



TELL-E-GRAM

SPECIAL EDITION

APRIL 20, 2018



BOARD MEETING HIGHLIGHTS

President's Announcements – The quarterly newsletter has been mailed out and should be in your mailboxes.

Minutes – The minutes from March 21st Board meeting were approved 7-0.

HOA Update – Ellen Fox presented for the HOA update. There were 87 new households who joined and there are currently 1,476 households enrolled in the HOA. HOA Golf is off to a great start, there are 40 golfers each week. Trying to find a way to boost interest in Kahite golf. The next HOA orientation is May 31st. The April 2nd meet and greet for Monroe County candidates was popular and went well. There were 18 local candidates and 89 attendees. The 2018 election schedule was presented. There are several upcoming events in June. For more information, visit TellicoLife at www.tellicolife.org or the HOA website at www.hoatv.org

Continuous Improvement/Safety Program Update – Mitzi Lane gave the Continuous Improvement and Safety Program update. In this presentation, several CI projects were discussed and photos were presented:

- Wash Pad Reclamation Project (Toqua Golf Club) – expanded the old wash pad area to support their needs. There will now be 3 wash stations and a fill station. Now using the lake water and not relying on domestic water. This resulted in an estimated \$2,500 in annual water savings.
- Carpentry Work Bench Project (Toqua Golf Club) – Park Prater created a work bench from scap wood. This bench would have cost \$500 to purchase.
- Low Profile Silt Fencing Project (Toqua Golf Club) – this project will prevent future loss of range balls into the drainage ditch at the end of the range (estimated annual savings - \$1,000)

Examples of CI Projects

- Admin department – the rebid process for our property/liability/workers comp coverage = \$25,242 in savings for Q1.
 - Public Works Department – Toqua hole 17 project led to \$6,015 in savings.
- In 2017, CI contribution was \$160,000 and POA management will strive to do more.

Safety Program Update

The Safety Committee began in 2016. In 2017, they met on a quarterly basis. 111 safety training sessions occurred in 2017. In 2018, 26 trainings have occurred to date. Logs are kept in the Human Resources

department. Make up sessions are available to those who are absent at the time of the training. In September 2016, TVVFD held a class in which 16 employees to become CPR certified and trained on AED. Mitzi also presented examples of training session topics. Benchmarked our organization against similar organizations. Emergency evacuation plans were completed for each TVPOA facility. A TVPOA Safety investigation team was also created. They developed a formal and consistent investigation protocol for all accidents and incidents. Also went over the TVPOA environmental safety and health program. No loss time accidents in 2017 and none recorded to date this year.

AWE Food Service – Quarterly Business Review - Andy Fox of AWE Food Service presented the following updates:

- Kahite Consulting – Revenues were down a little bit. However, residents are extremely active and they are hosting numerous events at Kahite. Kahite is able to generate some good sales from the frequency of events and lower labor costs considerably. They're able to staff properly. Saved around \$20,000 in subsidy this first quarter compared to first quarter last year. Kahite is in a really good place.
- Toqua – Toqua had a sizable drop in sales. We have had an increase in health insurance costs. We have also changed up the menu. There are some new events at Toqua – Music on the Fairway, Monday Steak Nights, and Fun on the Fairways on Thursdays.
- Tanasi – Tanasi has been doing very well. Even with an ugly winter, Tanasi is up almost 11% in sales. Product costs are up a little bit. Transitioning to nicer items and using fresh fish/using more prime rib. Tanasi also did a menu change.
- Yacht Club – The Yacht Club has had an excellent first quarter. The restaurant is up almost 20% in revenue. Events continue to be very popular. A wedding is occurring at the Yacht Club every Saturday until October. A new computer was purchased for the bar area and it was around \$4,000.

Finance Report – James Ivey (Controller) presented the Comparative Financial Analysis. We are operating at a \$49,000 net loss, however, every revenue bucket is coming in how we budgeted. Golf is running a little bit lower at \$25,000 less than budget. The biggest expense variance is maintenance, mostly due to the timing of certain projects.

Parker Owen presented the CFO's report. The rebid process for our property, liability and workers comp coverage for the 2018/2019 policy year is now concluded. The incumbent, TIS Insurance Services of Knoxville, was the low bidder on the bulk of the property and general liability coverage by changing carriers from Philadelphia Insurance Co. to New Hampshire Insurance Co. We split our coverage among three agencies, and awarded the D&O and EPLI coverage to Cincinnati Insurance Company through the Scott Insurance Co. agency. We awarded our Workers Comp coverage to Accident Fund Insurance Co. through the Athens Insurance agency. We achieved a \$45,000 in savings to budget and a \$75,000 savings to a status quo renewal. The annual audit process is underway and draft financial statements are expected by May 1. Once reviewed by staff and the Audit Committee, Coulter & Justus, PC expects to present audited financial statements for approval at the May 16 Board meeting. The Purchasing Policy and Procedures Manual has been rewritten with the goals of making it easier to read and interpret. It will be reviewed by the Board at the May 1 Workshop. Parker also presented the 2018 Capital Plan Project Variances through April Board Meeting and Cash Flow Check.

The following requests were presented:

- Capital Project Funding Request: Sewer Department – Approved 7-0.
- Maintenance Funding Request – Building Maintenance Department – Approved 7-0.
- Capital Project Funding Request – Building Maintenance Department – Approved 7-0.
- Maintenance Project Funding Request – Public Works Department - Approved 7-0.
- Capital Project – Replacement Toqua Golf Car Path (Toqua Golf Maintenance) – Approved 7-0.
- Capital Project Funding Request – Replacement of Golf Car Fleet at Tanasi Golf Course – Approved 7-0.

Appoint LRPAC Members – Two new Long Range Planning Advisory Committee members were approved by the Board (7-0). Mark Montgomery and Susan Bologna will now serve on LRPAC. One member from the Public Services Advisory Committee was also approved by the Board (7-0). Ed Hofer will now serve on PSAC.

Toqua Clubhouse Update – Tom Lee presented the Toqua Clubhouse update. There are currently five Villagers and two staff members on the Toqua Clubhouse Committee. Tom gave a recap of the conclusions and recommendations. Several designs were presented as well. Tom will return in May and present estimates. A Town Hall will be held in the summer to further discuss this project.

Business Alliance Update – Beth Kuberka gave a presentation about the “Shop Tellico Village” program. 79 businesses have signed up and will be participating. This is the largest coordinated internal communication and promotional effort in Tellico Village history. The Key Month 1 Introductory Events were presented. All initiatives are designed to build resident awareness prior to the in-home delivery of the “Shop Tellico Village” Business Directory/Map in May. The hope is that every Tellico Village resident will be aware of “Shop Tellico Village” by the May Board meeting.

All slides from the Board meeting are available to view on the POA website located at www.tellicovillagepoa.org and click “Board of Directors.”

POOL TEMPERATURES

By Simon Bradbury, Director of Recreation

Because of recent discussions regarding pool temperatures, I wanted to take a moment to directly address this issue.

Currently, the therapy pool is 95 degrees and the main pool is 85 degrees. They have been at this level consistently for the past year and there has not been a change in temperatures. You may have noticed a change in the air temperature. The air is a bit cooler as the dehumidification unit has not been functioning properly. This can also make the water temperature seem cooler than it actually is.

These temperatures are on the high side of national standards that were agreed upon by the Board, following a Board meeting about the subject. Our pools are multi-use, being utilized by a variety of groups. If it were specifically a lap and exercise pool, the water would be much cooler. If it were specifically for arthritis and low intensity swimming, it would be much warmer. Because there are so many unique users, we use the national standards multi-use pools, which is 90 – 95 for therapy pools and 82 – 85 for main pools. Here are some examples as to what the temperatures should be for the variety of activities that occur in our pools: for competitive swimming the temperature should be 78 – 80. For senior citizen and special populations, the temperature should be 84 - 86. The temperature for recreational swimming is 82.5. Youth instruction is 84 – 89 and group fitness is 83 – 86. We have all of these groups using our pool and it is important to find a medium temperature for all. This is the reason that I set the temperature at 85. These temperatures are the same exact temperatures that were listed on opening day of the Wellness Center 10 years ago.

Pool temperatures are a nationwide issue. I have a large group of recreation directors across the country that I have reached out to concerning this and we have implemented the same practices that they did. I did the same thing at the state level and we are one of the warmest pools. Here are some examples: Farragut YMCA – 83, Blount Memorial Spring Brook: therapy pool – 93/main pool 83, National fitness - 83, Pigeon Forge – 84, Sevierville - 84, UT 78 – 81. The standards I am going by are AEA (Aquatic Exercise Association), AMSI (American National Standard for Water Pool Water Quality), and NSPF CPO (National Swimming Pool Foundation Certified Pool Operator).

Some issues that can be caused by higher temperatures include the development of bacteria, algae, and other detrimental organisms. This is obviously harmful not just for athletes but the general public in a commercial swimming pool.

The warm water therapy pool is not designed as a hot tub but was previously treated as such. The max temperature for the warm water therapy pool is 95. For many years, the warm water therapy pool was 101. Combined with the main pool at 88, it created a very damaging problem to all of the equipment and the air that people breathed. It also increased the amount of bacteria and increased demand for chemicals.

The past operation of the pools has caused damage to our facility. We contracted an architecture and civil engineering firm, Lose and Associates, based out of Knoxville. They identified some key areas that need to be fixed in order to avoid substantial costs. The issues identified include: chemical imbalance, use of muriatic acid as a balancing agent, unsafe pool temperature, low air temperature, dehumidification unit not functioning correctly. All of the areas have been addressed and adjusted to professional standards except for the dehumidification system.

We did not randomly modify temperatures, nor did we do so without exhausting research, consideration, and discussion. We have the mission of providing professional recreation experiences for the community of Tellico Village. I very much want to be a good steward of our current facilities and to grow the department offering more and newer amenities.