**Suburban Acres** Civic League

**AUG 1, 2011** Volume 8, Issue 8

# **AUGUST MEETING** Monday Aug. 8

Doors open at 6 pm Meeting at 6:30 pm **Norfolk Collegiate** School

(Suburban Pkwy. Entrance) **Guest Speaker:** 

Councilperson Dr. Theresa Whibley

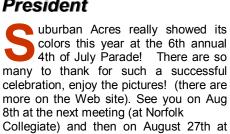
Officer Danny Hudson Norfolk P.D. Crime **Prevention Unit** 



# Message from the President

Norfoilk Fire Station No. 9 (on Thole St) for the 2nd annual Ice Cream Social! Until then, be well...and stay cool!

See more pictures on Page 7 and on the Web at www.suburban23505.com





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> Neighborhood Calendar

Suburban HELP Yard of the Month



What a success! Thank you: Brian Zenarolla from Coastal Convenience Group, owner of our neighborhood Tinee Giant for providing our hot dogs and fixins', coolers, ice, and drinks.

Ray Kubik, who served as our grill master...Jeanna,, Jeff, little Gracie, and Mr. Clyde Odom for picnic ground setup...Martha and Shawn for grills...Granby High School Cheerleaders (you looked great on Channel 13!)...John and Logan for escorting our Veterans and carrying the banner...Chuck Flowers and Shart Hart & the Corvette...Ben Silk and Carol for the Porsche...Honored Veterans including Dick Turner, Whitey White, Dan Bigelli, August Raber, Marvin Cheek...the Jay Purser family...Dick and Nancy Eberle for antique cars...Stacey Hampfer and the Girl Scouts...Norfolk Police Department...the Norfolk Sheriff's Department...Norfolk Fire-Rescue Ladder 9...the SACL youth baseball players...and Rip Tide! To all of our neighbors, participants, and spectators THANKS and we hope to see you next July 4th!



# Suburban Acres Civic League Officers

Tim Fox, President

338-0439

saclpresident@gmail.com

**JoDee Cook, Vice President** 587-7918

Deanna Adams, Secretary

353-1506

saclsecretary@gmail.com

Deidra Rader, Treasurer (918) 695-3811

sacltreasurer@gmail.com

#### **Board of Directors**

Jeb Clarke 626-0076

Kevin Janney 587-1616

Ray Henson 753-4679

Angeleck Nance 961-1850

#### Newsletter/Communications Kevin Janney

jkjanney@verizon.net

587-1616

# **Newsletter Advertising**

# suburbanacres@gmail.com

#### Newsletter Distribution Mary Verykoukis

587-1221

#### PACE Officer Officer Odell Davis

odell.davis@norfolk.gov 823-4433 390-0417

### Police (Non Emergency)

441-5610

#### **Code Enforcement**

664-6532

Norfolk Cares

664-6510

# Neighborhood Watch Coordinator

Ray Henson

753-4679

#### EARNN (Environmental Awards for Recycling in Norfolk Neighborhoods) Coordinator Katrina Butler

dixiekat@mac.com (703)655-2101 (cell)

## Visit our website at

<u>www.suburban23505.com</u>

# Suburban Acres Civic League Meeting Minutes for July 11, 2011

6:30 Meeting called to order. Quorum Established (27).

#### Pledge of Allegiance

Minutes from the May meeting as published in the newsletter approved.

#### **Guest Speakers**

Guest Speaker: State Senator Ralph Northam- He is running for office again and would like your vote!

#### Pace Report—Officer Odel Davis

Larcenies, 4 vandalism's, spraying signs, 1 burglary on Cromwell, 1 homicide Cromwell place. suspect in custody.

An Apartment Watch has been started for the Cromwell House , Suburban House, and the Tucker house.

#### Neighborhood Watch-

Encouraging the Community Corner Campaign / Street Meets; Kudos to Jodie for a successful Street Meet!

#### Committee Reports—

Communications—Kevin Janney.

- New advertisement manager: Mark Burnett
- SACL now on FaceBook
- Subscribe to suburban23505.com
- Kudos to all who helped with the 4th July Parade it was a success and we made the news!

#### Meetings & Events—JoDee Cook.

August 8- Councilwoman Terry Whibley

Ice Cream Social: Aug 27th

## Membership—Jeb Clarke

7 families Renewed and 1 individual at the 4th of July parade

**Neighborhood Liaison—**Wards Corner Now - on summer break

#### Treasurers Report—No report.

**EARNN Update**— Adopt a spot will meet at Tiny Giant

**Old Business**— City working on drainage on medians

**New Business**—The manager for Tiny Giant will match our 500.00 contribution to Suburban Acres Elementary. He also wants to be involved with the civic league and help the community. Thank him for the soda and ice chest donations for the 4th of July Parade.

#### Announcements—

- Yard of the Month: 325 Thole Street
- Mrs. Brock re-assigned to Jacox Elementary
- Norfolk Cemetery Preservation meeting: July 21 6 pm, Pretlow Branch Library
- Next Meeting: August 8 @ Norfolk Collegiate

Meeting Adjourned .

Respectfully submitted,

Deanna Adams



State Senator Ralph Northam spoke at the July 11 SACL meeting.

# Civic League and Community News

www.suburban23505.com

# Archers Green wins builder's association award

The Tidewater Multi-Family Housing Council, a division of the Tidewater Builder's Association recently announced that the Archer's Green community placed First Runner Up in its category of properties built built-in- 1960-The or-before. TMHA presents Renaissance Awards of Excellence annually to apartment communities in various categories according to when the property was built, and the community served. Archer's Green won first place at the 2009 Awards. Property Manager Jennifer Hewett said the community has been focusing on cleaning and has a new landscaping contractor.



renovating the property, and The Archer's Green community is employing a new landscaping company this year.

The apartment community actually pre-dates the platting of Suburban Acres. The majority of the Archer's Green Buildings were constructed in 1943 and opened as Daniel Gardens. Buildings at 7300 through 7305 East Kenmore Drive were added in 1991 to increase the number of three-bedroom units available. The property is owned by Signature Management Corporation, who's long time president and owner is Richard Waitzer of Norfolk.

-The Suburban

# Tinee Giant to match civic league donation to school

To encourage civic league membership and advertiser support and donations, the Tinee Giant store chain has committed to matching dollar-for-dollar the civic league's annual donation to Suburban Park Elementary School. Each holiday season in November-December the civic league collects food for holiday food baskets and makes a cash donation to the school; the cash donation in 2010 was \$500.

Bryan M. Zenarolla of Coastal Convenience Store Group, owner

of the Thole Street Tinee Giant, says this is his way of encouraging other small businesses to step up and support the civic league by involvement and financial contributions for community projects.

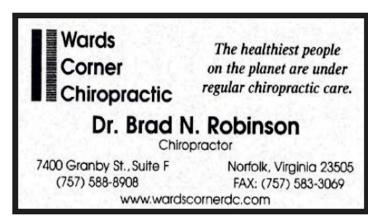
-The Suburban

# 12<sup>th</sup> Annual Fall Gardening Festival

The Virginia Beach Master Gardeners are holding their fall festival on Saturday, September 10, 2011, from 10:00 AM to 3:00 PM, at the Hampton Roads Agricultural Research and Extension Center, located at 1444 Diamond Springs Road in Virginia Beach. Admission is free.

The focus of the festival is water-wise gardening and will include expert speakers, demonstrations and displays by Master Gardeners from throughout Hampton Roads and local environmental and gardening groups, as well as plants for sale. You can also get great gardening ideas from the four acres of display gardens and the arboretum at the research center.

For more information, visit the Virginia Beach Master Gardeners' website at <a href="www.vbmg.org">www.vbmg.org</a>, or contact the Virginia Beach office of the Virginia Cooperative Extension program at 757-385-4769.



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# Civic League and Community News

For more news and events visit our website at www.suburban23505.com

# Norfolk CrimeView statistics Suburban Acres, July 1-29, 2011

# Case #	Description	Date	Time	Location
1 1107101815 749707	BURGLARY-RESIDENCE	20110710	2200	7300 BLOCK WEST KENMORE DR
2 1107104536 749339	LARCENY-FROM BUILDING	20110710	1200	200 BLOCK GRANBY PARK
3 1107050749 749540	VANDALISM	20110702	0900	400 BLOCK THOLE ST

# Crime stats low despite suspicious activity reported

On July 29th a Thole Street resident reported an older teen or younger man, black, crouching in her yard; the prowler ran off when the resident yelled at him. He was carrying a bag, and may have been stealing fruit from pear and peach trees in the yard.

A silver car with four males was reported driving slowly though the neighborhood, as if casing homes. A Norfolk Police Be-On-The-Lookout (BOLO) was broadcast urging officers to be on the lookout for a 4-door, silver Acura or a silver Saturn with out of state tags, with four black males inside that may be connected to burglaries in other Norfolk neighborhoods. The Burglary Squad is investigating burglaries in the 5600 block of Tidewater Drive, 2200 block of Willow Wood Drive, and 400 block of Mariners Way that the squad believe are related. A witness who was home at the time of one of the burglaries said the young males come to the front door and say they are raising money for the "Norfolk Hawks" in order to case the premises; if no one is home

they try to gain access through windows.

Norfolk Police are very willing to stop and question individuals who are reported as "suspicious" or who look "out of place" in the neighborhood. Call 9-1-1 to report activity, or the non-emergency line at 441-5610.

-The Suburban

# Suburban Park principal transferred to Jacox, resigns as missing funds investigation begins

In a June 28 email to school staff and supporters Suburban Park Elementary School principal Bernette Brock announced that she would be transferred to be the principal at Jacox Elementary for the new school year, and that Superintendent Richard Bentley had appointed Brenda Shepherd to be the new Suburban Park principal.

Brock thanked staff, families, and supporters for their loyalty and dedication to the children of Suburban Park during her tenure. In the email Brock said, "As I look back over my tenure with you,

**Continued Next Page** 



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it's those good, happy, bad, sad, ugly and challenging times that I truly believe has prepared me for my new challenge."

On August 1 WAVY-TV 10 reported that Norfolk Public School administrators and Norfolk Police were investigating approximately \$2500 in school fundraising proceeds discovered missing during an internal financial audit. WAVY initially reported that Brock had been placed on administrative leave on July 11 due to the investigation, and announced in follow up reports that Brock resigned from the Norfolk school system effective July 18<sup>th.</sup>

Norfolk Police spokesperson Chris Amos told WVEC-TV on August 2<sup>nd</sup> that the investigation was in its early stages since police involvement was sought by Bentley only on Monday August 1<sup>st</sup>. No charges had been filed as of *The Suburban's* press time

-The Suburban

# Wards Corner businessman appointed to school board

City Council appointed Wards Corner-area chiropractor and community activist Dr. Brad Robinson to the Norfolk School Board on June 28<sup>th</sup> along with one other newcomer: Warren Stewart, former superintendent of Goochland County Schools.

Dr. Robinson is the director and owner of Wards Corner Chiropractic. The Suburban did a feature on "Dr. Brad" in our March edition, and highlighted his experience as a high school teacher and coach, and undergraduate degree in Education (BS) from Central Michigan University. Robinson earned his Doctor of Chiropractic at Life University Chiropractic College in 1983.

Council also reappointed incumbents Kirk Houston (Board Chairman) and Stephen Tonelson.

Tonelson, former chairman, was replaced by Kirk Houston as chairman by the rest of the board last July after bad publicity

from standardized testing cheating and other scandals in the school system.

Robinson and Stewart replace first term member Karen Jones Squires who did not seek reappointment, and sixyear board member Jim Driggers who sought another term but was not reappointed by council. The Virginian Pilot's Steven Vegh reportthat Driggers stood up through several long board meetings in March and April, including at least one work session that lasted 4 -1/2 hours, to protest what he called "inaction" by Superintendent Stephen Jones in addressing



Dr. Brad Robinson, recently appointed to Norfolk School Board. Wards Corner Chiropractic is a Gold winter in the Virginian Pilot's 2011 Reader's Choice Best of Norfolk contest.

widely reported allegations of cheating, coercion, and other testing violations at Lafayette-Winona Middle School.

Robinson is also a commissioner on the Norfolk Hospital Authority and team chiropractor for the Norfolk Admirals.

-Kevin Janney

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# at Tanners Creek



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# New EARNN cycle began July 1st

The Environmental Awards for Recycling in Norfolk's Neighborhoods (EARNN) cycles parallel the city's July through June budget cycle; the new EARNN competition period began July 1.

After EARNN's organization, Suburban Acres Civic League was the first community group to win the maximum \$750 cash award in fiscal year 2010. In this past fiscal year 2011's competition the neighborhood fell short of earning maximum points, but still received enough points for a \$450 cash prize from the city.



Neighbors spruce up Thole Street medians on July 9th

Suburban Acres also participates in the Adopt-a-Spot beautification program, co-sponsoring Thole Street with Norfolk Christian Schools. Neighbors participated in a dual Adopt-a-Spot clean-up/EARNN community cleanup event on July 9th, sprucing up the traffic-calming medians at both ends of Thole Street.

On a related note, the city has been asked to help with drainage problems in the medians. While aesthetically pleasing and helping to calm traffic, rain water accumulates in the medians drowning the plants.

-The Suburban

# Membership Has Its Benefits

# By Jeb Clarke

As Chairman of the Membership Committee, I've asked myself, "Seriously, what's the point of joining Suburban Acres Civic League? What am I getting for my money?" I've come to the conclusion that it's not really what I get in return that's important, but more of what I can give. Let me explain.

While the money from membership dues does help with various activities that we take part in throughout the year, the real focus is what we are giving back to our friends, neighbors, and community in general. Coming to the civic league meetings, getting to know your neighbors, participating in clean-up days, are all ways that you can show your commitment to your civic league and give back to the community. By simply being a part of the civic league, you make it stronger.

So go ahead, join or renew your membership. It's only \$5.00 per person, or \$10.00 for a family. But more importantly, get involved. Once you do, you might be pleasantly surprised at what you end up getting in return.

If you have any questions, just shoot me an email or phone call.

Jeb can be reached by e-mail at jebarooni@hotmail.com or by phone at 626-0076





## By Karen Mayne

Hot! Hot! The dog days of summer are here. What did we ever do without air conditioning? Acted liked dogs, of course, and took a lot of cat-naps in the summer. Is your air conditioning system up to the challenges of summer's hottest days? Here are some tips from the *Virginian Pilot*'s "Summer Maintenance" column (June 18, 2011) for getting the most energy efficiency from your unit.

#### Keep Your House Cooler

**Block the sunlight** by closing window coverings while the sun is shining through the windows.

**Keep supply registers and return vents free** by moving away any furniture that blocks air movement. And keep registers open even in unoccupied rooms. Central air conditioning works better when all the registers in the house are open.

**Turn off the oven and lights.** An oven can add as much heat to the air as an air conditioner can take out in the same amount of time. Cook out on the grill or use the microwave instead. Incandescent light bulbs turn only 10 percent of the electricity to light – the other 90 percent is converted to heat. Switching to compact fluorescent bulbs saves electricity and can help keep your house cooler.

**Keep the windows closed.** This seems obvious, but some people open windows while the air conditioning is on. This allows hot, humid air inside and just makes the air conditioner

work harder.

Minimize the humidity in your house. Air conditioners work by removing humidity from the air, so don't add any more moisture than necessary. Use the bathroom exhaust fan when showering. Run dishwashers, washing machines, and dryers in the evening when outside temperatures and humidity are lower.

# Help the Air Conditioner Work Efficiently

Leave the unit on all day. When outside temperatures are in the 80s and 90s, the air conditioner can keep the house cooler if it is left on all day, since it doesn't have to play "catch-up" in the evening. A programmable thermostat will let you adjust temperatures throughout the day and night, while keeping the

unit on.

**Keep the air filters clean.** Clogged air filters make the unit work harder. Follow the manufacturer's recommendations on how often to change the filter – usually every one to three months.

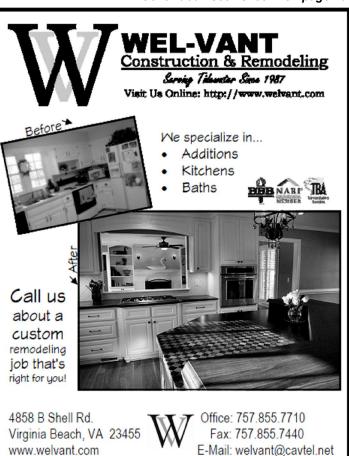
Set the unit's fan to automatic. New research shows that when the unit's fan is set to run all the time (the "on" setting), it pulls in more hot, humid air from the outside, and makes the air conditioner work harder. The "automatic" setting will

only run the fan when the air conditioner is actually running, thus keeping more of the conditioned air inside the house.

Keep the air conditioner tuned up. Make sure the outside condensing unit is clear of debris and that no plants are blocking the flow of air to the unit. The drain pipe must also be clear to allow the condensate water to drain away. An annual check-up by a qualified technician is recommended to make sure the

Continued...see "Green" on page 10





# Suburban advertiser, local garden center manager featured in Pilot

Julie McKendry, the garden center and landscape manager at Eggleston Garden Center, was featured in a recent "At Work With" column in the Virginian Pilot.

The 53 year old McKendry got her start in gardening in near her hometown of Neosho, Wisconsin as a temporary worker doing seeding while in her early 30s. She later co-founded a landscaping business in New Jersey. She and her partner sold that business after fifteen years; McKendry has worked as a floral department manager at Kroger and at White's Nursery in Chesapeake before coming to Eggleston in 2009.

McKendry started at Eggleston as the leader of a landscaping crew made up of people with disabilities. According to McKendry in the Pilot article, "What ended up happening is I met a whole group of people who impressed me so much with their optimistic nature, their intelligence of just a whole different type, and just their real desire to connect."

McKendry says the position at Eggleston has been very rewarding in the June 26<sup>th</sup> feature in the Pilot's business section.

Eggleston Garden Center at Tanner's Creek is one of many businesses and projects operated by Eggleston Services, a not-for-profit corporation that provides education, training, and employment to people with disabilities. The organization's goal is to provide meaningful work opportunities and help the disabled fully participate in their communities.

McKendry has a son and daughter, four grandchildren, and a dog and cat. Eggleston Garden Center at Tanner's Creek is located at 249 LaValette Ave in Norfolk's Riverview neighborhood, just off Granby Street.

-The Suburban



Julie McKendry, Tanner's Creek Garden Center manager was featured in a recent "At Work With..." column in the Pilot.



# Get Your Recycling eMinder...

Keep Norfolk Beautiful can help! Email your street number and name to <a href="mailto:knb@norfolk.gov">knb@norfolk.gov</a>, and they will send you a reminder the Friday before your collection, just to help jog your memory.

# GATORS SPORTS BAR & GRILL



NEW Wards Corner store NOW OPEN

# SPECIALS

- MON All you can eat steamed shrimp \$12.95 5:30-8:30 PM
- TUE All you can eat wings \$13.49 or 2 FOR \$25.99
- WED 25% off Entire Bill—all Military 5:30-8:30 PM
- SAT Kids eat free (from kid's menu, 1 per adult)

Expires 9-30-2011

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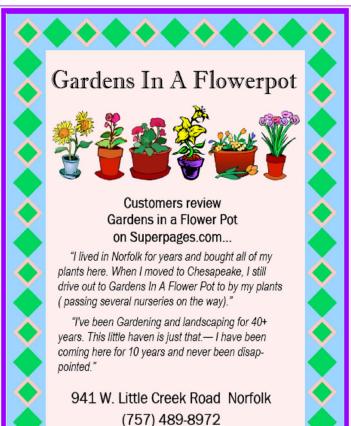
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## Announcements

Send your announcement to suburbanacres@gmail.com

If you're not currently receiving updates via email from SACL send us a brief email to let us know you'd like to be added to our distribution list!

Birthdays? Anniversaries? Lost & found? Let us know!

Congratulations to Larry and SuzieTice of Suburban Arch who celebrated their 24th Wedding Anniversary on July 4th. Larry & Suzie were first-time attendees at our 4th of July Parade this year...they had their first date 29 years ago on the 4th of July.

A Bloodmobile Blood Drive is being planned by the Archer's Green community. Red Cross officials require forty (40) commitments prior to scheduling a date, so please contact Archer's Green by stopping by the leasing office or calling 480-0839 if you would like to give blood. Donations suffer during the summer months, and the Red Cross is experiencing s shortage of blood.

Host families needed for International Student Exchange for

# Shout Out! Good News About Our Neighbors...

Recognize our neighborhood Delvecchio's co-manager? And she sings! Carmel's new singles "All of the Things" and "Love You" can be downloaded from iTunes, Zune, and Napster. Check her out at www.carmelody.net. Go Carmel!



# Green continued from page 8

unit is working properly and that no refrigerant is leaking out. If you can't afford to do so annually, go no more than three years without a service check-up.

Bigger undertakings include things like caulking and sealing air leaks around doors and windows, cracks and holes; sealing and insulating duct work; and improving insulation in the attic and under the sub-floor in the crawl space. If it's time for a new roof, consider light color shingles or the new "cool roof" shingles that reflect some of the sun's rays. Adding improved attic ventilation such as attic fans can also keep the attic cooler, thus making it easier for the air conditioning unit to keep the house cool. Planting trees or shrubs on the sunny side of the house will add shade to help cool the house.

Karen can be reached by e-mail at <a href="mailto:KarenLMayne@aol.com"><u>KarenLMayne@aol.com</u></a> or by phone at 587-1287



Robert J. McCabe, Sheriff

811 E. City Hall Avenue

Norfolk, VA 23510

# NORFOLK SHERIFF'S OFFICE

Robert J. McCabe Sheriff / High Constable

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E-Mail: robert.mccabe@norfolk.gov Web Site: www.norfolksheriffsoffice.com



# **Orange-Yogurt Chiffon Pie**

1 1/3 cup vanilla wafer crumbs 3 large eggs

1/ 4 cup melted butter 2 cups plain yogurt

2 envelopes unflavored gelatin Sugar

1 6-oz. can frozen orange juice concentrate, thawed Toasted coconut for garnish

Combine the crumbs and butter, blending well, then press the mixture firmly and evenly over the bottom and side of a pie plate, building up around the rim. Chill.

Combine the gelatin and ½ cup of sugar in a 1 quart saucepan, then stir in 1 cup of water. Cook over low heat, stirring constantly, until the gelatin is dissolved.

Place yogurt in a bowl. Add the orange juice concentrate gradually, then stir in the gelatin mixture until smooth.

To make the meringue, beat the egg whites until frothy, then beat until stiff peaks form, adding 3 tablespoons of sugar gradually. Fold ¼ of the meringue into the orange mixture, then fold in the remaining meringue.

Chill until the mixture mounds when dropped from a poon. Turn into the prepared crust and chill until firm. Garnish with toasted coconut. This makes 6 to 8 servings.

For a Raspberry-Lemon Chiffon Pie, substitute vanilla yogurt, raspberry lemonade concentrate, and Egg Beaters egg whites. -Contributed by Carolyn Hall

# Free Live Music Events Nearby This Summer

Music on Monarch Way, free family concerts, Saturdays 5-7 pm through August 13 on the lawn behind the Ted Constant Convocation Center at ODU. Hosted by ODU University Village. For info visit www.oduvillage.com or call 683-4504.

Thank Goodness It's Ocean View (TGOV)/The Shore Thing free concert series, Fridays 6-10 pm through August 26, Ocean Lawn chairs, blankets, food, coolers View Beach Park. permitted (no alcohol or glass). For info & artists visit www.festevents.org or call 441-2345.

Big Bands on the Bay Sundays 7-9 pm at the Ocean View Beach Park gazebo. Free, through September 4. Lawn chairs, blankets, food, coolers permitted (no alcohol or glass). For info & artists visit www.festevents.org or call 441-2345.



# EARCH

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We need your involvement in the Suburban Acres Civic League. The larger our membership, the louder our voice will be heard! Please join today!

Suburban Acres	CIVIC L	eague	Membersi	nıp	Form 2	011
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☐ Individual \$ 5.00 ☐ Fa	amily §	5 10.0	1
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Name

(Please print. For Family Membership, list head of household and all eligible voting members)

Street Address

E-mail

Phone

Please make check payable to Suburban Acres Civic League. Bring to the next meeting or mail this form to Deidra Rader, Treasurer, Suburban Acres Civic League, 7400 Yorktown Drive, Norfolk, VA 23505. And thank you for your support!

# Neighborhood Calendar

## Calendar Notes...



**Street Sweeping** Friday August 5



Recycling Pick Up (Blue Bins) Aug. 4 & 18

**Ice Cream Social** SAT Aug. 27, 1:30-3 pm, Fire Station 9 Thole Street.

#### ON BREAK FOR SUMMER:

Wards Corner Now is on summer break until September.

Mayor's Wards Corner Task Force does not meet in July-August.

Norfolk Federation of Civic Leagues does not meet in July-August.

# We love the July Yard of the Month!



Wesley & Joan Wilson of 325 Thole Street received Flora's attention, and a month-long stay by the neighborhood's Yard-of-the-Month Mermaid.







# Suburban



**Community Resources and Contacts** 

Norfolk Commissioner of the Revenue

664-7860

Norfolk Treasurer

664-7800

Animal Control, Lost & Found Animals

441-5505

#### Norfolk Public Works

Accessibility issues, potholes, streetlights in need of repair, curbs and sidewalks

823-4050

#### E-waste recycling (common household electronics)

Computers, TV's, wiring, printers, small appliances (no smoke detectors or refrigerators)

Free to Norfolk residents at waste management facility:

1176 Pineridge Road MON-SAT 10 am-2 pm

For complete list of recyclable e-waste items call 441-5813

Virginia Office of Consumer Affairs (investigation of consumer complaints) 1-800-552-9963

Five Points Community Farm Market, 2500 Church Street 640-0300

Norfolk Public Libraries

664-7328

Norfolk Neighborhood Design & Resource Center

664-6770 PRIME PLUS Norfolk Senior Center, 7300 Newport Ave 625-5857 Norfolk Cares...City services, citizen complaints & concerns Mon-Fri. 8 am-6 pm 664-6510

#### Norfolk Department of Utilities

Customer Service 664-6700

Emergency-Water Main Breaks & Sewer Leaks 823-1000

Miss Utility (Call Before You Dig) 1-800-552-7001