



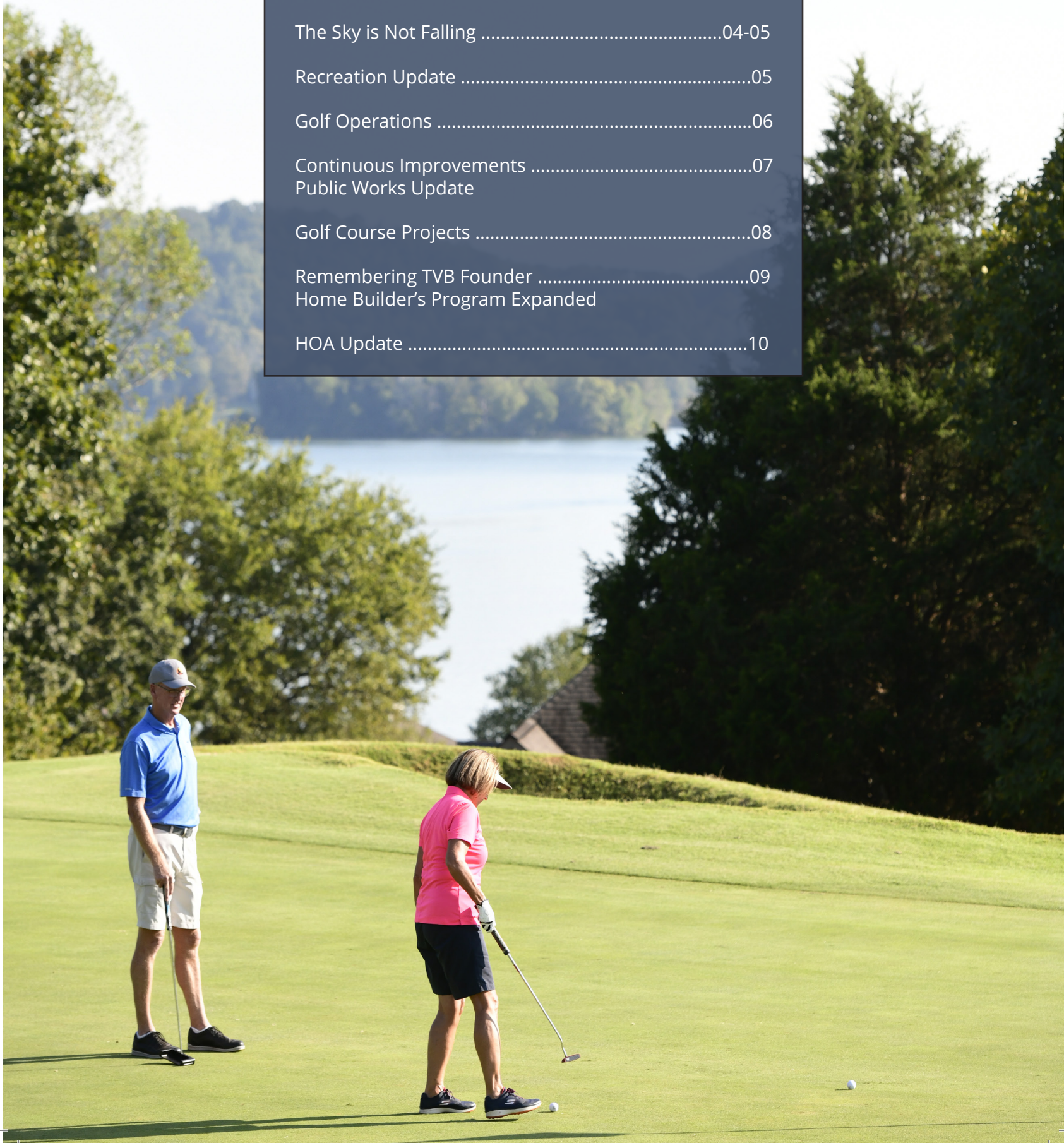
Tellico Village

POA Newsletter

First Quarter 2020

CONTENTS

President's Message	02
Upcoming Board Meetings	
TVPOA Operations	03
The Sky is Not Falling	04-05
Recreation Update	05
Golf Operations	06
Continuous Improvements	07
Public Works Update	
Golf Course Projects	08
Remembering TVB Founder	09
Home Builder's Program Expanded	
HOA Update	10





PRESIDENT'S MESSAGE

RICK BLOUGH, POA BOARD PRESIDENT

The first quarter of 2020 has been unique in its strong start and the new challenges we have had to face. When I last wrote this message, we were coming off of a banner finish to 2019 featuring net income nearly \$1 million better than the

forecast for the year. We were in an enviable position with operating cash up \$1 million above 2018. All of this was done while bringing home one of the most aggressive capital programs in Village history.

We continued to sail through what was looking to be a great first quarter, and then the pandemic hit our entire country. Given the new rules that we needed to operate under, we were forced to curtail many of our operations and make changes in the way we did business to protect the health and safety of our residents and staff. Recreation had to shut down all of its facilities with the exception of the walking and hiking trails. Food service shuttered all of its dining rooms and exclusively went to take out and delivery operations out of the Blue Heron and the Kahite Pub & Grill. Our Golf Department management has done a superb job of adapting their business model so that we can continue to operate our courses within the new rules. Community support for these operations has certainly helped to stanch some of the revenue loss. The Board and staff retrenched and made the necessary decisions to conserve cash and to set us up to come out of the other end of this in a position of strength. We had strong first quarter results and are on solid financial footing.

During this period, we implemented our Crisis Communication Plan to make sure that residents got the information they needed to understand and stay abreast of the situation, protect themselves, and connect. In March, the POA Board accomplished one of its long-held goals—live-streaming its Board meetings. This was always planned in order to increase Board transparency and to broaden community participation. Fortunately, the plan came together as this situation started to unfold to give us another means of communicating with Villagers.

As I write this, the state is getting ready to allow certain businesses to resume operation. Your POA has been developing plans for this from the very start. There is new guidance governing these re-openings and that guidance is somewhat restrictive. As we start to re-engage as a community, it will not look the same as it did before everything changed in March. Among the first things we will do is a phased re-opening of the Toqua and Kahite dining facilities and our golf pro shops. Timing will be dictated by our ability to staff, train and equip these facilities for the heightened sanitation and safety requirements in the state guidance. The operating models for these amenities will be communicated prior to start-up. The state has not yet approved the reopening of recreation facilities nor has it issued guidelines for their operation. Nonetheless, we have already developed a preliminary operating plan, so that we are ready to move forward when the go-ahead is given. This is a very fluid situation that changes daily. By the time you read this, it may have morphed into something else. Nonetheless, we will continue to move forward while keeping the health and safety of Villagers and staff as our highest priorities.

As a community, you have done a great job of working to protect yourselves and your neighbors by adhering to the CDC guidelines on social distancing, protective gear and avoiding large groupings. I congratulate you! During my years here, I have always had confidence that my fellow Tellico Villagers care deeply for and look out for one another. It is our strength and what makes this a great place to live.

Make no mistake—we are not through this yet. No one knows what the world will look like a few months from now as summer in the Village starts to unfold. As things start to reopen, if you're not comfortable, there's no stigma involved in simply staying home. Just make sure that you stay safe.

UPCOMING BOARD MEETINGS

May 20, 2020	Board Meeting	1:30 p.m.	Yacht Club Top Floor
June 3, 2020	Board Meeting	1:30 p.m.	Yacht Club Top Floor
June 17, 2020	Board Meeting	1:30 p.m.	Yacht Club Top Floor

We now offer live-stream videos of all Board meetings on Tellico Village Broadcasting's YouTube channel.



TVPOA OPERATIONS

WINSTON BLAZER, CHIEF EXECUTIVE OFFICER

As we are faced with these unprecedented and uncertain times, I want to take time to assure you that TVPOA remains fully functional, stable, and capable of meeting your needs. While our operations may look a

little different, we are committed to serving our property owners throughout this challenging time.

Operation

Over the past month, we adopted a modified work schedule to allow some staff to rotate on-site shifts. We found this was helpful for our staff to social distance and deal with special circumstances related to COVID-19. The POA Administration office and the Welcome Center recently re-opened to the public. Our staff is still happy to serve you via telephone, drop box, or the Welcome Center drive-through.

Finance

As you will read in our CFO Parker Owen's article, POA staff has been working diligently on a contingency plan during these uncharted times. We ended 2019 in a strong financial position. However, it is better to plan than to be caught off guard. Because some aspects of our normal business model will need to be modified, this contingency planning is essential to help guide our financial forecasting and decisions as this situation continues to unfold.

Recreation

The Recreation Department recently implemented Phase 1 of their Re-opening Plan. While the manners in which we operate are restricted during Phase 1, we are excited to begin welcoming our members back. We ask that you exercise patience as we navigate this unprecedented situation and work to keep our members and staff safe.

Because access to much of our offerings are restricted, we understand it will be difficult for members to utilize the Recreation Department. As

we move through the first phases of re-opening, we will not charge monthly auto-draft members for the month of May. Paid in full, annual and semi-annual members can expect to see this reimbursement in the form of an extension at the end of their contract.

Please be sure to maintain a 6-foot distance at all times and follow all safety protocols while visiting our facilities.

Golf

Our Golf Department continues to go above and beyond to operate safely during this time, with new procedures such as electronic check-in, push cart rentals, optional single riders in golf carts, and other adjustments to keep everyone safe. We ask that all golfers maintain a 6-foot buffer and avoid congregating at any time. Please call our Pro Shops to schedule an appointment to shop our new, larger selection of merchandise.

Food Service

As of May 4th, Toqua Sports Bar & Grill and Kahite Pub & Grill opened their dining rooms at 50% capacity. Curbside and takeout services continue from both Kahite and the Yacht Club's Blue Heron, along with Toqua. We appreciate your support of our restaurants and look forward to

resuming full operations as soon as possible.

Communication

For the most up-to-date information regarding COVID-19, please [sign up to receive the Tell-E-Gram](#) and follow along with the POA's News tab on www.tellicovillagepoa.org. Our Communication Department is updating this page with each new development, as well as sending out regular Tell-E-Grams and Tell-E-Flashes as needed to deliver the most timely information possible.

If you find yourself needing assistance, please give us a call and we will be happy to help you in any way possible. We appreciate your support and understanding as we navigate these challenges.

*We are committed
to serving our
property owners
throughout this
challenging time.*

THE SKY IS NOT FALLING

PARKER OWEN, CHIEF FINANCIAL OFFICER



The rapid spread of the COVID-19 virus and the responses seen and heard around the world have dominated the 24-hour news cycle and affected every person in this country in ways big and small. From mere inconveniences to life and death decisions, every aspect of our lives has changed. TVPOA staff leadership and your Board of Directors have changed our operations and developed contingency plans to keep Tellico Village POA financially strong and viable through this crisis to an eventual return to normal. My purpose in this article is to share some of the actions we are taking to ensure the financial health of Tellico Village.

By now you are all aware of the temporary operational adjustments we have made, including closing the Wellness Center, Recreation facilities, and the golf Pro Shops, closing the lobbies of the POA Administration building and the Welcome Center, closing the Yacht Club and clubhouse restaurants' dining rooms, closing Board and committee meetings to property owners, conducting virtual meetings via live streaming or video recording, and operating the golf courses via electronic check-in. Some of these facilities are now in the initial phases of reopening with some restrictions.

You may be wondering, "What about the overall health of TVPOA and the financial impact of these operational changes? How will management and the Board mitigate the financial effects of these changes?"

We are beginning the year 2020 from a position of financial strength. We finished 2019 with strong positive net income and good cash balances. Considering we had just completed the most ambitious capital plan in recent years, we finished the year with over \$2 million in Operating Cash and over \$2.3 million in Reserves, resulting in more than \$4.3 million total cash. Through the end of April, those balances have increased to more than \$5.0 million total cash.

Our low debt levels are getting lower as we continue to make payments to principal on our long-term debt and capital lease obligation. The Wellness Center note will be paid off

in August of this year and our line of credit has a zero-balance outstanding.

Most of our revenue stream is stable and affected very little by the current disruptions. Assessment revenue accounts for over half of our total revenue (52%). Water/Sewer/Tanks make up almost one-fourth (24%) and Docks/RV revenue has mostly been paid in advance for the full year (4%). Therefore, over 80% of our total revenue is highly stable and relatively unaffected by current events.

As we are now more than one-third of the way through the year, we are still early in the year and have not committed to many of our planned capital projects or major maintenance projects. This means we can delay portions of these plans for weeks, months, or even into next year without compromising the operational health of the Village. It gives us extraordinary degrees of freedom to manage the budgeted capital, expenses, and cash flows until life returns to some semblance of normalcy. We will continue to fund and build our reserve balances into 2021 to pay for projects that may be deferred from 2020. We are running various contingency scenarios using our budget system to help guide our financial planning. We will make determinations on individual projects over the coming weeks and months as this situation unfolds.

Over 80% of our revenue stream is stable and affected very little by the current disruptions. We are running various contingency scenarios to help guide our financial planning as this situation unfolds.

So, what can you do to help care for the health of the Village as you take care of yourselves and your families?

- Heed the cautions and CDC guidelines regarding physical distancing.
- Continue to make regular assessment payments and water/sewer payments. This is an excellent time to convert to auto-draft payments. If you need help signing up for auto-draft, call the POA office at (865) 458-5408.

- Support your Tellico Village Food Service operations. Toqua Sports Bar & Grill and Kahite Pub & Grill are currently serving dine-in patrons at 50% capacity while also offering both

takeout and curbside services. The Yacht Club is closed for dine-in, but continues to offer takeout and curbside pickup. Our Food Service operations have taken a hard hit by the closures and restrictions, and your support can make a big difference in how they weather this storm and come out on the other side.

- Play golf! Our golf courses are open. Electronic check-in and an optional one rider per golf cart (except for residents of the same household) allow golfers to maintain the recommended six-foot distance while enjoying an activity that gets them out of the house and into some beautiful weather and scenery. While some courses around the country have closed temporarily, many others have continued to operate while following guidelines and safe practices similar to those we have implemented.

- Utilize the TVPOA hiking trails and walking paths or take a stroll around your neighborhood. It's free and beneficial for your physical and mental health.

- Summit Medical Group at Tellico Village continues to operate both in person and by video call in the medical office building that they lease from TVPOA. If

you need medical assistance, call them at (865) 205-3025 to make an appointment to utilize this valuable service located right here in the Village.

- Thank a POA employee. While our operations have been modified, the business of the POA continues as we follow CDC guidelines for cleaning, distancing, and minimizing person-to-person contact. Your accounts are being maintained, checks are being deposited, bills are being paid, water and sewer services are being provided, buildings, grounds, roads, and hiking trails are being maintained, our golf courses are open and available for play, and our Recreation Department is in a phased reopening of some facilities. These services continue because the dedicated employees of the TVPOA continue to report to work and do their jobs.

Even in these challenging times, Tellico Village is a great place to ride out the storm. To each Tellico Village property owner, we wish you and your family good health as we work through the COVID-19 crisis together and look forward to better days ahead.



RECREATION UPDATE

SIMON BRADBURY, RECREATION DIRECTOR

We live in a community with fantastic outdoor recreation and scenery. Our team has been focusing on ways to utilize our resources to improve our overall wellness during the COVID-19 pandemic.

Our volunteer trail blazers that created over 15 miles of hiking trails have been working hard to maintain and create new trails and pocket parks for us to enjoy. The Kahite "Chain Gang" led by Gary Mulliner has created a fantastic new trail system by the docks at Kahite and two pocket parks from areas that were previously eyesores.

Johnathon Smith and his crew have been maintaining and expanding the Toqua Trail. The Public Works and Recreation Departments

worked together to add an additional half mile onto the walking path above the Wellness Center. This was created with very minimal cost. Michael Tracey spearheaded an effort with seven of his neighbors to restore a pocket park with a lake view in their Toqua neighborhood. Previously, this park was frequented by some Villagers and their grandchildren and was maintained by a resident who passed away about

10 years ago. In just one hour, these highly motivated neighbors revitalized what is now called "Tadpole Park." Gary Mulliner created a sign, complete with little wooden tadpoles.



We have been using our Recreation member email database as a resource to connect with our members and sharing tips for staying healthy during this time. We provided links to popular exercise videos on YouTube and Village staff and fitness instructors also produced exercise videos for members to follow along at home.

GOLF OPERATIONS

CHRIS SYKES, DIRECTOR OF GOLF



Golf Operations

We'd like to extend a special thank you to the Tellico Village golf community for their commitment to keep golf a safe haven during this challenging time. Our operations team continues diligence in providing a sanitized environment and our golfers are maintaining social distancing throughout their rounds. We are fortunate that golf can be an outlet during this time.

Golf Calendar Updates

Please stay tuned for additional updates as a number of golf events have already been postponed to later in the year due to COVID-19. These include:

- Lions Club: August 1st at Toqua Golf Club
- Smoky Mountain Service Dogs: August 29th at Toqua Golf Club
- Hopewell Fire Department: September 12th at the Links at Kahite
- MGA Member-Member: September 26th & 27th at Toqua Golf Club & the Links at Kahite
- MACA: October 10th at the Links at Kahite
- Men's Member-Guest: October 20th – 23rd at Toqua Golf Club & the Links at Kahite

Golf Continued Education

A great part of the winter season is the opportunity to continue our education through a variety of outlets, conferences, and webinars. Again this year, we took the Golf Management Team to the Tennessee Turfgrass Association Conference and Tradeshow. This year was one of the best conferences yet with three days of seminars with a range of topics such as turfgrass science, professional development, golf course design and maintenance, and even some hands-on sessions for irrigation and equipment maintenance. This is a great event where the entire team can grow stronger together. A portion of the team also went to the Golf Industry Show in Orlando, where we were able to attend a variety of educational seminars to help us

stay on the cutting edge of golf maintenance and operations.

The Golf Management Team, along with CEO Winston Blazer, went on a Retreat-Discovery Tour in February where the focus was on further developing our plan for a future simulator facility. We were fortunate to have the opportunity to network with some of the finest golf facilities in the country. Our discovery tour included The Honors Course, The

Black Creek Club, Sweetens Cover, The Course at Sewanee and The Golf Club of Tennessee.

Beautification Fundraising

Year round, Tellico Village resident volunteers give their time to assist our golf staff with maintenance of various areas in and around the golf courses. Weeding, planting, fertilizing, mulching, and pruning in golf course gardens are the most common jobs fulfilled by volunteers. In addition, volunteers support

the Audubon Certification of the golf courses by helping to sustain a more naturalized and protected environment. In some cases, if there are enough funds available, donations are put toward building improvement projects like golf course restroom appearances.

These Beautification Committees are currently taking donations in lieu of the annual fundraising tournament. If you'd like to support the efforts of these volunteers, please make a donation payable to TVPOA. You may drop off or mail to any of the three golf course Pro Shops, or donate when checking in for a round of golf using a prepaid account or credit card. Your donations are very much appreciated.

We are fortunate that golf can be a safe haven during this time where social distancing is imperative.



CONTINUOUS IMPROVEMENTS

MITZI LANE, CHIEF OPERATING OFFICER

As we continue to face the unprecedented COVID-19 situation, TVPOA staff is navigating a new normal to get jobs done. Between learning how to work from home, implementing new safety precautions, managing family needs

and more, it has been a tough time for everyone.

As employees have adjusted to these temporary guidelines (that seem to change every day), it has been a great opportunity for us to do a better job at what we already know is important to the residents of Tellico Village. During this period, I can assure you our staff has looked under every stone for ways to save money.

Under the direction of Director of Golf Chris Sykes, the Golf Department has proven to be great leaders for the entire organization. Both the head of the Tennessee Golf Association and the Knoxville Golf Foundation have reached out directly for our processes and procedures to share with other facilities across the state/region, which is a huge compliment.

Tom Crosby and Marvin Burton at the Kahite Pro Shop have incorporated a new process at both

driving ranges to eliminate touch points. Originally, the protocol during the COVID-19 was to simply put balls on the range with an honor system. This proved to be unsuccessful, so Tom and Marvin cut the bottom out of a bucket to fill a gallon-size Ziploc bag. The team sanitizes the Ziploc bags and sells balls in a traditional fashion. This should amount to hundreds of dollars per day at each course in recouped revenue.

The Public Works team worked alongside the Recreation Department to cut a half-mile trail on the field by the water tower for a hiking trail. They maintain this each week. This addition to the Village is a very low-cost way to add fantastic views to our trails and green space in a time we need it most.

Tellico Village members may nominate POA employees for customer service that is “above and beyond” by completing a form (available at various POA facilities as well as www.tellicovillage.org). All nominated employees will be recognized for outstanding service and each quarter, up to three employees will be chosen to receive special recognition. Once a year, one employee will be selected from the quarterly winners to receive the annual award. The Above and Beyond program is designed to encourage superior customer service by recognizing and rewarding deserving employees.



PUBLIC WORKS UPDATE

JEFF GAGLEY, PUBLIC WORKS DIRECTOR

Public Works had a great start to 2020 just a few months ago; projects were in place for rest of the year and studies had begun on various aspects of the Village (Yacht Club breakwater, sewer system odor control, etc.).

Suddenly, everything came to a halt when the COVID-19 pandemic hit our country. We switched gears and put plans into place to protect our critical services. We began reviewing our emergency plans to keep the water and sewer system safe and in operation and implemented

safety training for our teams while they navigate this new environment. We checked with our water suppliers and sewer treatment plants to ensure they saw no issues on their end, ordered additional materials for water and sewer repairs in case the supply line was shut down, and checked in with our nearby utilities system to ensure our mutual aid was in place in the event any of us needed additional assistance during this challenging time. We also developed a team schedule to make sure we have trained personnel in place to handle emergencies and additional staff on-call as backup.

GOLF COURSE PROJECTS

While the winter season can be less than ideal temperatures to play golf, it is the perfect time for golf course improvement projects. The first quarter proved to be wet with over 30 inches of rain through the month of March, but that didn't keep the golf team from making tremendous progress with golf course improvement projects.

Bunker Projects at Tanasi and Kahite

The team at Tanasi continues to knock it out of the park with their in-house bunker renovation project. The plan was to renovate a total of 8 bunkers this year, 6 of which are already completed and back open for play. By performing the work in-house, we have saved \$25K in 2020 (the grand total is \$150K to date).

The Kahite bunker project is significantly ahead of schedule. The team has already completed the removal of 17 of 32 bunkers and have begun filling in the remaining 15, which we hope to have completed by the close of summer. This project not only improves playability but will enable the team to re-allocate over a \$1,000 a year per bunker toward other areas.



Winter Indoor Projects

When conditions warrant working indoors, the team stays busy with indoor improvement projects.

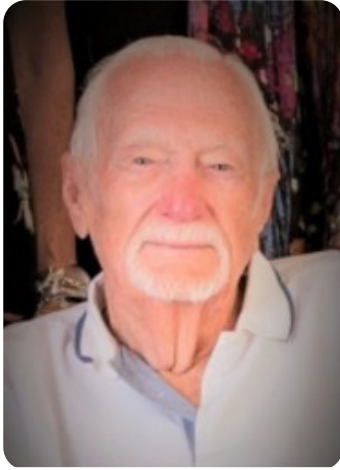
- Installing new tile floors in the course bathrooms at Toqua and Tanasi
- Building and refinishing wooden course accessories at all three courses, including but not limited to the following: tee markers, benches, bag stands, range dividers, divot sand boxes, and split rail fencing
- Handmade lockers for the full-time staff at Kahite

Other Winter Projects

The off-season provides an opportunity to make many other improvements throughout the golf courses and landscape areas such as:

- Additional landscaping at all three clubhouses
- Landscape screening project for Toqua Golf Maintenance (which was funded by the beautification committee)
- Stone paver installations for the new clubhouse amenities at Toqua and Kahite
- Facility and maintenance shop improvements at all three locations
- Winter weed control including bermudagrass encroachment around greens
- Homemade Electronic Job Board and Fleet Management System





REMEMBERING TVB FOUNDER

Harold Ek, founder of Tellico Village Broadcasting, is being remembered by all who knew and loved him. After retiring from his career as an automotive engineer, Harold settled in Tellico Village with his wife Joan in 1994.

He was involved with the making of the first TV interview programming on the local Channel 3, now known as Tellico Village Broadcasting. Harold soon became the most knowledgeable person at the station and became a great mentor to everyone at TVB. He was always willing to help and found a solution to any problem encountered at the station.

Last year, TVB celebrated its 25th anniversary—and Harold's 25th year as a volunteer. Harold was the longest-running volunteer at TVB. According to his colleagues, he was more than a volunteer—he was the go-to expert in everything from technology and video editing to camera operation and hardware. TVB wouldn't be where it is today without Harold's trailblazing passion and dedication.

Harold also devoted his time to many other volunteer organizations and loved playing Bridge.

His friends remember him as kind, helpful, patient, dependable, generous, thoughtful, and brilliant, with a great sense of humor. He went above and beyond for his friends and is missed dearly.

Harold passed on January 30, 2020 at 89 years old.

HOME BUILDER'S PROGRAM EXPANDED

Education is a major focus of an expanded home builder's program recently relaunched by the Tellico Village marketing team. This expanded program is easily accessible on www.tellicovillage.org in the "About Us" section of the website under the Home Builders tab.

Development of the educational project started late last fall and involved the marketing team, members of the Architectural Control Committee, Villagers who had built homes in the community, home builders, and the Tellico Village Property Owners Association's (TVPOA) legal counsel.

The original program was launched in 2015 as a paid advertising initiative providing builders with an opportunity to advertise on www.tellicovillage.org. Initially referred to as the Preferred Builders program, this reference created confusion around the role of the TVPOA as a potential endorser of the participating building firms. In the expanded program, participating builders are classified as the Tellico Village Home Builders Guild. A disclaimer indicating the TVPOA does not endorse these builders and that they are participating in a paid advertising program is also presented.

In addition, the development team felt that there was a critical need to acquaint new arrivals with the home building process in East Tennessee and Tellico

Village due to the expansion of home building in the community in recent years. Two information pieces were produced to address this need. One document, entitled "How to Select a Home Builder in Tellico Village" outlines how to choose a local builder. The second educational piece is a collection of frequently asked questions regarding the home building process in the area.

"It became apparent while discussing the home building process here in the Village, especially with new residents, that developing and having home building information easily available would be a big benefit to everyone involved," commented Beth Kuberka, TVPOA Marketing/Communications Director. "People may have built homes in other parts of the country and are used to a certain process. In some cases, those procedures are different and may not even exist in our area. These materials provide a good overview of home building in our area."

The educational materials are not only available on www.tellicovillage.org but can also be acquired at the Welcome Center. They will soon be part of the information packet residents receive when inquiring about the building process at the POA Administration office.

“We plan, God laughs” is an old Yiddish Proverb that sums up how the year has gone so far for the HOA. In January we reported that we were off to a year of great promise. We held our first Socials of the year with many events for our members. Our January Open Village Meeting featured a “State of The Village” address from the POA, 2020 Goals from the HOA and a Q&A with the Long Range Planning Committee. Our Advocacy Committee set their first agenda, our first Welcome Orientation of the year was well attended and our VP of Programs was putting together a list of engaging topics for our future open Village meetings, then the term COVID-19 changed everything.

By mid-March, the COVID-19 virus challenged the way we currently live and our plans. In support of the POA’s COVID-19 initiatives HOA has canceled all of our social events into June.

HOA President Ken Litke has been instrumental in re-organizing our plans and the way HOA conducts business in this new reality. On April 6th, President Ken Litke convened the first HOA Board meeting on Zoom. The meeting was successful so we will continue to hold board and committee meetings like this as long as necessary.

The Advocacy Committee is trying their best to stay in contact with our local governments and keeping up on the hot issues like Asian Carp, the US Census and the upcoming local elections. They are also working as a conduit to the POA Board on specific issues brought to them by homeowners.

The Event Planning Committee has canceled all of its events, including monthly socials into June because of the social distancing rules. They will be using the monthly Social Invite to keep you informed about refunds and rescheduling of events as it becomes known. The committee is monitoring venues and the social distancing guidelines and we will begin social activities as soon as it is possible.

One of the most important things the HOA will try to accomplish during this crisis is to keep in touch with the community so they know they are not out there alone. We will continue to use the Voice and the Social Invites to keep in touch with you. We will also be using The Connection to share information and reassure you that things will be alright. If we can be of help to you in any way, please contact us at hoatv.org@gmail.com.

Remember, we are all in this together!



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

Tell'em It's Better At Tellico Village

AS OF
MARCH 31, 2020,
TELLICO VILLAGE HAS
4,176 SINGLE-FAMILY
HOMES AND
336 TOWNHOUSES.

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

Amanda Parks
Writer & Editor

Beth Kuberka
Marketing & Communications
Director



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 Tanasi Bar & Grill: 865-458-9392 Toqua Sports Bar & Grill: 865-458-1330
Truth Be Told:	865-458-7095
Welcome Center:	865-458-7061