



TELL-E-GRAM

SPECIAL EDITION

JANUARY 19, 2018



TELLICO VILLAGE PROPERTY OWNERS ASSOCIATION AGENDA

WEDNESDAY, JANUARY 24, 2018

1:30 P.M.

TELLICO VILLAGE YACHT CLUB

Outcome

Responsible

- I. President's Announcements
 - Continuous Improvement Presentation

Call to Order

Bruce Johnson
Mitzi Lane

- II. Minutes (December 20, 2017)

Approve

Bruce Johnson

- III. Advisory/Committee Liaison Reports

- HOA - Update
- Food Service QBR
- Finance Report

Sue English-Kovar
Andy Fox
Parker Owen

- IV. Other/Member Comment - Discussion

2017 A GOOD YEAR FOR TELLICO VILLAGE FOOD SERVICE OPERATIONS

By Winston Blazer, General Manager

2017 was a good year for food service operations. Total food sales from 2016 to 2017 increased from \$2,594k to \$3,030k, a 17% increase. What this tells me is that with 2017 pricing remaining steady our property owners are utilizing our restaurants more. This is a great indicator that our property owners like our food service operations and that AWE, headed by Andy Fox, has our food service moving in the right direction. Also with this good news means our Yacht Club subsidy is the lowest it has ever been. The Yacht Club Food Service Operation sales numbers hit just under \$1.3 million, up almost \$200k from 2016. Because of the increase in sales and participation, the subsidy for the Yacht Club was at an all-time low for 2017 in the amount of \$58K that was \$38k less than 2016. The 2017 agreed upon subsidy cap was \$100,000. This is a big achievement for the Yacht Club Operation and for Tellico Villagers.



Andy Fox, Director of Operations at AWE Hospitality

Andy Fox, Director of Operations of AWE Hospitality has been operating the Yacht Club since 2014, Tanasi Clubhouse and Toqua Clubhouses since 2015 and in January 2017 he became a consultant for the Kahite Pub. Being successful in food service management means having your hands in many pies: menu planning, operations, cash management, human resources, training, marketing, merchandising, and customer service just to name a few. Andy, along with his excellent team has brought the food service in Tellico Village to a whole new level.

Each restaurant in the Village has its own style, culture and even crowd of regular dining participants. At the Toqua Clubhouse for instance, breakfast is one of the most popular times to dine in the restaurant. The breakfast menu consists of many wonderful dishes including a spinach quiche that is out of this world. When you think of Tanasi, you should think of great burgers, super friendly service and great views of the water. The Yacht Club has become a serious competitor to the better restaurants in Knoxville at a value price without diminishing quality or service.

The "New" Kahite Pub and Grill has been greatly supported by the locals. It has become a wonderful place for special events, socials, and a nice place to get together with a good meal. Jackie and her team have done a great job responding to the needs of the Kahite community.



Toqua Managers: Wesley Godbey and Kim Tucker

In addition to building a team that is focused on raising the quality and service levels here in the village for all our Food and Beverage services, AWE, has spent the last few years trying to understand the community and has put together a plethora of special events to add to the wonderful social life we have here at Tellico. This includes live music, bingo, events with the Knoxville Symphony and the Knoxville Opera are some of the events going on at the various food service locations.

The food service operation is an important element in our community and is where a great deal of our socializing takes place. It is important that we give our property owners what they want as far as service and product is concerned. Even though I have boasted about our past year food service operation I realize there is always room for improvement. If you have any suggestions or ideas I encourage you to reach out to our food service management or myself and tell us your thoughts. Continuous improvement is a philosophy we practice and use to improve our operation and many of our improvements come from our property owners. I would like to wish everyone a Happy New Year and look forward to seeing you in 2018.



Kahite Managers: Lisa Gibson and Jackie Newton



Tanasi Managers: Jose Medina, Kaleigh Disler, MaryBeth Gregory, Maleah Westenhaver



Yacht Club Managers: Juan Castro, Skyler McClurkin, Linnea Elliott

NEW TOQUA CLUBHOUSE VS PAVILION

By Bruce Johnson, President, TVPOA Board of Directors

The TVPOA often gets recommendations from property owners suggesting safety, cost savings or revenue generating options. Some are accepted and implemented while others are not embraced. All are evaluated to see if they are permitted under our governing documents, cost effective or feasible. You may have recently seen such a recommendation in the Connection where a property owner proposed that the existing Toqua Pavilion be converted into a new clubhouse/restaurant. He recommended that the Board exercise due diligence by considering the proposal.

The POA has and will continue to exercise due diligence in determining the validity of all recommendations. With regards to the Toqua Clubhouse/Restaurant, this process has been ongoing in excess of 10 years. Had we not been exercising due diligence, we would have simply renovated the existing facility (with its questionable architecture and lack of adequate space) or already built a new facility with underground golf cart storage. Both plans were rejected by the Board after doing their due diligence.

In 2017, the Board assembled a committee to make recommendations for the new facility. The committee was directed to follow an accepted life-cycle project management process. This process began with a needs analysis and was followed with an analysis of alternatives. As reported in open forum, the committee concluded that we need a new facility given the recent and projected growth in the Village as well as the condition of the current facility. In considering the alternatives, the committee reviewed past plans and designs of facilities recently built in neighboring communities. The committee recommended a facility similar to the clubhouse/restaurant built at Fairfield Glades. The Board accepted the committee's recommendation and approved a sole source contract for conceptual design with the firm that designed the Fairfield Glades clubhouse. The conceptual design should be completed within a few weeks and will be presented in open forum for review and comments.

Expanding the Pavilion was studied and our analysis revealed that a conversion was not in the Village's best interest. First and foremost, converting the Pavilion into a clubhouse would eliminate a much-needed open-air amenity. While use of the Pavilion started slowly, our records show that use has steadily grown and will continue to grow. Unfortunately, its usage is not readily transparent to most Villagers because of its location. Increased usage was aided by a change in usage rules (whereby users can bring their own food and beverages and select their own caterer) and/or the addition of such events as "Music on the Greens." Our Recreation Department is now considering early morning yoga classes at the Pavilion to take advantage of the facility's "openness." With the growth of the Village, we envision more creative uses of this beautiful facility. Second, our golf department believes that housing the golf pro shop in the expanded Pavilion would hamper operations. They believe its location would be too far from the starting tees, driving range and golf cart storage shed.

Notwithstanding the overarching importance of a separate Pavilion, we considered the merits of enclosing the Pavilion to make it a permanent clubhouse. As suggested, we consulted a retired professional who has years of experience in construction management. He concurred that such an effort is doable but questioned its feasibility. He stressed that the structure was not designed or built to be a fully enclosed facility and would, therefore, require significant rework to be used as one. He suggested that a full-blown architectural design (estimated to be in excess of \$50,000) would be needed to fully disclose the amount and cost of rework. He stated that he would not recommend undertaking such a project if we could avoid it.

While we appreciate the expanded Pavilion proposal, the Board believes the direction recommended by the Toqua Clubhouse Committee is valid. We will continue our adopted life-cycle process by completing conceptual design. Suggestions from Villagers will be welcomed at any stage in the development of this and all projects that we undertake. We fully subscribe to the old saying that there are "nuggets of gold" to be found in all recommendations.

TELLICO VILLAGE COMMERCIAL ENTERPRISES SURVEY

Recent research has indicated that Tellico Village residents have a very strong desire to attract new retail and service businesses to Tellico Village. To help determine the specific kinds of new commercial enterprises most in demand as well as the utilization of businesses currently located in or near the Village, Tell-E-Gram subscribers are requested to click on <https://www.questionpro.com/t/ACi4EZbPdw> and take about five minutes to complete the Tellico Village Commercial Enterprises Survey. Some respondents have noted that the survey does not automatically load when using the Safari browser. Please refresh your browser and the survey should immediately load.

This survey will be up until February 7th. It is anticipated that results of this survey will direct a major, organized effort to bring the most desired retailers and services to Tellico Village. Your participation is greatly appreciated. If you have any trouble accessing the survey, please email Jessica Miles at JMiles@TVPOA.org

IT'S THAT TIME OF YEAR AGAIN...

Below is information on how and where you can vote for Tellico Village as the best place to live. As part of the process, you will be asked to enter your email address to verify property ownership status. You need not to worry about privacy issues. According to Margie Casey at www.RealEstateScorecard.com, "These email addresses are not being added to our marketing database and will not be shared with any third party."

VOTING RULES:

- Submissions will only be accepted from property owners of record.
- Property owners are to submit their vote online at www.RealEstateScorecard.com
- To quickly vote, click the orange medallion 'Vote Now' on the left side of the upper image. The voting medallion will not show up on mobile devices and tablets.
- Only one vote per property address will count.
- Property owners can choose to vote anonymously.
- Submission deadline is February 12, 2018.

The comment section is the most important part of the Bliss Award ballot. So let's get out there and vote! Voting takes less than a minute. It's a great way to make a positive contribution to the marketing/communications program for Tellico Village. All you need to do is just "Tell'em it's better at Tellico Village."



ATTEND POA 101!

Did you just move to the Village and want to learn more about our committees, clubs, and history of Tellico Village? Come to POA 101! The next session is Wednesday, February 7th at 2 p.m. on the top floor of the Yacht Club.

Attendees receive a binder full of information, contact names, resources and governing documents, along with a goody bag. The presentation lasts about an hour. RSVP to Jessica Miles at JMiles@TVPOA.org or 865-458-5408, ext. 4115. We hope to see you there!

HOA GENERAL MEETING

The Home Owners Association of Tellico Village provides multiple opportunities for members to Be Engaged - Be Informed - Be Heard regarding topics affecting our community. The next HOA General Meeting is Thursday Jan 25th from 4 - 6 p.m. at the Tellico Village Community Church. Any property owner is welcome. Join us to hear about local initiatives and their impacts. Updates on:

- The State of the Village by Winston Blazer, POA General Manager, and Bruce Johnson, POA Board President.
- Loudon County Tourism, Taxes & Development by Rachel Baker, Executive Director Loudon County Visitors Bureau, and Joe Bogardus. Chairman LCVB
- The new Loudon Utilities Board Substation by Bill Watkins. LUB Chief Engineer.

Save the date of March 15th for the next General Meeting that will include an update on the POA's Long Range Planning Advisory Committee's projections of Tellico Village growth. For more information, contact Ellen Fox at ellendfox@gmail.com