

Tell-E-Gram Text Only Version, August 29, 2014

POA Meetings and Events:

- POA Offices closed Sept. 1 in observance of Labor Day
- Architectural Control Committee, 9 a.m. Thursday, Sept. 4, POA Conference Room
- Recreation Advisory Committee, 9 a.m. Thursday, Sept. 4, Wellness Center
- Communications & Marketing Advisory Committee, 9 a.m. Friday, Sept. 5, POA Conference Room

Talkin' Trash

The rest of the story...

A lot of this information was published in the Aug. 22 Tell-E-Gram. However, in light of an incredibly inaccurate flyer placed in the newspaper box of most Villagers, we felt it necessary to set the record straight about the upcoming change in contractors for trash and recycling pickup in Tellico Village by telling you the rest of the story.

It's been a long time since Tellico Village changed contractors for waste collection and recycling; more than 15 years to be exact. At their August meeting, the TVPOA Board of Directors approved a changeover to Santek Waste Services of Tennessee. For the purposes of this and other communications, we will refer to Waste Services as Santek.

Now, why in the world would we do something like that? Why would we change from a reputable contractor to a new one? Well, maybe the answer is: "to get Villagers the best deal on the services they pay for." That's exactly why the decision was made.

Several months ago, with the end of the current contract looming on the horizon, Waste Connections (the current contractor) approached Jeff Gagley with a proposal to sign a new five-year contract at the current \$14.56 a month with annual increases in years three through five capped at 5%. Jeff knew he could do better if he bid the services out using the POA's Purchasing Policy and Procedures Manual.

Long story short, the two lowest bidders were asked to go back and sharpen their pencils to see what else they could do to provide Tellico Villagers with the best level of service for their money. Waste Connections was specifically asked what the price would be to take the refuse to the Matlock Bend Landfill in Loudon. They could not guarantee the rates would not go up significantly, and they would pass along any of those increases to our residents. Santek was selected as a result of this process.

The good news is that there will be NO changes in service for our Villagers, AND the monthly rate is more than 10 percent lower. Currently, Villagers pay \$14.56 per month for waste collection and recycling. The rate beginning Nov. 1 is \$13.06 which is the lowest rate since 2007. The five-year contract calls for that rate to remain flat for the first two years of the agreement with year three increase capped at the Consumer Price Index not to exceed 1 percent. Years four and five will not see an increase higher than the CPI not to exceed 2 percent. It is interesting that Waste Connections' price instantly dropped by about 10 percent when we put it out for bids.

Another aspect of this agreement that is important to note is that the residential waste from Tellico Village will be going to the Matlock Bend Landfill in Loudon County. Santek knows how important it is to balance industrial waste with residential waste, and the POA wants to help with that process.

ALSO, it should be made clear that the POA does not have to adhere to any bids submitted, and that information was clearly spelled out in the Request for Proposal package sent to the compet-

ing contractors. Our mission is to provide services and amenities to our members AND get them the best deal possible.

Although we are changing contractors, we appreciate the years of quality service provided by Waste Connections.

A few FACTUAL reminders for our residents:

- Pickup days for residential waste will remain the same as we transition to the new contractor with a few minor exceptions. Our current contractor also has the Rarity Bay contract where Santek does not. Due to that, there will be minor changes in pickup days for a few areas in the Village. Our staff will communicate those changes as soon as we know them.
- Santek DOES allow online bill pay through a secure service.
- Santek DOES allow residents to suspend service if they are leaving the area for an extended period.
- This contract also includes dumpster pickup for our POA amenities and buildings. Santek is providing a front-end loader for this service at an annual rate of \$8,724. We currently pay \$16,388 for this service.
- There will be a one-week transition in late October as the Village switches over to the new contractor. Your old bins will be picked up and NEW Santek bins will be delivered to your residence.
- For your opportunity to meet the Santek team and ask questions, they will be attending the Public Services Advisory Committee meeting on Thursday, Sept. 25 at 1 p.m. at the Yacht Club.
- The service with Santek begins Nov. 1.
- There will be one phone number for customers to call for billing or service questions with Santek. You can visit their website at www.SantekEnviro.com.
- Under this contract, Santek is the exclusive contractor in Tellico Village for these services. All residential customers will be transitioned to the new carrier.

Please stay tuned to our communications channels as we transition to the new contractor over the next several weeks, and thank you in advance for your patience.

Surveys Sharpen Village Marketing Effort

By Joe Bogardus

Two marketing surveys - one conducted by the Tellico Village Property Owners Association (TVPOA) and the other by *Ideal Living Magazine* - are helping the TVPOA marketing team sharpen its focus for the Tellico Village's marketing/communications program.

The TVPOA e-mail survey was conducted in mid-June with a section of the team's new, ever-growing database. Over 2100 surveys were sent to individuals who had expressed an interest in the Village. "More than 900 people opened the online survey" said Beth Kuberka, TVPOA marketing manager. "This 45% opening rate is exceptional, and our completion survey rate of 14% of the total mailed surveys is also impressive. It demonstrates a high level of engagement and interest in Tellico Village communications."

The purpose of the TVPOA survey was to solicit information to organize future communications to the database members.

The 333 survey respondents reported a strong intention to move to the community with 25% claiming they plan to move to Tellico Village within a year and another 27% mentioning they expect to be in the community within the next three years or less. This represents 170 possible new households. Joe Bogardus, Villager and marketing team member, cautions about these potential new residents, "Purchase intention is a tricky measure, most brands discount these figures by 50% which would bring the number over the next three years to 85 households. Still we are very pleased with the prospect of possibly attracting these many new residents."

Respondents also express an interest in receiving information on many of the community's recreational and social clubs. News about hiking and pickleball are important to this group. Many would join the Home Owners Association, New Villagers and Day Trippers when they arrived in the community. "Using this type of data, we can fashion a series of communications in our drip marketing and public relations efforts to respond to these information needs," says John Cherry, TVPOA public relations manager.

The *Ideal Living Magazine* survey is conducted once a year with its readers. With Tellico Village advertising in the publication, the community has access to the information. The survey pulled 15,000 responses.

These respondents also were intent on moving to an active adult community with more than 65% saying they planned to move within two years and 32% planning to purchase in the next 12 months.

Ideal Living respondents are interested in having shopping nearby and having access to travel opportunities. Their interests range from walking and traveling to swimming and various other activities. This group is looking to buy an existing home (52%) that is low or maintenance free (55%).

"These surveys will be helpful moving forward with our 2015 planning and beyond" said Kuberka. "We plan on redoing the TVPOA survey next year to keep pace with any changes with our audience. We will also have access to future *Ideal Living Magazine* surveys."

Recreation News and Events for September

By Holly Bryant, Recreation Manager

Labor Day Holiday Hours

The Wellness Center and Chota Recreation Center will be open on limited hours Monday, Sept. 1.

Wellness Center: 6 a.m.-6 p.m.

Chota Recreation Center: 8 a.m.-6 p.m.

Kahite Activity Center: Please contact the Kahite Pro Shop at 423-884-6108 or 865-458-2639

The Recreation staff wishes everyone a safe and Happy Labor Day!

Weight Equipment Orientations

Orientations on the proper use of the cardiovascular and weight equipment will be provided on:

- Sept. 9 at 2 p.m.
- Sept. 10 at 1 p.m.

- Sept. 24 at 1 p.m.
- Sept. 29 at 1 p.m.

It is recommended that you get approval from your doctor prior to beginning an exercise program. The orientations are free; however, **reservations are required**. Please contact the Wellness Center at 865-458-7070 to have your name added to the date you desire. If the dates above do not work for you or you would like an orientation at the Kahite facility, please leave your name with the front desk and the Instructor will contact you.

Intro to Yoga

Join Jill Pranger as she hosts a three-week clinic on the basics of Yoga. Whether you are a *Newbie*, a *Novice*, or a *Natural*, Basic Hatha Yoga will increase your flexibility, improve your balance, strengthen your muscles, and calm your mind. Basic yoga poses, which include balancing, twisting, stretching, and bending, are combined with focused breathing and relaxation to give you a full body workout. No prior experience (or flexibility!) is required, and if you've practiced yoga in the past, this class will help you go deeper into your knowledge, understanding, and practice. Each class offers in-depth exploration of one pose, muscle group, or activity, followed by breathing, warm-up, Sun Salutations, Asanas, and Savasana. Questions are always welcome! Class will meet on Tuesdays and Thursdays at 2:15 p.m. beginning Sept. 16 and ending on Oct. 2. Sign-ups are not necessary. For more information contact the Wellness Center at 865-458-7070.

Dance Cardio Class Clinic

Join Genese Kerns for a 60-minute, music-filled, six-week dance cardio clinic beginning Sept. 2 at 6 p.m. This class begins with a gentle total-body warm up, moving on to dance-based aerobic movements choreographed to music that will motivate and move you! No prior dancing experience is required. All movements can be done in a low to high impact, moderate to vigorous manner based upon a student's individual ability. Varied resistance and weight training routines will provide core and muscle-strengthening, and a cool-down period will incorporate moves designed for total body balance, stretching and flexibility. Please wear comfortable clothing and bring a mat, hand weights and water. You don't want to miss this dance party! This clinic will meet each Tuesday and Thursday from 6-7 p.m. Sept. 2-Oct. 9. Sign-ups are not necessary. For more information, please contact the Wellness Center at 865-458-6779.

Rec 101

Are you interested in learning the ins and outs of the Recreation Department? Would you like to learn who the correct contact person is for room reservations or the addition of new classes? If so, please attend the Rec 101 on Thursday, Sept. 25 at 12:30 p.m. at the Wellness Center. Reservations are not required.

Bridge Lessons

Standard American Bridge, presented by Doug and Helen Nance, will begin 9 a.m. Wednesday, Sept. 3. This class of Standard American Bridge is designed for players who have played bridge or beginners who would like to learn more about Standard American Bridge and other conventions. This class will be held each Wednesday 9 a.m. Sign-ups are required by calling the Chota Rec Center at 865-458-6779.

Hearing Aid Seminar

Join Dr. Jan Dungan of Appalachian Audiology on Sept. 11 at 10 a.m. at the Chota Rec Center when she presents a seminar on “Consumer Protection for Hearing Aid Purchases” featuring: How to avoid paying too much for hearing aids and unnecessary features, Information on the newest technology in hearing healthcare: Waterproof hearing aids, wireless connection to television and cell phones, hands-free phone use, and new programming features that help the individual hear speech clearly in noisy places like restaurants. The seminar is FREE, but sign ups are required by calling 865-458-6779.

Free Hearing Checks

Following the Hearing Aid Seminar on Sept. 11, Dr. Dungan will be conducting comprehensive hearing checks that will look at the outer, middle, and inner ear that will only take about 15 minutes. Reservation times for the hearing check are required by calling Chota Rec Center at 865-458-6779.

Karate & Self Defense Class Informational Meeting

Jimmy Stegall from Stegall’s Martial arts will be offering an informational, question/answer session on Wednesday, Sept. 3, at 7 p.m., at the Chota Rec Center, about two classes he wants to offer. First is this traditional style of Isshinryu Karate – a combination of kicking, punching and handling weapons. Karate classes will be held 6:30-8 p.m. Wednesdays and 11 a.m.-12:15 p.m. on Saturday; and the Self Defense classes will be held on 10-11 a.m. Saturdays, beginning Sept. 10, at the Chota Rec Center. Come join Jimmy on Wednesday, Sept. 3, at 7 pm at the Chota Rec Center session to find out more details about these exciting classes.

AARP Class

There will be an AARP Safe Driving course held 9 a.m.-1 p.m. Monday and Tuesday, Sept. 8 and 9 (participants must attend both class days) at the Chota Recreation Center. The fee is \$15 per person for members and \$20 per person for non-members. Payment is expected the day of the class and members are asked to bring their AARP membership card, if applicable. After completion of the class, you may receive a discount on your auto insurance premium. Class size will be limited, so sign up today by calling the Chota Rec Center at 865-458-6779. If the class is full, a waiting list will be maintained for future classes.

Joint Replacement Seminar

Join Dr. Jessica Briere, from Complete Chiropractic & Wellness Center, when she discusses how to prevent joint replacement surgery. This informative seminar will teach you the best ways to care for your joints and staying healthy. The seminar will be held on:

Sept. 11 at 12:45 p.m. at the Kahite Activity Center

Sept. 18 at 10:30 a.m. at the Chota Rec Center

The seminar is free, but registration is required by calling the Rec Center at 865-458-6779. Please indicate which date/time you would like to attend when making your reservation.

Volunteer Fair

Are you looking for new ways to get involved? Join in 4-6 p.m. Tuesday, Sept. 23, at the Yacht Club to learn about the different ways to volunteer in Tellico Village. If any club is interested in reserving a table/booth to hand out materials and information about their organization or for more information about the volunteer fair, please contact Beth Kuberka at bethk@tvpoa.org or call 865-458-5408 ext. 4130.

Some Other Stuff You Need to Know...

Marine Mud Run Sept. 13

The Marine Mud Run will be held Saturday, Sept. 13, with individual waves beginning 8 a.m., and team waves beginning at 11:30 a.m. The challenging course is approximately three miles of off-road running, which entails some obstacle, hills, and, of course, mud pits. The event helps pay for Toys for Tots, veterans welfare, and scholarships in the area. For more information and register, go to www.KnoxMud.org.

Regal Foundation Sponsors Courageous Kids

“Through the Regal Foundation our company works to support and improve the communities in which we live and operate.” said Richard Grover, Director of Marketing and Communications for Regal Entertainment Group. “By partnering with the Kiwanis Club of Tellico Village, we were given the opportunity to achieve this goal by sponsoring five children from the area to attend the Center for Courageous Kids.”

“The Center for Courageous Kids (CCK) is a very special camp for special courageous kids who cannot participate in ‘normal camp activities’ most children enjoy due to their physical or mental limitations,” said Col. Roger Murtrie, president and founder of the Center. “Our tagline says ‘We prescribe Fun.’ Our mission is to uplift the children who have life threatening illnesses and other limitations by creating experiences that are memorable, exciting, fun and build self-esteem” said Roger. The campers have cancer, blood related disorders, Cystic Fibrosis, Epilepsy and other significant health issues.

The CCK camp, located in Scottsville, KY, just north of Nashville, is staffed by qualified medical personnel. The camp is always free to the campers. A child may have chemo in the morning and be horseback riding, swimming, bowling or performing on stage a few hours later. “The Center is supported by the generous donations of our sponsors, such as the Regal Foundation. Of the approximately 17,000 children who attended last year, about four thousand were from Tennessee” said Roger. This year, the Regal Foundation sponsored five courageous kids, including Gabriel Rodriguez pictured seated on the left with his mother Dulce and Devin Burton seated on the right pictured with his mother Samantha at the Regal Pinnacle Theater. Kneeling on the right is Richard Grover of Regal Entertainment; kneeling on the left is Fred Wicht; behind Fred are Ken Mac and Dr. Bill Crowder and standing on the right is Ray Scott, all of the Kiwanis Club of Tellico Village. “When I asked Gabriel what he liked best about the Camp, his eyes widened and he said ‘EVERYTHING!’” said Ray Scott who coordinated the event.

Photograph by Denis Sabo

Submitted by Ray Scott

POA Managers Take Ice Bucket Challenge

Winston Blazer, Jeff Gagley, Mitzi Lane, and Parker Owen graciously took on the ALS Ice Bucket Challenge this week. They also pledged to donate to ALS as well.

Tiki Bar Schedule

Tiki Bar at the Yacht Club will be held 7-10 p.m. on these Fridays:

- Aug. 29, Jus Teezin, on the dock
- Sept. 12, DJ Lou

- Sept. 19, Southern Star Band, on the dock
- Sept. 26, DJ Lou
- Oct. 17, Kudzu Band
- Oct. 24, Steve Rutledge Band, on the dock

For more information, call 865-458-4363.

Computer Users Club Meets Sept. 2

The Tellico Village Computer Users Club will meet 7 p.m. Tuesday, Sept. 2, on the top floor of the Yacht Club. Following announcements and a short business meeting, our program will be a non-computer related subject, it promises to be an interesting PowerPoint presentation. Bob Keim, who lived near the dam site 1942-1945, has utilized many sources illustrating the wilderness before construction along with the progress of construction, involving more facets than you can imagine. Both his father, a civil engineer, and his mother worked at the construction site. Guests are invited. There will be door prizes for members. Go to www.TVCUC.org for information.