

Tell-E-Gram Text Only Version, March 29, 2013

POA Meetings and Events:

- **CANCELED: POA Board Workshop, 10 a.m. Tuesday, April 2, POA Office**
- **Architectural Control Committee, 9 a.m. Thursday, April 4, Chota Rec, Room D**
- **Recreation Advisory Committee, 9 a.m. Thursday, April 4, Wellness Center**
- **Communications & Marketing Committee, 9 a.m. Friday, April 5, POA Office**

General Manager's Report for March 2013

By **Winston Blazer**, *General Manager*

Spring Projects Spruce Up Tellico Village

The Public Works team is busy sprucing up Tellico Village with several projects throughout the community. Some of the projects are in the routine maintenance category, but others are upgrades to our existing features.

Workers have painted various areas at the Wellness Center and have completed painting the studio and work area at Channel 3. Channel 3 is also getting new outside steps for their studio at the safety building on Chota Road.

Chota Recreation Center is getting a major facelift this year to improve the overall look of the facility. Workers have already completed painting the interior lobby areas, and the brand new roof is in place to welcome the spring weather. There are also exterior improvements to the facility which will hopefully give it a more modern appearance.

The Yacht Club has also undergone some upgrades and improvements. The downstairs great room has a new ceiling, lighting and chairs. This is a major improvement to the feel of that frequently used banquet room. Workers are also painting the fourth and fifth floors. Diners at the Yacht Club have probably noticed the new wooden flooring in the Blue Heron dining room and in the bar area. To complete the improvements at the Yacht Club, we're sprucing up the lawn and garden beds.

The lawns and beds are also going to undergo major upgrades at the other clubhouses as well. Finally, we are finally going to pave the ABC Dock and beach parking lot. Jeff Gagley has had this one on his wish list for awhile.

All of these improvements should help as more people visit Tellico Village this year. Visitors will be able to see that it is indeed "better at Tellico Village."

Financial snapshot

2013 is off to a good start financially with favorable variances to budget for revenues and expenses through the end of February. While golf revenues were lower than budget due to weather, we have exhibited good management of expenses to offset that loss in revenue.

Some variances in expenses are matters of timing, but others represent real savings to budget and an overall favorable picture. With the capital projects presented last week at the Board meeting, we are now over half way toward execution of the 2013 capital plan, with favorable project variances of almost \$50,000.

While we still have a long way to go in the year, we are off to a good start in achieving our 2013 budget goal of cash self-sufficiency.

Health Solutions update

For a few years now, we have been working on resolution to the situation with the townhome development started by Health Solutions near The Neighborhood. We are rapidly approaching the March 31 date which is very important in this process.

In January of 2008, the Board decided to place the Health Solutions item on the February Executive Workshop agenda and the attorney was directed to draft a letter to Health Solutions to pursue the POA's option to purchase the remaining unsold property. At that time, I began the process to exercise our option on those lands.

The brief summary of the litigation history is as follows:

- The original Complaint was filed on Dec. 2008 against Health Solutions, Tellico Senior Living (TSL) and the three banks holding deeds of trust on the option property
- The Amended Complaint was filed on May 2010 to include the individual condo owners as parties in the case
- TVPOA filed three Motions for Partial Summary Judgment against TSL, Citizens National Bank, and National Bank of Tennessee in June of 2011
- TVPOA prevailed on its three Motions for Partial Summary Judgment on Aug. 2011
- The final Trial Court Orders were filed on Dec. 19, 2011
- The Trial Court proceeding involved filing of over 80 pleadings and written discovery responses
- The parties had approximately 10 court hearings and motions during the trial proceeding
- National Bank of Tennessee filed an appeal to the Tennessee Court of Appeals in February of 2012
- The parties had oral argument before the Tennessee Court of Appeals on Nov. 7, 2012
- The Court of Appeals affirmed the Trial Court Judgment in favor of TVPOA on Jan. 30, 2013
- National Bank is precluded from further appeal if it does not seek permission to appeal to the Tennessee Supreme Court by March 31, 2013
- On April 1, 2013, the Trial Court order will become a final enforceable judgment in favor of TVPOA.

This has been a complicated and challenging process. Throughout this process, we have tried to inform the residents of the townhomes in that area of each phase of the proceedings. We will be working with them as we move forward to the next phase of the process. Stay tuned.

Marketing Plan progresses

The team of Joe Bogardus, Fred Toettcher, John Cherry and Beth Kuberka, in concert with The Tombras Group, have been hard at work on the marketing program. The new website is up, running and doing its job. We are just over 300 qualified leads and have booked many reservations for Discovery packages, some of whom have already visited Tellico Village.

The working relationship with local realtors gets stronger every day, and we are hopeful the leads generated by the marketing plan will turn into sales for our realty partners.

At the April Board meeting, the team will be here to offer the first in-depth look into the analytics and metrics of the program. I think we are all looking forward to that first quarter report.

Yacht Club Secret Shopper report

I have reported before that the Compass Group over at the Yacht Club participates in a Secret Shopper program. Secret Shoppers enjoy a meal at the Yacht Club and rate the staff and facility in 67 different areas pertaining to their experience. They are unannounced, and at no time do they reveal to the staff that they are being evaluated.

I received a report from a Secret Shopper who dined at the Yacht Club on Saturday, Feb. 16. The overall grade for this report is a 98.39 percent. That's a little above the average for the Yacht Club,

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but it is well above the average for the restaurant industry.

What struck me about the report was its thoroughness and how pleased they were with so many aspects of their dining experience. From Susan's excellent greeting on the phone as they made their reservation, to John's warm welcome upon arriving at the Yacht Club to dine in the Blue Heron Room, they were thoroughly pleased with everything.

I wanted to particularly share a comment on the report about the excellent service they received from Crystal: "Crystal was an attentive server and seemed focused. We enjoyed her company and how she paid attention to us. After our meals, Crystal inquired as to whether we would like to have dessert. We told her we would and that we would be sharing it. Crystal told us the dessert offerings. She also told us which dessert she especially enjoyed and recommended it highly."

After enjoying their dessert, the Shopper stated, "We had chosen the dessert she suggested and we were certainly happy that we did."

This particular Secret Shopper summed it all up: " I would definitely return to the Tellico Yacht Club. It was relaxing and comfortable. We did not feel rushed. We enjoyed the views of the lake. The staff members were polite, knowledgeable and engaging. The food was the flavorful and enjoyable. It was prepared with great care and presented in a beautiful manner on the plate. We were not disappointed. There was a general feeling of contentment and satisfaction while we were present. We wanted to linger and enjoy every morsel."

Our Yacht Club and staff are a special blessing to this community. I invite all Villagers to enjoy a meal or event at the Yacht Club soon. You won't be disappointed.

Villagers Getting Involved

Volunteer Opportunity in Loudon County:

The Loudon County Education Foundation serves as an advocate for education in Loudon County by providing teacher grants, scholarships for GED attainment and secondary education, Imagination Library for children ages 0 -5, Leadership Loudon County, as well as achievement recognition programs designed to inspire students to reach for their goals.

In order to fulfill their mission to invest in education in Loudon County by enriching lifelong learning, encouraging professional development and emphasizing business and community participation, they need your help. The Foundation is currently seeking volunteer grant writers to assist in securing funds to support the listed programs and activities. If you are interested in sharing your grant writing talents to ensure the success of the LCEF mission, please contact Executive Director Michele Lewis at 865-458-8749.

Some Other Stuff You Need to Know...

Scrapbook Group Meets Fridays [Corrected Phone Number]

The Tellico Village Scrapbook Group meets 9 a.m. Fridays, at Christ Our Savior Lutheran Church on Highway 72. The group has been in existence for approximately six years, but is still looking for more members. To be added to their email list or for more information, contact Donna Kessing, 865-458-4728.

Computer Users Club Meets April 2

The Tellico Village Computer Users Club will meet 7 p.m. Tuesday, April 2, top floor of the Yacht Club. Following the business meeting, the program will be presented. Program details will be available at www.tvcuc.org. The drawing for attendance prizes will conclude the

meeting. We hope to see all members there. Guests are always welcome.

Thyme for Herbs Meets April 4

Thyme for Herbs (an herb study group) will meet on Thursday, April 4, for a visit to Honey Rock Herb Farm. D. Brown, owner, will show us what she has growing for this year in her greenhouse. We will meet at the Poplar Springs boat ramp at 8:50 a.m. and leave promptly at 9 a.m. for Honey Rock Herb Farm. Any questions, contact Mary Garner, 865-408-0337.

Garden Club Meets April 4

The Tellico Village Garden Club will meet 12:30 p.m. Thursday, April 4, top floor of the Yacht Club. The program will be "Color in the Shade," featuring Dr. Sue Hamilton, Director of UT Gardens. New members are welcome. For information, go to www.tellicoclubs.com, or call Linda Schuessler, 865-657-9228.

Yacht Club Closed April 5

The Yacht Club restaurant and bar will be closed Friday, April 5, for a special event.

Kiwanis Hosts Breakfast to Benefit Kids April 6

Kiwanis Club of Tellico Village is hosting its semi-annual breakfast/brunch 7:30-11:30 a.m. Saturday, April 6, in the Tellico Village Community Church's Christian Life Center. Don Fraley, Project Chairman, invites everyone to loosen their belts and join their friends. Ticket prices are:

- Adults: Advanced purchase - \$8; at the door - \$9
- Children: 12 and under are free

Tickets may be purchased from members of the Kiwanis Club, or call Chuck Sanford 408-2339 or Jack Litzenberg 458-3514. Tickets are also available at two Tellico Village banks; First National and United Community Bank.

The menu is diverse and exceptionally delicious. It ranges from pancakes and quiche to sausage, fruit, and yogurt accompanied by all of the coffee, milk and juice you can drink. Wampler's Sausage and Mayfield Dairies are major sponsors.

The Kiwanis Club Mission is to serve the children of the world. Your participation helps provide the funds to pursue this mission in the Loudon area. It's all for the kids!

Household Hazardous Waste Collection Day April 6

Household Hazardous Waste Collection will be held 8 a.m.-1 p.m. Saturday, April 6, at the Loudon County Justice Center, located at the corner of East Lee Highway (Highway 11) and Sugarlimb Road. There is no cost for Tennessee residents.

Guidelines: Leave products in their original containers. Re-label containers that have lost their labels. Do not mix two or more different products into one container. Place items in a cardboard box, preferable lined with newspaper or plastic.

Items accepted are: Automotive/Marine Products: Fuel and oil additives, grease and rust solvents/ naval jelly, carburetor and fuel injector cleaners, starter fluids, body putty, antifreeze, and gasoline. Home Maintenance/Improvement Products: Used strippers and thinners, adhesives, driveway sealant, roofing tar, and wallpaper remover. Home Lawn and Garden Products: Pesticides, fertilizers, wood preservatives. Miscellaneous: Rechargeable batteries, pool chemicals, photo processing, medicine/drugs, aerosols/compressed gas, mercury thermostats and thermometers, and fluorescent tubes.

Dam Bridge Update: Lane Closure April 5-8

According to TDOT, the southbound lane of Highway 321 at Fort Loudoun Dam (in the direction of from Lenoir City to Tellico Village) will be closed from 8 p.m. Friday, April 5, until noon Monday, April 8, for TVA core drilling.