing, awershing@aol.com

Thursday, February 12 --- 7-8 p.m.
  Colonial Village Neighborhood Association (Second Thursdays)
  South Knoxville Church of God, 5623 Magazine Road
  Terry Caruthers, 579-5702, t_caruthers@hotmail.com

Friday, February 13 --- 7:45 a.m. and 8 a.m.
  North Knoxville Business & Professional Association (Second Fridays)
  Breakfast at 7:45 am, Meeting at 8 a.m.
  Open to North Knoxville Residents, Neighborhood Groups, Business Owners
  Meeting location varies. Check Website for location. http://northknoxvillebpa.org/
  Becky Dodson, becky.dodson@hma.com, 545-6750.

Friday, February 13 --- 6 p.m.
  Beaumont Community Organization (Second Fridays)
  Community Room, Solid Waste Transfer Station, 1033 Elm St.
  Natasha Murphy, 936-0139

Saturday, February 14 --- 10 a.m. - 2 p.m.
  Sign Up for Health Insurance Coverage under the Affordable Care Act
  Trained volunteers will be available to help with the enrollment process.
  Mount Calvary Baptist Church, 1807 Dandridge Ave.
  For appointment or best walk-in time, call (844) 644-5443.
  For more, call 311 or visit www.cityofknoxville.org/affordablecareact/

Monday, February 16 --- 7 p.m.
  Historic Fourth & Gill Neighborhood Organization
  Board Meeting (Third Mondays except January)
  “Birdhouse”/Fourth & Gill Center, 800 North Fourth Avenue
  Liz Upchurch, 898-1809, lizupchurch1@gmail.com
Thursday, February 19 --- Breakfast - 7:30 a.m. Meeting - 8 a.m.
East Knoxville Business & Professional Association (Third Thursdays)
Open to Neighborhood Residents and Leaders
Meeting location varies
Doug Minter, Dminter@knoxvillechamber.com, Knoxville Chamber, 637-4550
http://www.eastknox.org/

Thursday, February 19 --- 8:30 a.m.
Historic Zoning Commission (Third Thursdays)
http://www.cityofknoxville.org/boards/historic.asp
Kaye Graybeal, 215-3795, kaye.graybeal@knoxmpc.org

Thursday, February 19 --- 12 p.m.
KUB Board of Commissioners (Third Thursdays, except July)
Historic Miller’s Building, 445 S. Gay St.
See www.kub.org. Click on “About Us” at top of the page.

Thursday, February 19 --- 4 p.m.
City Board of Zoning Appeals (Third Thursdays)
Small Assembly Room, City County Building
Pre-Agenda Meeting: 3 p.m. in Room 511
http://www.cityofknoxville.org/boards/zoning.asp

Thursday, February 19 --- 7 p.m.
Old Sevier Community Group
(Third Thursdays, February-November)
South Knoxville Elementary school library
Gary Deitsch, 573-7355, garyedeitsch@bellsouth.net

Saturday, March 7 --- 7:30 a.m.-3 p.m.
The Neighborhood Conference
Workshops, Awards, Information Booths, Networking
Knoxville Convention Center
Office of Neighborhoods
David Massey, dmassey@cityofknoxville.org, 215-3232

Monday, March 9 --- 7 p.m.
Town Hall East
(Second Mondays in November, January, March and May)
Fellowship Hall, Eastminster Presbyterian Church, 409 Asheville Highway
Eston Williams, 406-5412

Saturday, March 28 --- 9 a.m. until last person is heard
“Coffee with the Councilman”
(Usually the Last Saturday of Each Quarter)
Vice Mayor and First District City Council Member Nick Pavlis
Bring your concerns or stop by to chat; open to all city residents.
Roundup Restaurant, 3643 Sevierville Pike
Nick Pavlis, 454-7216

** This Advisory is produced on most Fridays of the year.
** Ideas and contributions are welcome. We reserve the right to edit submissions.
** Deadline for news & calendar items: 9 a.m. Friday.
** May be copied and forwarded via neighborhood e-mail lists and newsletters.
** See past issues at our Website: www.cityofknoxville.org/neighborhoods
** Don't have Internet access? Call 215-3232 if you need a copy of a particular document.