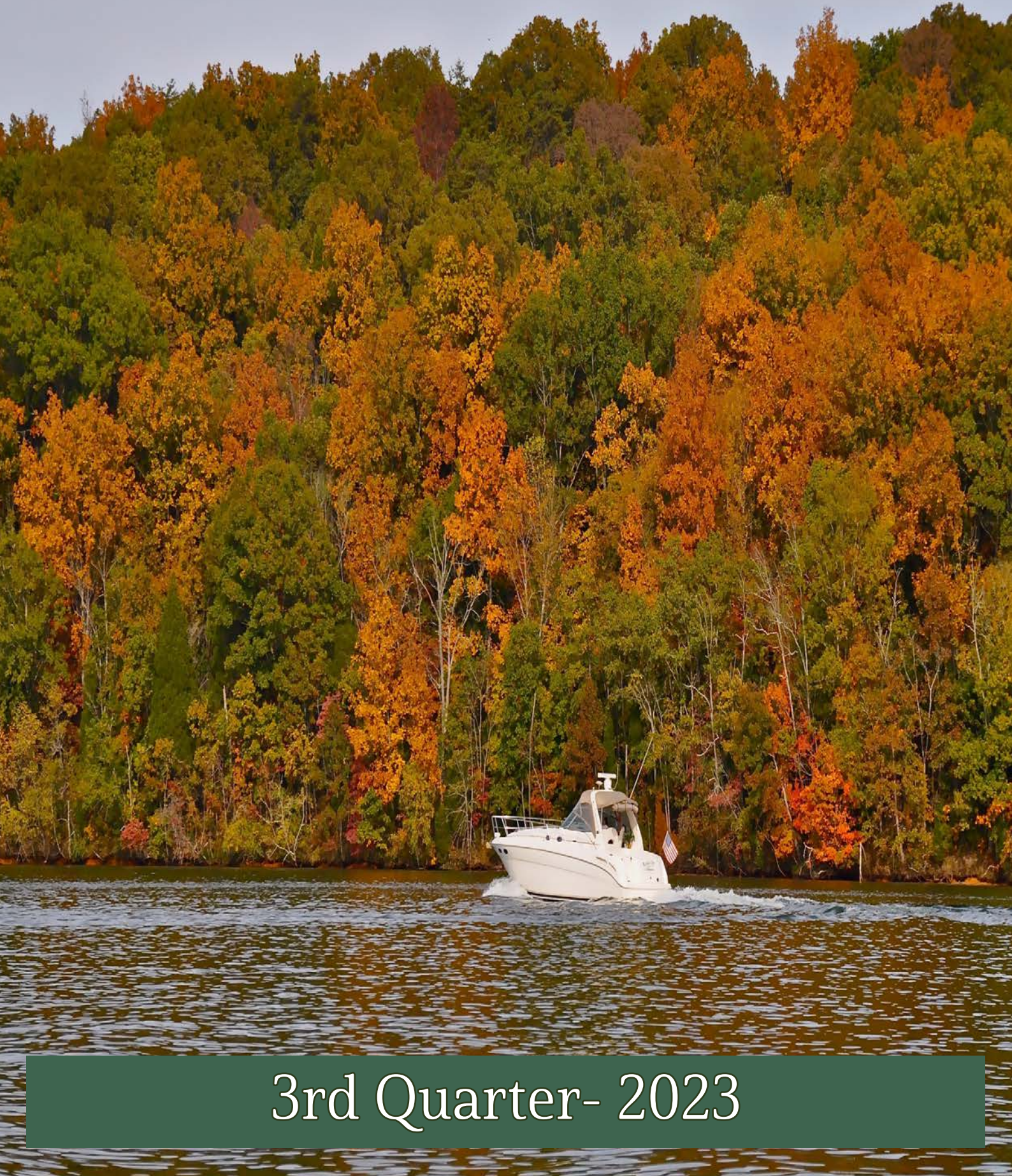




Tellico Village

POA Newsletter



3rd Quarter- 2023

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PRESIDENT'S MESSAGE

MARTY INKROTT, POA BOARD PRESIDENT

Your POA Board has been very busy with several key decisions being made this quarter.

First, the design for the new Tanasi Clubhouse has been finalized and sent to several

construction management companies. We hope to select a construction manager and obtain construction bids within the next couple of months. The board has set a target of \$7MM as the all-in cost for the structure, furnishings, parking lot, and landscaping for this project. Bids will be reviewed with property owners before any approval by the board. We hope to be in a position to break ground by late 1st quarter 2024. There is no further update on the insurance coverage for the old foundation other than we continue to push it through the court system.

We received 3 bids for Food Services with one being from the incumbent, AWE Hospitality. After careful consideration, the Food Services Review Committee (John Orr, Mike Braddock, Mitzi Lane, Jeff Digulla) recommended bringing it in-house. It is the lowest risk and best potential financial alternative for the POA. Skyler McClurkin, current AWE Hospitality Manager at the Yacht Club, has accepted the position of Director of Food Services. A Food Services Advisory Committee is being established to help Skyler develop and implement the operational plan. This change will be effective Jan 1, 2024. Please support 'your' restaurants and help make Food Services a great amenity for Tellico Village... like what Kahite has accomplished over the past few years.

Several Residential Construction Handbook (BlueBook) modifications were approved in the September Board Meeting. These changes address the most common issues brought to the ACC and POA by Property Owners. Fines are being implemented to hopefully incentivize builders/property owners to address noncompliance rather than just ignore the repeated contacts made by POA

staff. Specific items include:

- Allowing plantings in utility easements. No structures or fences
- More detailed elevation requirements for new builds
- More restrictive material and color choices
- More specific permit requirements for hot tubs/spas
- Special cases for 6' privacy fences...now 5'
- Outbuildings not permitted...more restrictions for detached garage, guest/pool houses
- More restrictions on landscape structures, decorations, improvements
- No construction activities on specific holidays
- Rental permit and restrictions
- Implementing fines for not obtaining a permit, and other BlueBook violations.

Bob Brunetti is heading a committee to recommend how to proceed with potentially limiting short-term rentals in Tellico Village. This is an issue being reviewed by many communities throughout the US.

The budget schedule has been modified for several reasons, primarily because we need to add Food Services and because we have a new CFO, Judy Bedford. The budget review process is also being modified. The Open Meeting/Board Review will be Nov 9, instead of Oct 23-25, after a thorough Finance Advisory Committee review. The budget will be presented by Chet and Judy rather than each Department Director. Budget approval will be at the Nov 15 POA Board Meeting.

I want to close by thanking all of you for your support and encouragement as we work together to make Tellico Village the best community of its kind in the country.

Marty Inkrott, POA Board President

UPCOMING POA BOARD MEETINGS

November 15, 2023	Board Meeting	1:30 p.m.	Yacht Club Top Floor
December 20, 2023	Board Meeting	1:30 p.m.	Yacht Club Top Floor
January 17, 2024	Board Meeting	1:30 p.m.	Yacht Club Top Floor



FROM THE DESK OF THE CEO

CHET PILLSBURY, CHIEF EXECUTIVE OFFICER

September and October have been consumed with budgets. This year we took a new approach to the budget process, referred to as zero-based budgeting.

Zero-based budgeting is a budgeting technique that allocates funding based on efficiency and necessity rather than budget history. The basic purpose of this process is to start with \$0.00 and build a budget from that starting point for each line item in the department's budget. For some of the directors, this was their usual process but for others, this was a completely new process and had a rather high learning curve. The process has been something new for the Board and FAC as well, and they have found it frustrating from time to time within the process. It has caused the directors to look at every fee, every expense, and every employee and evaluate their relevance to their department and to the overall budget of the POA. Now that we are getting close to the end of the process, all the directors have found this to be both eye-opening and educational. Each director's understanding of how his or her budget directly impacts the total budget has brought a lot of light to how each department affects the other.

In this new world of slower logistics, what could be ordered and received in two to three days is now taking up to two to three months for delivery. Furthermore, those items that used to take several months to acquire are sometimes taking a year and a half to obtain. This impacts how department directors must budget to stay ahead of their needs and the projects they must accomplish. This has been a challenge when completing a capital budget

for any one year, in that what you need may not arrive until two budget years out.

Staffing is another challenge. We must make customer service a top priority. Often that means changing the process of the service and sometimes it means changing the number of staff you have delivering that service. Keep in mind that in recent years there have been at least 500 new homeowners moving into the community. Our goal is always to strive to deliver the best possible customer experience with a growing customer base.

Lastly, once we think we have all the above figured out, we must find ways to continue to fund the Reserves. Remember, the guidelines are to control expenses to be less than revenue, reduce the subsidies for each department, and build or at least maintain our reserves depending on what is required for any given year. Tanasi has been a challenge for sure this year and will continue to be as we move through the restoration process.

I hope this has given you a glimpse into the process and the challenges we go through as we prepare the budget for each year. By addressing the staffing and funding concerns, we can ensure that our community continues to thrive and provide a high quality of life for all residents. We remain committed to this goal and will continue to work hard to achieve it.

UPDATED BLUE BOOK

In the September Board Meeting, the Board Members approved some modifications to the Residential Construction Handbook (BlueBook). The updated Blue Book went into effect on November 1st, 2023.

These changes address the most common issues brought to the ACC and POA by Property Owners. Fines are being implemented to motivate builders/

property owners to address noncompliance rather than just ignore the repeated contacts made by POA staff.

Some of the changes include plantings on utility easements, more permit requirements for hot tubs, and elevation requirements for new homes.

[View the updated Blue Book](#)

FOOD SERVICE MOVING IN-HOUSE

MITZI LANE, CHIEF OPERATING OFFICER

Earlier this year the decision was made to form a Food Service Search Committee. The committee consisted of myself, Mitzi Lane Chief Operating Officer, John Orr TVPOA Board Member, Jeff Digulla TVPOA Purchasing Manager, and Mike Braddock FAC Member. The first order of business was to send out RFPs (requests for proposals) to interested food service providers. Seven bid packages were sent out and three bids were returned and considered, as well as the in-house option.

The committee used the following criteria to evaluate the providers:

- Improved financial impact to the POA
- Increased utilization and control of POA Facilities
- Opportunity for improved food and service offerings
- Coordinated management approach across all dining facilities

After extensive interviews with each of the three vendors, the Food Service Committee concluded



that bringing operations in-house was the best option for Tellico Village. The committee recommended hiring Skyler McClurkin as the initial Director of Food Service. Skyler has worked in the food service industry for more than 23 years. He has over seven years of experience as the Food and Service Beverage Director with AWE Hospitality. The current staff already looks to Skyler as their leader so

this should be a seamless transition. Skyler is excited and enthusiastic about this new opportunity.

The POA has already been busy with the process of bringing food services in-house. We have set up a separate LLC called Tellico Food Service LLC. The LLC will minimize liability exposure and allow different HR policies to be implemented. It will also allow the POA to manage costs associated with the food division, and full control of the overall food service experience, including weddings and special events. We are in the process of obtaining a liquor license in our name. There have been meetings with current

AWE Hospitality employees to inform them of the upcoming change. They will be moved to the POA payroll and will become TVPOA employees effective January 1, 2024.

The Food Service Search Committee recommended that the POA form a Food Service Advisory Committee (FSAC). In the September Board Meeting, the Board of Directors voted to approve creating and implementing a new Food Service Advisory Committee and approved the Food Service Advisory Committee Charter. They will begin meeting in November to allow them to get started as soon as possible.

We would like to thank Andy Fox with AWE Hospitality for his service to Tellico Village over the past 8 years. Our food service would not be where it is today without his involvement. We are excited about the future of Tellico Food Services and look forward to getting started in January 2024.





ENTRANCE GARDEN PROJECT

BETH KUBERKA, CHIEF DEVELOPMENT, MARKETING & COMMUNICATION OFFICER

You may have noticed that work has begun on the entrance garden in the Mialaquo Neighborhood. We thought it would be a good time to remind you

about some of the specifics of the entrance garden project.

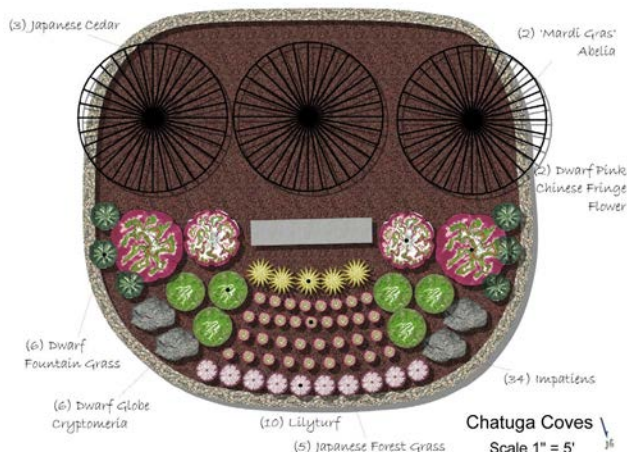
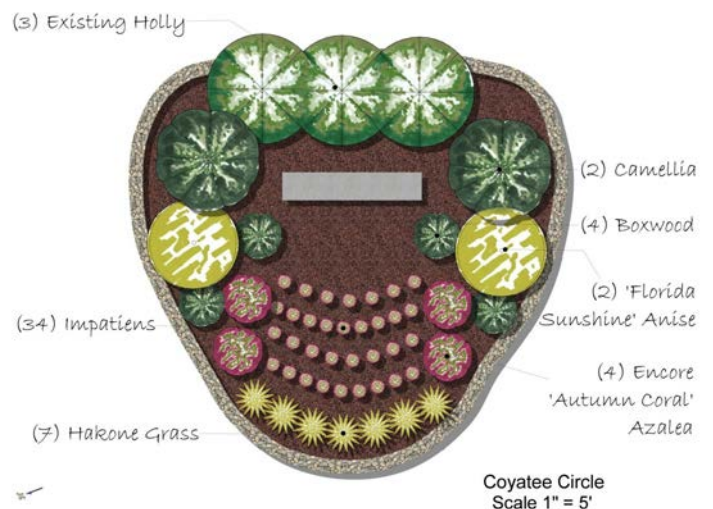
After many months of trying to get three competitive quotes for the signs, bases, and landscaping; we only received one quote for the landscaping and base installation. Unfortunately, the prices on those quotes were double the budgeted amount. After careful consideration, we decided that the best method moving forward was to bring the project in-house. This will give us flexibility in scheduling the work and will be much more cost-effective.

The Public Works Landscaping Team will assist with removing the old signs and plantings that we will not be keeping. Our Maintenance Crew will come in and build the bases for the signs. We have decided to use a material called GenStone. It is cast from real stone and hand-painted with 12 coats of premium paint to deliver the authentic shapes, texture, and shadows

found throughout a natural stone wall. GenStone faux stone wall panels are accompanied by a one-of-a-kind 14-piece Made Easy System of corners, ledgers, trim, and more. The finished product is beautiful and has a 25-year warranty. Our landscape team will work on the installation of the wonderful designs that the Garden Club Captains created. Donna Olson and Rita Koridek will be working with those interested in helping oversee the installation of the gardens. This will ensure that the design is followed. (See potential renderings below.)

This is going to be a big team effort as we begin with the demolition of the current gardens. This is a fluid project, we will have to adjust our schedule and timelines as we proceed.

Thank you for your continued support during this project. We are excited about the beautiful new entrance gardens.



FINANCE; FACTS & FIGURES

CONTRIBUTING WRITER, MICHAEL HERRINTON FAC MEMBER

The Finance Advisory Committee (FAC) has been busy this quarter. Why: It is the 2024 Budget Season!! A time when the entire POA Team, along with the Advisory Committees and the Board, work together to plan for 2024 and beyond. More about that later. First and foremost, this quarter we all welcomed our new Chief Financial Officer, Judy Bedford. Judy has hit the ground running since she arrived in August. Judy came to the Village with over 35 years of finance and accounting experience, which has been invaluable as she manages day-to-day Finance operations, drives 2023 operating results, and prepares the 2024 budget. The FAC feels fortunate to have Judy on the POA team!

The POA continues to perform ahead of the 2023 budget with impressive results, including a \$3.3 million increase in cash and a surplus that is \$2.0 million ahead of the budget through September. These results are critical to the Village's financial future as we face some significant capital investments and strategic amenity spending in 2024 and beyond.

This brings us back to the budget. Why is this so important and what does it entail?

The Village is a complex "business", more complex than many other communities like ours, as we own our water, sewer, and road infrastructures. Additionally, the Village provides and maintains amenities and activities to enhance our lives – now and into the future. Doing so requires planning and perspective about what the future entails for the Village.

The Budget Season is the time for the entire POA team to challenge where we are spending our money, look for operating efficiencies, and ensure

our assessment and fees support our short and longer-term financial needs. All of these inputs come together to form the Budget. The POA Team consults with the respective Committees (e.g., Public Services, Golf Advisory, Parks and Rec, Marine, Long Range Planning) throughout the process.

The FAC's role in the Budget process is to review the details, challenge assumptions, provide perspective and guidance to the Team based on the FAC's collective experience and background, and recommend a Budget to the Board for approval. We met with the POA Leadership Team for a week in late September to review the initial Budget. The Team will work throughout October to address the meeting action items. We will meet again at the end of October before a meeting with the entire Village where Chet and the team will present the 2024 Budget to each of you. The Board will approve the Budget at their November 15th meeting.

This Budget Season has been more complex than others as we have near-term and significant capital projects to improve our water and sewer infrastructure, rebuild Tanasi, and add Food Service operations. All of these are must-haves – non-negotiables as we like to call them. The question the POA team has been addressing this Budget season and will share with you in November, is how do we deliver on the must-haves and continue to enhance the homeowner experience most economically? This is not easy but, rest assured, the POA Team, Advisory Committees, and the Board are all working together to answer this very important question.

We look forward to sharing the 2024 Budget with all of you at the open budget meeting. The meeting will be held at the Yacht Club on November 9th at 9:00 a.m.



PARKS & RECREATION UPDATE

SIMON BRADBURY, PARKS & RECREATION DIRECTOR

We continue to have the most memberships in our history and the highest usage of facilities in history. With this comes the challenge of how we strategically plan for current growth and growth for the future while providing

the level of customer service and maintenance we are accustomed to. For the past seven years for budgeting, we have consistently kept the plan of increased revenue, holding tight on expenses, and decreasing subsidy, and for 2024 we will continue this plan.

We have quite a few new Villagers who may not be aware of what we offer and would like to give you an overview. We have a full-service Wellness Center with state-of-the-art exercise equipment and group fitness room. Our department now offers over 100 group fitness classes a week, indoor pool, therapy pool, free injury assessment provided by TOC, aquatics physical therapy with Select Physical Therapy, 12 pickleball courts (4 of which are covered) 4 har tru tennis courts, and a 1-mile paved walking trail. Chota Recreation Center has an outdoor pool, gymnasium, indoor cycling center, meeting rooms, and 4 hard service tennis courts. Kahite recreation includes group fitness classes, an exercise room with state-of-the-art equipment, and an outdoor pool. We are currently in the process of converting one of the tennis courts at Kahiti into four pickleball courts and one tennis court. This provides the community with state-of-the-art facilities, and additional areas for recreation pursuits, and increases property values. We also re-finished 8 pickleball courts at the Wellness Center with 2 inches of new asphalt vs patching and quick fix methods to do the job right and provide quality playing surfaces for many years to come.



We operate Tugaloo Park with a beach lakefront park, pavilion, and kayak and paddleboard reservations, and classes are available as

well as instructor-led classes.

Our community-built trail system now offers over 30 miles of professional quality sustainable trails. We recently held a ribbon cutting for a new trail system on a 30-plus acre piece of property with stunning views and provides a wonderful hiking experience right here in our Village. This trail system is called



"Inspiration Park". The name comes from the inspiring efforts of the "Kahite Chain Gang" taking on and completing the challenge of carving a trail up a mountain with hand tools that would make trail builders a third of their age whine! The area is hilly with the first $\frac{1}{4}$ mile considered strenuous but with interesting and spectacular scenery to make it worth the effort.

The Greenspace Initiative is focused on preserving our Greenspace in the Village. Randy Vogel, ecologist and member of the PRAC has been leading this project. Thanks to the Timeless Tellico Foundation, we were able to complete phase one of the Greenspace Initiative by adding wildflowers and native plants to the trail system. We anticipate seeing the rewards of the hard work this spring and for many years to come.



This fall we are offering Nature Bathing classes. What is Nature Bathing? This Japanese practice is a process of relaxation known as Shinrin Yoku and is the simple method of being calm and quiet in nature. Shinrin Yoku was prescribed by Japanese doctors to patients to assist with a wide range of health issues. Research has shown marked health improvement from people participating in these types of activities and is now a trend in America. People pay a lot of money to go to resorts that offer this type of programming. We have the perfect environment for this type of activity. We will offer classes in the Village by certified Nature Bathing instructor Steve Harsher. Steve will be offering Nature Bathing, guided hikes, and outdoor Tai Chi.



Speaking of trends, the trend in fitness across the country for our demographic group is a focus on strength training, resistance exercises, and low-impact workouts. With this in mind we are offering more classes focused on these areas and purchasing some specific equipment to target these areas.

Continued education and professionalism are held in high regard in the Parks and Recreation Department. This standard has been exemplified with two of our managers recently receiving certification in their areas of expertise.

Lindsey Allison, our Parks and Recreation Program Coordinator, recently achieved the very competitive certification of Certified Health Education Specialist while working toward her master's degree in Public Health. Certified Health Education Specialist (CHES) is a certification given by the National Commission for Health Education Credentialing (NCHEC) to individuals who have a bachelor's, master's, or doctoral degree in health education or significant coursework in this field. These responsibilities are defined by the most current US-based practice analysis study. Those who receive the CHES certification must complete 75 hours of continuing education every five years to keep their certification.



Trey Whittemore, our Wellness Center Manager, achieved the National Recreation and Parks Association certification of AFO (Aquatic Facility Operator). The National Recreation and Park Association offers the premier certification program in swimming pool operations, the Aquatic Facility Operator (AFO) certification. The AFO program provides the most comprehensive and up-to-date training for pool operators and includes information on water chemistry, disinfection, mechanical systems, operations, healthy pools, and safety.



Both nationally recognized certifications add to the professional level of services offered to our community. Congratulations to both Lindsey and Trey!

PUBLIC WORKS

BRUSH AND LEAF PICKUP PROCEDURE

Tis the season for raking leaves. We thought this would be an opportune time to remind property owners of the brush and leaf pick up procedures.

Each year, Public Works provides brush and leaf pickup services for Village residents. Brush is picked up year-round and leaves are picked up November through February. The crew moves continuously throughout the Village year-round.

In order to make it more efficient for everyone, residents are no longer required to call in their pick-up requests. Public Works moves continuously which means they will visit each neighborhood within the Village and remove the debris. Please place brush and leaves into separate piles.

Public Works will start in Kahite and work through each neighborhood on their way to Coyatee. If the crews get through the Village, they will start over again.



Brush should be at least three feet long, no more than six inches in diameter, and free from any metal objects. Piles should be placed along the street right-of-way in front of your home. Public Works provides pickup for brush cleared by property owners and/or lawn care companies.

No household trash, building material, grass clippings, shrubs or metal items will be picked up. Additionally, Public Works does not provide pickup for brush from lot clearings or trees removed by tree services.

Once again, no calls are required; simply put your brush out in your neighborhood and it will be picked up. We hope this process will make the brush removal system easier and more efficient for all residents.

If you have any questions about this procedure, call the Public Works office at (865) 458-4522.

***NOTE:** While the goal is to pick up all brush and leaves in all neighborhoods each month, we may be slightly behind schedule due to the amount of brush or leaves. However, we will continue the route until it is completed and then we will start over. Please be patient and we will pick up the debris as soon as possible.

O-DOCK IS OPEN

The O-Dock is now open and the boat slips are in the process of being filled. The electricity has been installed and it has passed all inspections. The next step will be to get approval from TVA to expand the parking in that area.



GOLF OPERATIONS

CASEY FLENNIKEN, DIRECTOR OF GOLF OPERATIONS

The third quarter of 2023 has been an incredible success for Tellico Village Golf. We began the period with our Junior Golf Camp which was held July 10th-14th at Toqua Golf Club. There were 60 kids in attendance. It was great to see the smiles from the young junior players. They are the future of our great game! The second week of July is always a fun week for the entire staff.

We finished the month by hosting the Tennessee Golf Association's Men's Match Play Championship. This is not our first Tennessee State event. Tellico Village also hosted State Championships in 2020 (Senior Men's Match Play) and 2022 (Women's Mid-Am). The social media accounts for the TGA estimated

Tennessee Golf Association · 7/28/23
From 2nd Alternate to **CHAMPION**

Cooper Hayes (Strawberry Plains) wasn't sure he was going to make it into the field at the 2023 Tennessee Match Play Championship. But did he ever make the best of his opportunity!

Congrats to the @LipscombBisons golfer!



over 40,000 impressions were made during the event! We are honored to host events of this magnitude.

As we transitioned into August the entire Golf Professional team and staff continued to conduct our weekly leagues. Our league play is a huge part of our operation. Each week we have 650+ players participating in our leagues. These serve as a great source of fellowship, camaraderie, and a chance to test your game against others. There are a lot of Villagers who contribute to the continued success of these leagues. Thank you to those who volunteer your time to make your league thrive.

September proved to be a perfect month for golf. Mother Nature was on our side and golf rounds reached all-time highs. Golf rounds totaled 12,975 rounds across our 3 golf courses. These numbers are astonishing and a testament to the growth of Tellico Village Golf. Through September golf is 9,062 rounds ahead of 2022. Thank you to the entire staff and our Patrons for your continued support.





A SUCCESSFUL THIRD QUARTER

WELLS MCCLURE, DIRECTOR OF GOLF MAINTENANCE

It's that time of year again comprised of cool mornings, warm afternoons, college football, and arguably the best golf course conditions we have experienced since this

time last year. In golf maintenance, the fall season is without a doubt our favorite time of the year to manage the golf course. This is the time of year when our greens and other major playing surfaces are near perfect while our rough is also not growing out of control. The fall season also gives us some time to step back take a deep breath and reflect on the previous summer which helps us plan for the coming year. This year was one to remember. After a cool second quarter where it really never got hot, we were greeted by some warmer temperatures in July which our Bermuda grass surfaces needed to fill in from the long cold winter. This cold weather through the winter, cool spring and lots of cart traffic had many areas of the course thin and matted down until almost July 4th.



The weather through the 3rd quarter of 2023 continued to be about as ideal as we could ask for. We received almost 6" of rain in July and then another almost 7" in August with average temperatures ranging from 88-89 degrees for the high and around 68 degrees for the low for those 2 months. These warm temperatures along with the added rainfall gave our courses all the fuel they needed to fill in which resulted in great end of the summer conditions. This year was also one to remember for our putting surfaces. At no point in the year did we feel like our greens were overly stressed, thin, or battling disease. Our course Superintendents and crews worked tirelessly throughout the summer to provide the best conditions possible, and I can say that they were the best they have been in my 13 seasons working on the courses here at Tellico Village.

Golf events are always a top priority for our course Superintendents and this year was no different. Following the Member Guest Tournament in June Jordan Clark, the Superintendent at the Links at Kahite had his sights set on one more major event for the summer. At the end of July, the Tennessee Golf Association was headed to Kahite for their Men's Match Play Championship. This is a big event for the TGA, and we were excited to host and show off what our residents have realized for years, Kahite is a top-notch facility with some of the best conditions in East Tennessee. The event went off without a hitch with Jordan and his staff providing; according to the TGA players, the best greens they had putted on all year. The reviews we received from the players were overwhelmingly positive and this is saying a lot considering these guys who played in this event are some of the best amateur players from across the state who play some of the best golf courses Tennessee has to offer. Kudos to Jordan, Josh, and their team!



July is the month of the year that all three courses try to do as much aeration, and verticutting cultivation to our bermudagrass surfaces as possible. We do this without a course closure, which can be tough at times, but we know it is what is necessary to provide good conditions for the rest of the summer. Each course Superintendent located some areas throughout the course to target. These areas mostly consisted of tee boxes, green surrounds, low-lying and typical wet areas in fairways along with high cart traffic areas. This aeration process will help by decreasing organic matter and reducing compaction resulting in a better playing surface. This is a hard process to complete in Tellico since we do not close, and we do greatly appreciate the patience and cooperation from our golf community as they know the benefits of it and that it is necessary.

The fall aeration process was the same process we have performed in the Village for the past 7 years. We take a less aggressive approach in the fall with the guys from Midsouth Turf and their Dryject machines. These machines allow us to inject a



clean, precise channel of sand in the green to dilute our organic mat layer without having to pull a core of material out of the green which would take some time to heal. We can perform this less aggressive practice in the fall because we continue to receive the support to get very aggressive with organic matter removal in the spring. This process is

performed in one day at each course the Tuesday, Wednesday, and Thursday following Labor Day. During this one-day closure, the courses utilize it to their advantage to try and get some other agronomic practices or course projects completed. Tanasi and Toqua used this closure to fertilize the entire course with a potassium-focused fertilizer that will help prepare our bermudagrass for winter dormancy. The Kahite team was able to install over 500' of drainage on the #14 fairway in a low-lying area that always stays wet and soft throughout the fall and winter. It is no doubt that when given the opportunity to have the courses to ourselves we take full advantage of the situation.



Following the Dryject process, all three courses are watching the weather, monitoring soil temperatures, and waiting for the opportunity to make some essential fall chemical applications that will set us up for the following year. These applications are vital to our success the following spring on our fairways and tee boxes, so we

make sure to get them down at the appropriate time.

Tellico Village Golf has always put an emphasis on growing and developing our teams. I am a direct result of this as I started here in 2011 as an Assistant Superintendent at Toqua and have moved up in the ranks. Jordan Clark

and Jon North were both once Assistant Superintendents as well. We continue to look for individuals who want to grow within this company and within this industry.

This year Toqua Golf Maintenance employee Jacob Dumond received his Certificate for Professional Lawn Care



from the University of Tennessee. This certificate has helped educate him in Turfgrass Management and Landscaping and irrigation practices. The knowledge he gained from working towards this certification will benefit Tellico Village for years to come. We are proud of Jacob, his hard work, and dedication to Tellico Village Golf Maintenance.

In closing, I cannot help but reflect on the year we have had and I am so proud of our staff and the job they do. These guys and gals work hard to provide the best course conditions possible which at certain



times of the year requires them to work 12 days on/ 2 days off schedule, which includes weekends and holidays.

A lot of the work done on our courses is completed in the early morning hours before most folks roll out of bed. We are blessed with some of the best employees I have ever had the opportunity to work with. I would also like to give thanks to the residents of Tellico Village. We in Golf Maintenance are proud to work for this community and want to do everything we can to keep improving our golf courses for your enjoyment for many years to come.

TELLICO VILLAGE VOLUNTEER FIRE DEPARTMENT...THEN & NOW

CONTRIBUTING WRITER: BILL BALLINGER

When Cooper Industries began the development of Tellico Village it was necessary to create some basic infrastructure. Having a fire department was essential to that development. A POA employee was assigned as the Fire Chief, a used fire engine was purchased, some volunteers were recruited, and Tellico Village had a fire department!



The original volunteers looked at the expansive growth that was underway in Tellico Village and knew that the fire department, as it was organized, would not be adequate for the

future. In 2002 they started what we know today as the Tellico Village Volunteer Fire Department and took on the challenge to grow and mature the department as the community grew and matured.

Those volunteers faced a daunting challenge. The community had a rapidly growing need for emergency services. They had old equipment that was unreliable, only one bag with medical equipment, antiquated gear, limited training, and virtually no money. But this was Tellico Village where people step forward and help each other. From golf tournaments to talent shows to calling in favors, the volunteers began to find financial support to purchase what they needed to serve the community. Residents volunteered to support medical training while others reached back to former employers for "deals" on trucks and equipment. The "little" volunteer fire department was growing quickly but still chasing the needs of our expanding community.

In 2006, the department was running 270 calls, the volume had grown 10-fold in just a few years and there was no end to the increasing need. The department continued to expand over the years with the acquisition of a boat to handle fire and rescue emergencies on the lake, and the addition of a light-duty rescue truck designed to handle motor vehicle crashes, construction accidents, and hazardous materials incidents. And, a new fire engine, that meets the National Fire Protection Association (NFPA) standards was added to the fleet in 2017.

That single medical bag the department started with has multiplied year over year. Today, some 35 medical bags are spread throughout the community

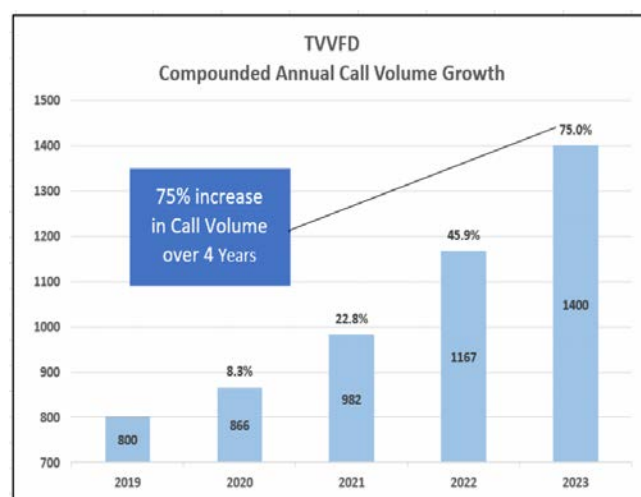


with some of the most up-to-date equipment available in them including automatic external defibrillators (AEDs). Those bags are in the hands of highly

trained emergency medical responders, emergency medical technicians, and advanced emergency medical technicians who are all volunteers. Two emergency medical response units are in service 24 hours a day, 7 days a week located at the home of volunteers. If you call for emergency medical help, one of those medical bags is likely to be at your front door in 3 to 5 minutes.

The community continued to grow leading to year-over-year increases in calls in excess of 10%. Partnering with neighboring fire departments, community colleges, and the Tennessee Fire Academy, the level of training for emergency medical responders, trained firefighters and fire ground technicians continued to grow.

Current estimates are that the department will respond to 1400 calls by the end of 2023. That's a 75% increase in calls in just the past 5 years! Keeping up with an expanding Tellico Village and the resulting call volume means the department must continue to expand.



Late in 2022, Chief Roger Robinson of the Alcoa Fire Department traded a 1995 65' Pierce Tele-Squirt ladder truck for a mere \$1 and a promise that the department would make good use of "her".



Keeping our firefighters and emergency responders safe is the highest priority. A combination of county and state grants were secured this year to replace the Self-Contained Breathing Apparatus. The new units are safer and more reliable, replacing units that were as much as 20 years old.



The increase in emergencies on the lake, in marinas, and on docks throughout the Village created a need for new marine, fire, and rescue capabilities. A county grant is facilitating the purchase of a new fire rescue boat. Delivery is expected in late 2023.

The Tellico Village Volunteer Fire Department is made up of a very unique group of men and women. They are retired military personnel, law enforcement officers, corporate executives, small business owners, nurses, career firefighters, and engineers. Together, they form one of the best volunteer departments in the state of Tennessee.

- An independent inspection by the Insurance Services Organization (ISO) gave it a rating of 4 on a scale of 1 to 10. There are only 106 departments (career or volunteer) that are rated higher in the state.
- The equipment meets or exceeds the high standards set by the National Fire Protection Association and the State of Tennessee Emergency Medical Services Board.
- Over 2500 man-hours of training have been completed in 2023 through September.
- 100% of the dispatched calls have been responded to by trained volunteers.

Just over 20 years since it was founded, TVVFD remains an all-volunteer non-profit department (501c3) that relies on the generosity of the people of Tellico Village to protect the community. To learn more about the Tellico Village Volunteer Fire Department or become a member, visit their website at www.tellicofd.org.



THANK YOU TO THE MEN AND WOMEN OF THE TELlico VILLAGE VOLUNTEER FIRE DEPARTMENT.

DRIVING OUR MISSION - ACHIEVING SUCCESS- SEEKING SUPPORT



It is difficult to believe that Our PLACE has been in operation since March of 2021, and during that time has created countless moments of joy for many participants and their caregivers. The creativity, energy, and compassion used daily by both staff and volunteers have

restored an element of quality of life to all who participate in our programming.

Just a few weeks ago a participant remarked how she and her husband had never been to Hawaii and wished they could have visited. So, the staff and volunteers brought Hawaii to her. They decorated the room with a tropical theme, had a ukelele band perform, and enjoyed snacks such as pineapple salsa, and a cake with coconut topping! The smile on her face lit the entire room; then her husband, who was visiting, placed a lei over her head and gave her a kiss. One of the many precious moments our staff continuously creates is to provide stimulating programming and social interaction for our participants. Dr. Barbara Levin, an expert in the field of Dementia related diseases and a member of our Advisory Council recently remarked, "Our PLACE is accomplishing wonderful things for those in our community".

Last quarter we discussed the need to maintain our focus on continuing to provide the best



possible experience for our participants and caregivers while balancing the need for operational funding vs starting an expansion process. We made the decision to expand based on the fact we have outgrown our

space, but based on the rising costs associated with construction, the terms of our adjustable-rate loan, and the difficult economic environment we are

now facing, have decided to take a more prudent approach to not jeopardize both the quality of care and financial stability of Our PLACE. Now instead of a full expansion, we are planning to expand the facility in two phases. The first phase which we plan to begin this year will allow us to expand our current facility to encompass the existing porch and add another outdoor porch. We are at the same time planning to pour the foundation for the entire expansion as cost savings for the future, giving us a few more years to raise funding for the full buildout. With this expansion, not only will we be able to help additional participants afflicted with this terrible disease, but also assist Our PLACE in becoming operationally self-sufficient, provide scholarships to those in need, and accumulate funding for the full buildout in the future.

We are continuously thankful for the generous support of our community and thankful to the Tellico Lake and Lenoir City Rotary Clubs for their help in planning and staffing our first Walk 2 Remember at Lenoir City Park on October 7th. We are also

very grateful to the Tellico Car Club for their support of the event and our first

"Wheels of Wonder" car show which coincided with the walk and brought over forty cars in support of the expansion campaign for Our PLACE. In addition, we cannot thank the volunteers, various vendors, and more than 150 walkers who made this event a success. You can learn more about how you can become part of this important legacy to our community and help us as a volunteer or expand our programs and facility by visiting our website, www.ourplacetn.org. Thank you for your continued support and best wishes.



Board of Directors, Our PLACE

Thank you again for helping us build this program and facility for our community!

HOA NEWS AND EVENTS

The third quarter was a busy time for HOA, with 40 events and two monthly Socials held during this time period. All were well attended. We skipped the July Social so that we could all focus on the Picnic in late June. The picnic was a great success and we're already planning for next year's picnic!

Our HOA Litter Angels team continues to do an outstanding service for our community. Since starting as HOA Litter Angels in April 2022, over 1,000 bags of trash have been collected! On average that amounts to 40-70 bags per event. Wow, that's a lot of trash! The most common trash items are beer cans, fast food bags, and construction debris. One time the team found a purse, which was turned over to the police department (because it did not have a local address on the driver's license). Clean-ups are held monthly in the summer (when it's hot out) and every 3 weeks the rest of the year. Currently, there are over 120 members, with 20-25 usually participating in each clean-up. Many of the members also clean up independently of the Litter Angels events. This is a very dedicated group that clearly cares about our community! HOA Litter Angels were recognized by TDOT as an outstanding Adopt-A-Highway group and received "Nobody Trashes Tennessee" t-shirts for our members. If you'd like to join HOA Litter Angels, please send us a note at hoatv.org@gmail.com and we'll connect you to the team.

Neighborhood Watch continues to sponsor interesting and informative events focused on safety and security. Recently a session was held at the Kahite Community Center to learn about Emergency Preparedness. Tellico Village resident Kevin Haney led the discussion and did a great job. Thanks, Kevin! We are currently working on setting up a similar session in the main village.

The third quarter is when we normally start working on filling out the HOA Board and teams for the next year. This year was no exception and we've been busy identifying members who would like to volunteer in 2024. Although we're making good progress on this, we still have a few key openings that need to be filled. If you would like to volunteer with HOA next year, please send us a note at hoatv.org@gmail.com.

4th quarter events are filling up fast. The calendar on Tellico Life is an easy way to find out what is available. It's best to book early to ensure that you get a seat. We're always adding new events, so watch for the Social Update (which normally comes out the Friday prior to the monthly HOA Social). Also, you can always get information on our events at the monthly Socials. Tellico Village Life - Home (tellicolife.org)

Mark Pantley
HOA President



Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village



112 Chota Road
Loudon, TN 37774

Phone: 865-458-5408
Toll Free: 866-983-5542

We're on the web:
www.TellicoVillagePOA.org

Tell'em It's Better At Tellico Village

Did you know that if you need the Property Owners Association to contact you regarding a question or an issue that you can submit your inquiry to the "Tellico Village HELP SPOT?" located on the [POA Website](#).

After submitting your question someone from the Property Owners Association will respond to you by the following business day.

Click [here](#) to access Help Spot.

AS OF
SEPTEMBER 30, 2023,
TELLICO VILLAGE HAS
5,232 SINGLE-FAMILY
HOMES AND 340
TOWNHOMES.



Important POA Phone Numbers

Administrative Offices: 865-458-5408
Dial 0 (zero) for the receptionist
Utility Clerk: Ext. 4112
Member Services: Ext. 4121

Golf Courses: Kahite: 865-408-2639
Tanasi: 865-458-4707
Toqua: 865-458-6546
Chelsea Help: 865-458-4707

Public Works/ACC: 865-458-4522

Recreation Services: Wellness Center: 865-458-7070
Chota Recreation: 865-458-6779

Restaurants: The Blue Heron: 865-458-4363
Kahite Pub & Grill: 423-884-2159
Toqua Sports Bar & Grill: 865-458-1330

Truth Be Told: 865-458-7095

Welcome Center: 865-458-7061

***This newsletter is published
for Tellico Village property
owners.***

Jennifer Webb Writer & Editor

Beth Kuberka
Chief Development, Marketing,
& Communications Officer