

## Tell-E-Gram Text Only Version, April 23, 2013

### POA Meetings and Events:

- **CANCELED: Long Range Planning Committee, 10 a.m. Thursday, April 25**
- **Rec 101, 12:30 p.m. Thursday, April 25, Wellness Center**
- **Public Services Advisory Committee, 1 p.m. Thursday, April 25, POA Office**
- **POA 101, 10 a.m. Friday, April 26, Yacht Club**

# General Manager's Report for April

By WINSTON BLAZER, *General Manager*

### Bliss Award Visit Highlights Busy April

During the second week of April, Margie Casey of RealEstateScorecard.com visited Tellico Village. We learned in late-January that Tellico Village had been chosen for the 2013 Bliss Award for Best Tennessee Community by RealEstateScorecard.com, a website that specializes in visiting and reviewing planned communities across the southeast.

Mrs. Casey was back in our community for her visit in preparation for 2014, and we are all very pleased with the outcome of her visit earlier this month. A lot of planning and logistics went into her visit.

She stayed in one of the Key Rental properties we use for the Discovery program; thanks to Beth Kuberka for setting that up. She toured the Village by boat for the first time, and it made quite an impact; thanks to residents Bill and Harriet Hartman for providing her that tour. She toured the new library and had lunch with the POA board; thank you to Carolyn McDermott and her team at the library for their fantastic presentation of the new library. She met over breakfast with several leaders of volunteer organizations within the Village and came away very impressed by our variety and coordination of those groups; thank you to Doug Patterson for a great breakfast at Tanasi. She toured the Village by auto led by Joe Bogardus; many thanks to Joe for a great job showing her around and for coordinating other aspects of her tour. Finally, she saw a hopping Yacht Club during the Loudon County Chamber's Business After Hours event adjacent to the HOA's monthly social.

She shared with me her amazement at how happy...blissful is how she put it...our residents are. And she came away with a real sense at our operations after her tours and her meetings with the POA managers. As she said in an interview with The Connection, "I look at Tellico Village as a Tennessee community of the year as a benchmark for the industry." I couldn't agree more.

Finally, thank you to John Cherry for getting Margie Casey on with WBIR and WNOX. Both of those media opportunities were home runs for her and us. It's estimated that we garnered more than \$2500 worth of media with those two interviews alone.

Thank you to everyone who put aside some time to make sure her visit was a success. Let's hope we can at least retain our title as Best Tennessee community for 2014.

### Board received 2012 audit

The Board of Directors received the 2012 Audit from our auditors at the April Board meeting. Don Talbott and Dawn Doucette from Coulter & Justus presented the Board with an "Unqualified" opinion. This is the best rating a company can get on their annual audit.

Many thanks go out to Parker Owen and the entire Finance Department team for their hard work on providing the detail needed to get through the audit with this high rating.

This year's audit went very smoothly with the auditors commenting on how well our POA team worked with their team. Copies of the audit are available by visiting the POA website on the Finance page at <http://www.tellicovillagepoa.org/tvpoa/about-poa/finance>.

### **Marketing update**

The marketing team of John Cherry and Beth Kuberka, with support and leadership from Villagers Joe Bogardus and Fred Toettcher in concert with The Tombras Group, provided the Board with the first quarter report on progress with the new program.

This program is multi-faceted and quite comprehensive. The team updated the Board on the diversity and widespread impact of the program. They also touched on all the key indicators, or metrics, used to measure success, and so far, the program has had a positive impact on visitations to the Village and even sales activity with our Realtors.

The team also gave everyone a look into the way ahead over the next few months as we adjust the program based on what we have learned from the first few months. For example, we have re-evaluated the billboard program and determined it was not a good bang for the buck due to several reasons, not the least of which is the difficulty of measuring its effectiveness. Funds for the fall billboards have been adjusted to beef up the digital ad campaign which is performing well and is very measurable.

The next update will be provided to the Board at the July meeting. I hope Villagers take the opportunity to come out and hear how things are going.

### **Continuous Improvement off to great start**

Mitzi Lane, our Continuous Improvement and Special Projects Manager, provided a first quarter report to the Board at the April meeting, and our CI program is off to a great start.

In the first quarter, employees have submitted 33 ideas and 16 have been implemented. This compares with 13 submitted ideas and seven implemented at this time last year. We have already seen \$75,000 in savings this quarter compared to \$58,000 at this time last year.

As a reminder, the employees presented a check for \$125,000 generated from CI savings to the Board in December for the Amenities Fund. We're shooting to beat that number this year.

Our employees do a great job looking for ways to save money and improve operational processes. They do that while still maintaining great customer service for our Village.

### **Dam traffic safety**

I encourage ALL Villagers to keep an eye on communications channels for updates on the bridge construction at the Fort Loudoun Dam. TDOT has changed the traffic patterns as work continues on the project. These new traffic patterns can be confusing, especially if it is your first time through there or it is at night.

Please use caution as you traverse the area around the construction. Slow down and watch for other vehicles.

Depending on the time of day, you might consider an alternate route to get to the north and west of the Loudon County portion of the Village. Be careful out there.

### **Yacht Club Offerings and Upcoming Special Events**

- Join us for dinner on Saturday nights for Chef Warren's delicious **BBQ Ribs**. They are on special for \$15 a full rack and \$10 for a half rack.

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- **Battle for the Cause:** This charity event will be 3-7 p.m. Wednesday, April 24, tickets are \$15, hors d'oeuvres will be served. See two teams, Claire Frazer and Ginny Ranck vs. Joe Marlette and Alan Hart, battle it out to sell the most alcohol. The winning team will receive \$2 from each ticket sold to put towards their charity. All tips will also go to charity. Make sure to get your tickets and join us for a great night for a good cause! If you dine with us for dinner, you will receive 10 percent off of your dinner with your ticket.
- Lunch returns to the Yacht Club Wednesday, May 8.
  - Lunch hours: noon-2 p.m. Wednesday-Friday
- Cruising on the Patio Sundays begins May 5.
  - Bar and grill only, noon-5 p.m.
- Dining Room:
  - Tuesday-Thursday:
    - Early Bird Special 4-5 p.m.
    - Ala Carte Menu 5-7:30 p.m.
  - Friday-Saturday
    - Ala Carte Menu 5-9 p.m.

The Tellico Village Yacht and Country Club can now be found on Facebook. Follow this link or search and “like” our page: [www.facebook.com/pages/Tellico-Village-Yacht-and-Country-Club/438163296194885](http://www.facebook.com/pages/Tellico-Village-Yacht-and-Country-Club/438163296194885)

### **On a Special Note...**

Did you know you can find the Yacht Club calendar and menus online? Go to [www.TellicoVillagePOA.org](http://www.TellicoVillagePOA.org), log in or click on the POA logo, select CLUBHOUSES, click on YACHT CLUB.

**For reservations and information, call 865-458-4363.**

## **Some Other Stuff You Need to Know...**

### **Directory Available for Review Through April 27**

The Summer 2013 Tellico Village Directory preview copy will be at The Public Library of Tellico Village through Saturday, April 27. You can review the copy to verify that additions, changes, and deletions have been correctly made. If there are errors or additional changes needed, you can fill out a Change Form there or email the information to [tellicovillagedirectory@gmail.com](mailto:tellicovillagedirectory@gmail.com). No changes can be accepted after April 27.

### **Hike White Oak Sinks and Spruce Flat Falls April 24**

The Tellico Village Hiking Club will depart 8 a.m. Wednesday, April 24, from Chota Center, to hike:

- White Oak Sinks and Spruce Flats Falls
- Distance: Approximately 4 miles (White Oak Sinks) and 2 miles (Spruce Flats Falls)
- Rating: Easy
- Driving time: 1.25 hours
- Leader: Tom Ringenbach, 865-458-0915 or [tommamie@charter.net](mailto:tommamie@charter.net)

We are also offering an optional 2-mile hike that starts just down the road at the Tremont

Institute. The highlight of this short hike is the Spruce Flats Falls, which are a very nice scenic destination for this hike.

Hiking boots and hiking sticks are recommended. Driving directions will be provided the morning of the hike. Bring water and a trail lunch. Carpooling is recommended, passengers are asked to contribute \$6 to the driver to help cover gas, etc. For more information, go to [www.tvhikers.com](http://www.tvhikers.com).

### **Blessing of the Fleet April 27**

The Tellico Cruising Club is sponsoring a Blessing of the Fleet open to all vessels on Tellico Lake. After the ceremony, join the revelry at the Tellico Village Pavilion on Tugaloo Lane for food, drinks, and friendship (the cost is \$6 and you are asked to bring a dish to share). For more information, contact Romano Sims, [simsro@charter.net](mailto:simsro@charter.net) or 865-408-9356; or Gary Gilbert, [glgilbert@gmail.com](mailto:glgilbert@gmail.com) or 865-408-0809.

### **TLTA Men's and Women's Doubles Tournament April 28**

Tellico Lake Tennis Association men's and women's doubles tennis tournament will be held 1 p.m. Sunday, April 28, at the Wellness Center courts and Chota Rec Center courts. Cost: \$5 per person, TLTA membership required. You can join TLTA for \$15 at the tournament. Sign-up on the TLTA website, [www.tlta.usta.com](http://www.tlta.usta.com), or at Chota Rec Center by April 23. There will be cash prizes, snacks provided, free drawings for gifts. For more information, contact Tournament Director Jim Jorgensen, 865-458-3424.

### **Entry Deadline May 1: Lions Golf-for-Sight Scramble May 11**

Tellico Village Lions Club's 13th annual Golf-for-Sight Scramble will be held on Saturday, May 11 (rain date: May 25), at the Kahite Golf Course. All teams will shotgun start at 9 a.m. The format is four-person teams (captain's choice) which may be men, women, or mixed. Prizes will be awarded for: Low Net (Men, Women, and Mixed Teams), Longest Drive (Men & Women), Accurate Drive (Men & Women), Closest to the Pin (Men & Women), plus Hole-in-One. Proceeds benefit the Tellico Village Lions Clubs many sight-related service projects. Additional Information and entry forms are available at the Tanasi, Toqua, and Kahite Golf courses, or contact Howard Higby, [865-458-9356](tel:865-458-9356). Entry deadline is May 1.

### **Pickleball Schedule for May**

- Thursday, May 2, Drills, 5-7 p.m.
- Monday, May 6, New player class, 6-8 p.m.
- Thursday, May 9, Evaluations, 5-7 p.m.
- Saturday, May 11, Evaluations, 5-7 p.m.
- Thursday, May 16, Drills, 5-7 p.m.
- Friday, May 17, Skill Based Tournament, Singles 5 p.m.
- Saturday, May 18, Skill Based Tournament, Men's and Women's Doubles, 9 a.m.
- Sunday, May 19, Skill Based Tournament, Mixed Doubles, 10 a.m.

*Submitted by Sue Newman*

### **Art Guild Spring Show May 3-5**

The 15th annual Art Guild of Tellico Village Spring Show be held at the Community Church of Tellico Village, in the Christian Life Center. On Friday, May 3, there will be an opening reception from 7 to 9 p.m., with refreshments and live music. Artists will be on hand to discuss their work. On Saturday, May 4, hours will be 10 a.m.-4 p.m.; and on Sunday, May 5, hours will

be from 8 a.m. to 2 p.m.. At 1:30 on Sunday, the People's Choice Awards will be presented. Many new types of art media will be shown, don't miss this exceptional annual event.

### **T-BART Lake Orientation May 4**

Tellico Boaters Assistance Response Team presents a Tellico Lake Orientation, 9:30 a.m.-noon Saturday, May 4, in Chota Recreation Center, Meeting Room D. The orientation is FREE and is open to all who want to learn more about our beautiful lake and the recreational opportunities it provides.

Members of T-BART will discuss:

- Lake Characteristics and Features
- Lake Activities – Boating Safety Tips - Organizations Facilities Available – Boater Courtesy and more
- Bring your Tellico Lake Map if you have one.

Maps will also be on sale at the event.

For information contact: Presenter Dan Diggs, 865-458-2708; or President Homer Yook, 865-408-2591.

### **Fire Department Open House May 4**

The Villagers Supporting Fire/Rescue Fund Raising Committee invite you to come thank the members of the Tellico Village Volunteer Fire Department at the Fire Station Open House 11 a.m.-2 p.m. Saturday, May 4. A free “thank you” lunch will be provided.

The committee members are Rich Planzo, Bill Seymour, Bill Koepp, Bill Schmid, Bob Thelen, and Rich Herbst.

For more information about TVVFD, go to [www.tvvfd.org](http://www.tvvfd.org).

### **Fishing Club Meets May 8**

The Tellico Village Fishing Club will meet 7-8:30 p.m. Wednesday, May 8, in the Yacht Club. This meeting will feature return speaker Mike Cole from Pure Poison Jigs. For more information, contact FC President Chuck Stoeffler, 865-458-1410.

### **Dam Bridge Update: Lane Closure**

*Editor's Note: Your POA staff encourages you to use extreme caution because the new traffic patterns are tricky to maneuver and there is heavy congestion.*

*Consider using the south entrance of the Village to avoid any mishaps and delays.*

The contractor continues to work in all areas. They are continuing to haul borrow material to all fill areas and install storm drain pipe when the required grades are met. Construction of bent #2, phase 1, on the railroad bridge is complete and work on bent #1 will begin immediately. The utility contractor is continuing work on the water and sewer installation. They have completed two water line crossings and one sewer line crossing and have one sewer line crossing remaining on SR 73/Highway 321. For more information, go to [www.tdot.state.tn.us/sr73/](http://www.tdot.state.tn.us/sr73/).

In early June, Elm Hill Road will need to be closed to through-traffic for approximately 6 to 8 weeks in order complete fills at the intersection of SR73.

# Recent Events and Bragging Rights

## Pickleball Social a Bittersweet Event

Pickleball players came to the courts bearing an impressive array of salads and desserts along with their paddles. Two barbeques were fired up and hot dogs and hamburgers were grilled as fast as they could be eaten. Indoors, there were table upon table of mouthwatering side dishes and desserts to accompany them. Yet, despite the glorious April weather and the enthusiasm of more than 100 participants in attendance, the Tellico Village Pickleball Club's annual Spring Social was, for many, a bittersweet event.

We move to Tellico Village and make new friends with whom we work, play, socialize and share the good life. Sadly, but inevitably, we will also experience loss. Speaking to participants at the Spring Social, pickleball club President Dan Dyer asked for a moment of silence in remembrance of five of the club's members who passed away during the last year: Wes Clarke, Carole Karg, Mary Lou Grieve, Archie Grieve, and (just last week) Bruce Ingraham.

On a happier note, Dyer also used the occasion to recognize two individuals, Tom Bowen and John Winslow, for their contributions to the club. After announcing that pickleball players logged more than 10,000 playing sessions on the courts last year, Dyer thanked all of the volunteers who make things run so smoothly. In particular, he wanted everyone to know that Tom Bowen, for years, has been the "go to" person for all of the club's necessary maintenance: replacing nets, setting up for tournaments and socials, etc.

Dyer also expressed gratitude to John Winslow, who has just "retired" as a board member and the organization's director of training. In 2012, under Winslow's leadership, 114 Villagers were taught to play pickleball. Replacing Winslow as training director is Steve LaPilla.

New player training sessions begin on the first Monday of each month. Anyone who would like to play pickleball can sign up for a class at the Chota Recreation Center or learn more about the sport on the club's website: [www.tvpbc.org](http://www.tvpbc.org).

*Submitted by Sue Newman*