

Tell-E-Gram Text Only Version, Aug. 28, 2012

POA Meetings and Events:

- Rec 101, 10 a.m. Thursday, Aug. 30, Wellness Center
- POA Offices closed Labor Day, Monday, Sept. 3
- CANCELED: POA Board Workshop, Tuesday, Sept. 4
- Architectural Control Committee, 9 a.m. Thursday, Sept. 6

Board Answers Leadership Forum Questions

By Tellico Village Board of Directors

Editor's note: Many questions were posed via the survey after the May 10 HOA/POA Leadership Forum. These answers are provided for information and will appear in the next several Tell-E-Grams.

What You Need to Know When a Water Main Breaks

When a water main leak or break happens which causes low or no water pressure anywhere in Tellico Village, there is a very specific process that our Public Works Department follows to locate the specific area.

The first step in isolating the problem is based on the number of resident calls and which neighborhood they are coming from. These calls, no matter day or night, helps the PW employees narrow down and find the exact location. This can be especially difficult when the break occurs at night or in the winter due to possible icing conditions. The PW employees who are responsible for water must ride the streets in the area they think the break is located. Once the leak area is identified, TN One-Call is contacted immediately, then LUB, Charter, etc., are notified to determine what other lines may be in the same area. These various utility, cable and phone companies have up to two hours response time to identify their lines before Tellico Village Public Works can begin the repair process. During this two-hour period, the PW Department mobilizes their people and brings the necessary equipment to the location so they can begin to repair the break. Depending on how deep the water line is in the ground, as well as how severe the break, determines how long it will take to repair the problem. Sometimes, other problems are identified during the repair process, such as a sink hole.

Our Public Works Department makes every effort to correct the problem the first time, but a break can recur in the same place. We are fortunate that our PW Department provides us with 24/7, 365 days/year coverage. Many communities do not have this benefit.

Please, if you know that you have no or low water pressure, call 865-458-4522, anytime day or night.

How does the POA's Continuous Improvement Program work? What have been the savings over the last few years and how have they been used?

The POA's CI (Continuous Improvement) Program has been in existence for about six years. Mitzi Lane, Special Projects Manager for the POA, serves as a Facilitator for all the POA Departments to help them with training, tracking and conducting CI projects and KAIZEN events, along with her many other job responsibilities.

One recent example of CI was the Golf Department reorganization conducted over the past year or so. KAIZEN events were conducted with the golf staff to define Best Practices at each golf

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course and even each green and fairway by the staff of all three courses. Individual methods of maintenance were reviewed, evaluated and discussed until the BEST Practice was determined and then it was documented with Procedures which included photographs of correct methods and results. The same Best Practices are then used to confirm that the tasks are done correctly and to train and/or retrain employees on how the job should be done.

CI savings can be classified into two categories, real savings and potential savings. Potential savings are identified when a work process is improved and the time to do the job is reduced by elimination of waste. Even though the particular job takes less time, there may be no reduction in personnel. However, now that person can take on additional responsibility that eventually allows a reduction in workforce or the assumption of additional duties that improve or expand the services delivered by the staff.

Real savings occur when new (lower cost) or fewer materials are used to do a particular job, when contract labor costs are reduced for a particular task or when POA labor is reduced to a point that when an employee leaves the POA, their job is absorbed by other, existing employees, lowering the overall POA costs.

Cost savings due mostly to CI have been in the \$100k to \$200k annually over the past few years. Those savings have been used to help reduce the increase in the POA annual assessment that cover increases in other costs, to cover lost revenue from delinquent lot owners, to provide services and amenities that were not budgeted and many other areas. An example of CI savings covering unbudgeted items is the Pool Cover for the Wellness Center in 2012. This project is justified by energy savings with a one year payback, but it was not budgeted in 2012 and the capital cost of approximately \$70k was covered by CI savings generated in 2012 so that the POA overall budget was not exceeded.

In the future, starting with the end of 2012, cost savings due to CI will be identified and as much of those savings as possible will be added to the Amenity Reserve for use on the Long Range Strategic Vision. The Board will report on this process more in future months as the budget for 2013 is developed and the CI savings in 2012 are identified.

Will there ever be a “final cap” on POA assessments?

It is unlikely that a “final cap” on assessments will ever be possible for Tellico Village property owners. Continued cost increases in materials and services required to maintain our standard of living and property values in the Village will require increases in monthly assessments in the future. In the past few years the POA has minimized the increases in assessments due to the poor economy that has affected everyone. By not raising the assessment to the maximum 5% each year, we have limited our ability to fund new amenities or remodel some of those we now have to help all members through these rough economic times. In the past the POA has maximized the assessments to the 5% level to accumulate funds for future expansions and upgrades. As the member demands dictate improvements in the future and the economy gets back to a more normal level, we may again request assessment increases to assist in meeting members’ requests for additional amenities and services.

Don't Miss the Lot Marketing Expo

This is your chance to participate and get something for your effort.
Introducing the POA Lot Marketing Plan.

The POA currently has 170 lots in inventory. There are several programs within the lot marketing plan that will pay dividends. We're putting these

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high quality lots on the market, and you can help.

The "Move Your Friends to Tellico Village" Program where Villagers can entice friends, family members and acquaintances to check out Tellico Village via a visit and possibly a tour. Rewards for Villagers who bring new friends and families into the Village.

Come to the Expo on Wednesday, Sept., 5 from 10 a.m. to 3 p.m. at the Yacht Club.

Come on out and see where you can help Tellico Village GROW!!!

Some Other Stuff You Need to Know...

Computer Users Club Meets Sept. 4

The Tellico Village Computer Users Club will meet 7 p.m. Tuesday, Sept. 4, on the top floor of the Yacht Club. The program will be "MasterCraft Boats Computer Technology," covering MasterCraft's use of computers in boat design, production, marketing and customer follow-up/service, presented by Phil Walker, eBusiness Director, MasterCraft/Hydra Sports.

Submitted by Dean Miller

Thyme for Herbs Meets Sept. 6

The Village's herb study group, Thyme for Herbs, will meet 9:30 a.m. Thursday, Sept. 6, in the Chota Rec Center. The program, "Rose—the herb of the year," will be presented by Mary Garner. For more information, call Mary Garner, 865-408-0337.

Submitted by Kathy Kutschera

New Intro to Line Dancing Sept. 6

A new Introduction to Line Dancing class will begin 1 p.m. Thursday, Sept. 6, in the Wellness Center, led by Toni Grovier. Sign up at the Wellness Center or call 865-458-7070.

Submitted by Holly Bryant

Water Outage for Chatuga Sept. 11

A planned water outage for the Chatuga Neighborhood is scheduled for 11 p.m. Tuesday, Sept. 11, for a few hours (water should be restored by 4 a.m. Wednesday, Sept. 12.) For more information, call 865-458-4522.

The affected streets will be:

- Chatuga Drive
- Chatuga Lane
- Chatuga Way
- Kiyuga Circle
- Kiyuga Lane
- Kiyuga Trace
- Ogana Lane
- Ogana Trace
- Ogana Way
- Tsuhdatsi Circle
- Tsuhdatsi Way
- Utesti Lane
- Utesti Way

Submitted by Jeff Gagley

Next Few Days Ahead

Tuesday, August 28th

- 6 pm- Badminton (CRC)
 - 6 pm- Hand & Foot (KAC)
- ### Wednesday, August 29th
- 8 am- Aerobic Fit & Tone (KAC)
 - 8 am- A Ladies Tennis (WC)
 - 8:30 am- Racquetball (CRC)
 - 8:30 am- Aerobics (WC)
 - 8:35 am- Water Aerobics (WC)
 - 9:15 am- Water Exercise (KAC)
 - 9:45 am- Water Exercise (WC)
 - 9:45 am- Tai Chi (WC)
 - 9:45 am- Tai Chi Practice (KAC)
 - 10 am- Badminton (CRC)
 - 10 am- B Ladies Tennis (WC)
 - 10:30 am- Water Arthritis (KAC)
 - 11 am- Arthritis Water Class (WC)
 - 11:30 am- Yoga (WC)
 - 1 pm- Advance/Level 3 Line Dance (WC)
 - 1 pm- Mah Jongg (KAC)
 - 1 pm- Contract Bridge (CRC)
 - 2:15 pm- Intermed/Level 2 Line Dance (WC)
 - 3:30 pm- TOPS (CRC)
 - 4 pm- Pilates Yoga (WC)
 - 4:15 pm- Basketball (CRC)
 - 5 pm-Co-ed Water Fitness (WC)
 - 6 pm- Yoga (WC)
 - 6 pm- Hand & Foot (KAC)

Thursday, August 30th

- 8 am- Fit & Tone (WC)
- 8 am- A Men Tennis (WC)
- 8 am- B Men Tennis (WC)
- 8:30 am- Pilates (KAC)
- 8:30 am- Racquetball (CRC)
- 9 am- Pickleball Board (CRC)
- 9:15 am- Fit & Tone (WC)
- 9:30 am- 5 Crown Cards (CRC)
- 10 am- Water Fun & Movement (WC)
- 10 am- Rec 101 (WC)
- 10 am- B Ladies Tennis (CRC)
- 10:30 am- Beginning Tai Chi (WC)
- 11 am- Wallyball (CRC)
- 11 am- Table Tennis (CRC)
- 1 pm- Intro/Level 1 Line Dance (WC)
- 3 pm- Genealogy (CRC)
- 3 pm- Weight Watchers (CRC)
- 4 pm- Zumba (WC)
- 4 pm- Beginning Racquetball (CRC)
- 4:15 pm- Basketball (CRC)
- 5 pm- Pickleball Drills (CRC)
- 6 pm- TVKWO Ice Cream Social (KAC)

- 6:15 pm- Badminton (CRC)

Friday, August 31st

- 8 am- Aerobic Fit & Tone (KAC)
- 8 am- Basketball (CRC)
- 8 am- B Ladies Tennis (WC)
- 8:30 am- Racquetball (CRC)
- 8:30 am- Aerobics (WC)
- 8:35 am- Water Aerobics (WC)
- 9:15 am- Water Exercise (KAC)
- 9:45 am- Fit & Tone (WC)
- 9:45 am- Intermediate Yoga (WC)
- 9:45 am- Water Exercise (WC)
- 10 am- A Ladies Tennis (WC)
- 11 am- Arthritis Water Class (WC)
- 11:30 am- Yoga (WC)
- 12 pm- Open Badminton (CRC)
- 1 pm- Bridge (CRC)
- 4 pm- Aqua Zumba (WC)
- 5 pm- Co-ed Water Fitness (WC)

Saturday, September 1st

- 8 am- B Men Tennis (WC)
- 8:30 am- Fit & Tone (WC)
- 8:35 am- Deep Water (WC)
- 9:30 am- Advance Line Dancing (CRC)
- 10 am- A Men Tennis (WC)
- 10:30 am- Wallyball (CRC)
- 12:30 pm- Badminton (CRC)

Monday, September 3rd

- POA Office closed for Labor Day
- 8 a.m. - Aerobic Fit & Tone (KAC)
- 8 am- Basketball (CRC)
- 8:30 am- Racquetball (CRC)
- 8:30 am-Aerobics (WC)
- 8:35 am- Water Aerobic (WC)
- 9 am- Village Sweat Shop (CRC)
- 9:15 am- Water Exercise (KAC)
- 9:45 am- Water Exercise (WC)
- 9:45 am- Intermediate Yoga (WC)
- 10 am- B Ladies Tennis (CRC)
- 11 am- Water Arthritis (WC)
- 11:30 am- Yoga (WC)
- 1 pm- Advance/Level 3 Line Dance (WC)
- 1 pm- Carving Club (CRC)
- 1:15 pm- Badminton (CRC)
- 2:15 pm- Intermed/Level 2 Line Dance (WC)
- 3:30 p.m. - Stability Ball (WC)
- 4:15 p.m. - Basketball (CRC)
- 5 pm- Co-ed Water Fitness (WC)

Tuesday, September 4th

- 8 am- Fit & Tone (WC)
- 8 a.m. - A Men Tennis (WC)
- 8:30 am- Racquetball (CRC)