



# Tellico Village

## POA Newsletter



**Second Quarter 2020**



# CONTENTS

President's Message .....	02
Paycheck Protection Program .....	02-03
Financial Report .....	04-05
Playing Through A Pandemic .....	06-07
World Class Golf Conditions .....	08-10
Recreation Operations .....	11
Introducing Our Water & Sewer Team .....	12
TVB Welcomes New Station Manager .....	13
Brush Up on the Rules of Brush Pick Up	
HOA Update .....	14

Front Cover Photo: Carla Johnson  
Inside Cover Photo: Simon Bradbury





## **PRESIDENT'S MESSAGE**

### **RICK BLOUGH, POA BOARD PRESIDENT**

When I last wrote for these pages, we were experiencing a great start to 2020. Then the COVID pandemic hit and upended everything. Since then, we have gone through extensive, state-ordered shutdowns of

our facilities and significant losses of revenue. We managed to keep our head above water through the unparalleled efforts of our POA employees and prudent financial planning. Many of our 2020 initiatives have been slowed by more pressing matters during this time—but not the most important ones.

Your POA Board, from the beginning, has been focused on protecting the health and safety of Village residents and the employees who serve us. It has been thoroughly engaged in each and every decision as we moved to reopen under stringent state guidelines. Important infrastructure projects have continued so that when we emerge from all of this turmoil, we will not be behind in critical areas and playing catch-up in future periods. Where projects could be delayed they were. Where they couldn't be, they weren't.

Make no mistake, the epidemic continues and in many states including Tennessee, it is getting worse. It had been my hope that when the Executive Orders that were set to lapse at the end of June expired, we would see a relaxation of the guidelines under which we have been operating and more of a return to normalcy. Instead, based on the uptick in cases and hospitalizations, those orders and the Guidances issued under their auspices were extended until the end of August. In other words, nothing changed. We have consistently tried to accommodate the needs of the community while keeping in mind the vulnerability

of the Tellico Village population and doing everything we can to avoid potential liability. We have flexed schedules as much as possible to accommodate the desires of our residents but are met with significant obstacles due to the state-mandated rules and the staffing that they require.

The hard truth is that until cases start to decline in a meaningful way, it is unlikely that there will be a return to "normal." Recently, Knox County, under an Executive Order authorizing mayors to impose face covering requirements, has done just that in public places. Loudon and Monroe counties have opted to make it a recommendation. Without improvement in the numbers, it is possible that shutdowns could be reimposed as has happened in some other states. Hopefully, we will not come to that juncture.

Life goes on in Tellico Village. However, it defies logic to believe that there have not been cases here. As a group, Villagers are active and travel a lot. Our population is vulnerable and an outbreak here could have serious consequences. That's why it's so important that we do whatever we can to protect our families, our neighbors and ourselves. All in all, Tellico Village is one of the safest places to be in our respective counties. It's through the efforts of our residents that I can say that. On the whole, Village folks have taken the situation seriously and done what is necessary to promote everyone's health and well-being.

We can all look forward to better days. You can rest assured that the POA Board and staff are doing everything in their power to manage the situation, protect our population and move forward as conditions change.

A handwritten signature in black ink, appearing to read "Rick Blough".

---

## **PAYCHECK PROTECTION PROGRAM**

### **WINSTON BLAZER, CHIEF EXECUTIVE OFFICER**

In April, the Tellico Village Property Owners Association, Inc. applied for a Paycheck Protection Program loan as administered through the U.S. Small Business Administration. The Paycheck Protection Program (PPP), authorized by Congress as part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act, is a loan designed to provide direct incentives to

small businesses to keep workers on their payroll. The SBA will forgive these loans if certain criteria are met for employee retention and pay levels, and if the funds are



used for expenses eligible for reimbursement, such as wages and benefits, rent, mortgage interest, and utilities. The amount of the loan eligibility is determined based on documented payroll costs for a specified time. The TVPOA application was processed, approved by the SBA, and funded on May 7 in the amount of \$1,184,200, not the \$2-5 million figure reported in the press. It is our expectation the loan will become a grant, thereby alleviating any repayment liability.

The business environment was the most uncertain that any of us have encountered. It was prudent to enhance our liquidity to deal with the uncertainties of revenues and expenses, some of which were heavily influenced by economic factors and governmental guidelines that were out of our control. At the time we considered applying for a PPP loan, the Accounting and Finance staff ran our budget models to estimate the potential impact of the COVID-19 virus on POA finances. Keep in mind that 48% of our 2020 revenue was from user fee operations. From the most optimistic case at \$880K negative impact on cash to the most pessimistic case at \$1,586K negative impact on cash, we realized that COVID-19 posed a serious financial threat to our businesses. Due to these unprecedented events, the POA staff and Board of Directors did what was believed to be the best business response to the crisis by applying for the PPP loan, while following the operating guidelines and executive orders issued by the Governor of Tennessee.

The TVPOA took a very conservative approach in dealing with this crisis as we tried to keep all critical services open within the ever-changing guidelines of the various federal, state, and local governmental authorities. The impact was different across our various businesses and services offered to property owners. We did not know the severity or the duration of some of the business restrictions we would face and we wanted to keep all POA employees working so we could provide the many services to property owners. Our Recreation Department for example was shut down for approximately two months in compliance with the Governor's orders related to health clubs and gyms, yet TVPOA retained staff on payroll. These facilities have now reopened, but with restrictions on capacity, sanitation, social distancing, and the use of personal protective equipment. In April and May, Recreation lost approximately \$150,000 in revenue as billings for those two months were suspended. In June we lost approximately \$15,500 of revenue due to lost memberships, which projected through the end of this year would amount to another \$93,000. For the year 2020 we have estimated a potential \$258,000 of lost revenue with another \$206,000 in 2021 if current membership levels continue and with no further shutdowns of our Recreation facilities and billings as we experienced in April and May.

The POA has incurred over \$60,000 in unbudgeted sanitation services and supplies. Our payroll costs for the eight-week measurement period prescribed by the PPP totaled about \$900,000 to retain staff at levels comparable to those before the virus impact, as this was a condition of qualifying for the PPP loan program. The POA operates four restaurants, either directly or indirectly, through contract with AWE Hospitality. These businesses were hardest hit by the impact of the virus as dining operations were initially shut down except for carry-out but were later allowed to reopen with distancing protocols and capacity restricted to 50%. Spot shortages in the food supply chain have resulted in menu limitations and higher costs.

On the bright side, the assessment revenue of the POA has been relatively unaffected by the virus as property owners have continued to pay their assessments on time, with very little impact on delinquencies. Water and sewer consumption have been good as residents are staying home more. Property transfers and new home building remain strong. Golf, which for a while was the only game in town, has had one of its best seasons ever at the halfway point in the year. The Golf Department staff found creative ways to keep the courses open and operating safely with additional sanitizing and reduction in touchpoints and person-to-person contact. The response from Tellico Village golfers has been amazing! Still, the distancing protocols have negatively impacted the tee sheets, reducing the number of rounds and revenue that can be accommodated in a day. The restrictions in play are estimated to negatively impact Golf revenue by \$371,000 from March 1 to July 20. We also lost some merchandise sales at the peak selling time of the new golf season, but we are unable to quantify this impact as this is the first year that the POA has owned and operated the golf merchandise sales.

Each department within TVPOA has responded to the virus to make Tellico Village as safe as possible by social distancing, increased sanitation, and limitations on large public gatherings. While we are by no means out of the woods yet and we realize that spikes in cases could lead to more shutdowns and costs, we continue to monitor the situation and make sound, responsible decisions accordingly.

# FINANCIAL REPORT

## PARKER OWEN, CHIEF FINANCIAL OFFICER



### Annual Audit

Each year, the financial statements of the Tellico Village Property Owners Association, Inc. are audited by an independent, external audit firm. Management is responsible for the preparation and fair presentation of the POA's financial statements, as well as the design, implementation and maintenance of internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatements whether due to fraud or error.

The auditor's responsibility is to express an opinion on these financial statements based on their audit. The CPA firm of Coulter & Justus, P.C., a local firm with extensive experience in all areas of financial reporting, taxation and auditing, conducted the 2019 audit. This is the ninth year that Tellico Village has used this firm, and the audit was conducted very efficiently and on budget.

Coulter & Justus, P.C. issued a clean, unqualified opinion that our financial statements "present fairly, in all material respects, the consolidated financial position of Tellico Village Property Owners Association, Inc. as of December 31, 2019 and 2018, and the results of its operations and its cash flows for the years then ended, in conformity with accounting principles generally accepted in the United States of America." Furthermore, the audit firm issued its required Auditor Communications Letter to the Audit Committee and noted no exceptions or areas of concern. Among their comments, the auditors stated "key factors and assumptions used to develop estimates are reasonable in relation to the basic financial statements taken as a whole; we encountered no significant difficulties in dealing with management relating to the performance of the audit; there were no such corrected or uncorrected misstatements (identified during the audit) related to the current year; no such disagreements (with management) arose during the course of the audit."

In addition to the unqualified opinion and the standard communications letter, the auditors did not issue a Management Letter concerning internal controls issues because they did not identify any significant internal controls issues that warranted communication. Furthermore, there were no audit adjustments during fieldwork procedures, meaning there were no material misstatements or unreasonable estimates identified during the audit. In the world of financial reporting, this is about as good as it gets. I do not take these audit results for granted, as I know the hard work that is

required of our accounting staff to achieve these results. A special thanks to our Controller, Kevin Ellsworth and Accounting Manager, Jessica Johnson for managing the day-to-day accounting process and providing information and responses during the audit.

The audited financial statements are now posted to the TVPOA website.

### COVID-19 Financial Impact Update

What a year this has been already, and we are only halfway through. With the continued spread of the COVID-19 virus and its resulting illnesses, hospitalizations and deaths, the pandemic is by no means over. Despite the phased reopening of many facilities and activities around the country and here in Tellico Village, we continue to operate with an abundance of caution while we follow the ever-changing guidelines from federal, state and local authorities. Combined with the economic contraction and partial rebound and the demonstrations and political unrest that continues, Tellico Village POA is a model of stability and fiscal soundness.

In April when the pandemic was beginning to dominate the nightly news and leaders at all levels were trying to guide our collective response and actions to the pandemic, I shared some of the operational adjustments the POA made to ensure the safety of our facilities, employees and property owners. Most everyone in Tellico Village has taken this threat seriously and adjusted in ways that seemed unthinkable just a few short months ago. So, how are we doing financially as we travel along an uncharted path through 2020?

To recap, we started 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 June, those balances have increased to more than \$7.0 million total cash.

Our 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 have completed the second quarter of the year, we have still not committed to many of our planned capital projects or major maintenance projects. This means we can delay portions of these plans 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 have committed to fund the HA5 pavement rejuvenation program for this year that was recently completed in July. 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.

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. The COVID-19 crisis is far from over, and we all need to continue to take precautions to stay safe and healthy.
- Continue to make regular assessment payments and water/sewer payments on time. This is an excellent time to convert to auto-draft payments if you have not already done so. If you need help signing up for auto-draft, call the POA office at (865) 458-5408.
- Support your Tellico Village restaurants with dine-in and carry-out options. Our Food Service operations have been hit hardest by the closures and restrictions, and Village support of their dine-in and carry-out

operations can make a big difference in how they continue to weather this storm.

- Play golf! Our Pro Shops have reopened with some restrictions and our golf courses are open. Our golf staff has modified their operations to keep our courses open and safe. Golf continues to be an attractive outlet for our members to exercise while enjoying an activity that gets them out of the house and into some beautiful weather and settings. While some courses around the country have closed temporarily, many others have continued to operate following guidelines and safe practices similar to those we have implemented.

***We continue to operate with an abundance of caution while we follow the ever-changing guidelines from federal, state, and local authorities.***

- Utilize our Wellness Center and racquet sports facilities. Our Recreation facilities have reopened with certain restrictions, so come out and enjoy your favorite activities.

- Walk 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.

- Thank a POA employee. While our operations have been modified, the business of the POA continues as we follow CDC guidelines for cleaning, distancing, using personal protective equipment 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, golf courses are open and available for play, and Recreation facilities are open with some restrictions and available for your favorite activities. These services continue because the dedicated employees of the TVPOA continue to report to work and do their jobs.

To each Tellico Village property owner, we wish you and your family good health as we work through the COVID-19 crisis together. We all look forward to better days ahead.



# PLAYING THROUGH A PANDEMIC

## CHRIS SYKES, DIRECTOR OF GOLF

Coronavirus quickly turned the world upside down with all 'non-essential' business operations forced to shut down to some degree. A precedent was set early on where golf was grouped with Outdoor Recreation and deemed 'essential' in most locations. Golf is a non-contact sport where social distancing is attainable without disrupting the overall experience.

The reconstructed Golf Management Team entered the month of March primed for a very successful season when we first began hearing about coronavirus approaching our area. Cases started to spike in major metropolitan areas across the state of Tennessee and the threat to Tellico Village soon become a reality. We monitored the impact of coronavirus in areas of the country where the virus was first identified so we could begin to prepare. There was no Pandemic Playbook to follow, so we had to make adjustments very quickly.

First and foremost, we needed to develop an in-depth understanding of everything related to COVID-19. How does it spread? How can we best protect our staff, members, and guests? What are our legal responsibilities? We had far more questions than answers. Things were changing quickly and we needed to adapt quickly, but also needed more understanding to make adjustments effectively. We were trying to filter through the 24-hour news cycle and began attending daily webinars to gain additional understanding. We gathered data from nearly every major golf association to accelerate our understanding. We watched webinars hosted by the PGA, GCSAA, NGCOA, USGA, as well as other smaller, niche associations. The first piece of the puzzle we needed to better understand was how we are actually governed and how to find that data. We learned that local regulations trump state, and state regulations trump national. Ultimately, we had to figure out what the local policies were, which proved to be a moving target. We learned that there are 95 counties in the state of Tennessee, six of which are the large metropolitan areas across the state that have their own health departments. Tellico Village fell into the other group that consists of the smaller 89 counties without their own health department and

are therefore governed by the State.

The end of March proved to be a whirlwind when things began changing daily. The information out of Knoxville was detailed and timely but only served as a possible indicator for what might come for Tellico Village. New Executive Orders from the State were coming out daily and usually difficult to understand. The Executive Orders were typically coming out at the end of the day which added to the complications. We spent considerable time networking with other golf operations across the state in efforts to better understand the impact of these orders on golf so we could comply. We soon learned that we were some of the industry leaders for best adjusting our processes and procedures, and in turn, a large part of the industry started to turn to us for advice.

Our team adapted quickly and our policies and procedures became a standard for our area. We received calls from the Tennessee Golf Association regarding our procedures. We shared all our materials with the head of the Knoxville Golf Foundation for distribution. The entire Golf Team fully embraced the 'whatever it takes' mindset to keep golf a safe haven in Tellico Village. We thought we might have to shut down at some point but were going to do whatever it takes to stay operational for as long as possible. Golf was proving to be one of the few avenues available to safely get out and enjoy the great outdoors and the beauty of Tellico Village.

*June was an incredible month. We totaled over 13,000 golf rounds and saw record retail sales of over \$51,000.*

Once April arrived, we were settled into our new normal of electronic check-in, single rider disinfected golf carts, and the removal of all non-essential touch points from the golf carts and courses. The USGA rules of golf were amended in 2019 to allow you to keep the flagstick, which proved to be a timely change with the coronavirus. We found that we could simply turn our cups upside down and easily retrieve the golf ball without touching anything. The upside-down cups



have been an effective, temporary solution while we work to get new items to accommodate this concept. We have new, more receptive flagsticks on order and will be adding a cup-saver to the bottom for an even more effective means of accomplishing the no-contact goal. We have left other non-essential items off the course as well.

We more than survived March, as rounds were up 1,156 over 2019 and 870 over budget. April brought great numbers as well, with golf rounds up 1,276 over the prior year and 745 ahead of budget. May was a huge month, with rounds up 1,577 over last year and 1,253 ahead of budget. We fully transitioned to Phase 2 COVID-19 Golf Operations on June 1st, which brought back more opportunities for golf. Mother Nature has gifted us with some spectacular weather and golf is indeed booming in Tellico Village. June 2020 proved to be an incredible month with record rounds of golf and retail sales. In June, we totaled over 13,000 golf rounds, which was 3,655 rounds over budget. Standing at halfway through the year, we are at 43,384 rounds, which is 7,157 over budget. We also saw record retail sales in June, with over \$51,000 in merchandise sales.

The ongoing commitment of our team never ceases to amaze me. The entire golf staff has quickly adapted to our ever-changing policies and procedures. The

electronic check-in process hopefully appeared seamless but was very challenging to execute. Routine disinfecting of all touch points including golf carts is our new normal and we continue to get better with our sanitation processes and procedures. The team did an incredible job fabricating screens for the golf retail counters and cart dividers. We saved over \$8,000 by making our own cart dividers in-house that was key to helping our golfers grow re-accustomed to riding together. While solo carts are still available for a modest surcharge, that restriction was the limiting factor to the operation. We are now able to operate the golf course at full capacity and better accommodate tee time requests.

Golf is extremely healthy in Tellico Village and in a great position for the future. The primary reason of which is the ongoing support of the golf community and unwavering commitment of the staff. While we are not totally out of the woods with coronavirus, we now have a Playbook for how to best manage should the circumstances take a turn for the worse. We will continue to take things one day at a time while we strive to provide the best golf experience possible.

Thanks for all your continued support and tee it up Tellico Village!





# WORLD CLASS GOLF CONDITIONS

One of our greatest assets at Tellico Village is our three world-class golf courses. Our new slogan has become 'World Class Golf at a Value' and we definitely have the golf courses to back that up. We have the perfect combination of beautiful, scenic settings, quality design and excellent course conditions thanks to the ongoing commitment of our Golf Course Maintenance Teams.

The courses have never been better, despite what has proved to be another crazy weather season. Our average annual rainfall is around 48 inches and we have already received over 54 inches through the end of May at Kahite. We have followed a historic wet spring with a summer drought, which is great for golf and evens out the total rainfall to a little closer to "average." We received as little as 1.52 inches of rain at Toqua in June. While we like a good drought because it affords us more control, we sure could use a little rain.

The courses could not be any better prepared for what is proving to be a great season for golf. The putting surfaces have been perfect all season and we have made the necessary adjustments to best position our Bentgrass greens for the summer season.

Please thank your Golf Course Superintendents for a job well done the next time you see them or a member of their teams.

## The Links at Kahite

### Jordan Clark – Golf Course Superintendent

Summer has arrived here in Tellico Village and what a crazy year it has been thus far. With adjustments from COVID-19, limited staffing, and yet another year of extreme weather patterns, The Links at Kahite continues to look on the brighter side of abnormal in hopes of continuing to provide the great golfing experience we know it is capable of.



Everything begins with Mother Nature. As of the end of June, we have received 54 inches of rain at Kahite. This already surpasses the yearly total from 2016's rain count of 41.18 inches. Nonetheless, the putting surfaces are the best they have ever been as we approach the agronomic stress period in the Bentgrass world. Firmness, root depth, and ball roll are at its peak of the season. The plant has responded well with all fertility inputs and we are staying ahead of the game with our fungicides to provide a preventative approach to soil-borne diseases that commonly affect us when the plant is stressed.

The walking bridge on Hole #3 has finally been repaired! In April, we received a single rain event of 5 inches that wiped out our bridge. Repairing the bridge has been no easy task, but as John Lennon once said, "we get by with a little help from our friends." Gary Mulliner and the Kahite trail gang have been very busy building parks and walking sites throughout the neighborhood. The walking community continues to rise, which provides a nice addition to our neighborhood. Gary and his team came up with a solution to repair the bridge and did a magnificent job. Naturally, all building projects take place during the winter, so this takes a huge burden off the golf maintenance staff in a time where we are solely focused on the golf course. Thank you, Gary and team.

Finally, the bunker project has been completed. 32 of the 93 original bunkers have been successfully eliminated according to architect Bill Bergin's overall bunker improvement plan. This project has been in the works for over a year now. With the dedication and resiliency from the golf maintenance staff, we overcame all obstacles that Mother Nature challenged us with and have set the stage for what is to come. We are very excited and thankful for the opportunity to make this great golf course even better.

## Tanasi Golf Club

### Wells McClure – Golf Course Superintendent

2020 has proven to be a year of firsts around the world but for us at Tanasi Golf Maintenance, it is business as usual with a few extra precautions. The year started off very wet but has since stabilized and the course has dried out and filled in. We are currently in the midst of a drought and it is starting to show on the course as we are getting a little brown around the edges. However, this is not a bad thing because we feel the course plays much better and the turf performs better when we can control the moisture. We feel we are set up for another very successful summer season!



Staffing has not been as much of a challenge for us as it has been in many other industries. We are lucky at Tanasi to have a team full of dedicated individuals who look forward to getting up every day and making this course the best it can possibly be. I feel we are in better shape than we have ever been and that is a direct reflection of the hard work and dedication of our staff. We are operating at almost full capacity, with the exception of one full time highly skilled position, but the rest of the team is stepping up and filling that void. We also were able to return two of our seasonal employees and only brought on two new seasonal employees.

The putting surfaces at Tanasi are in phenomenal shape and possibly better than they have ever been. We did get a little stressed on greens during the last hot spell, but the cooler nights and lower humidity we have received have helped heal any worn areas. We are in maintenance mode from a fertility standpoint and putting out almost no nitrogen on a weekly basis. This allows us to control our top-growth, thus allowing for more consistent green speeds. We will stay this course for the remainder of the summer to continue maintaining the surface we have.

Our tees and fairways have also come in very nicely this year and, in my opinion, the best they have ever transitioned out of dormancy. We have very little weed pressure in our short grass areas thanks to an

excellent application of spectacle last fall to control winter weeds and primarily Poa Annua. There are some application limitations as well as financial limitations last fall that inhibited us from spraying spectacle in our roughs and this led to an increased population of poa that is really starting to show signs of resistance to glyphosate (roundup). We typically spray roundup with our winter premerge in February to kill any poa that has come up. Every year we are seeing more resistant poa population throughout our golf course.

One disease that we do battle on our fairways and tees is Spring Dead Spot. This is a very difficult disease to control, as the application timing is very important. Last fall we monitored our soil temps and did not spray for SDS until we had a 5-day average soil temperature of 65 degrees. This led to an application of Tebuconazole being applied the first week of October with a follow-up application coming 4 weeks later. We do still have some SDS present but this is by far the best results we have ever had. We plan to repeat this application again this fall and expect better results next year, as research has shown that control of the disease is greatly increased after years two and three.

We were able to complete this year's bunker renovation of eight additional fairway bunkers by the end of May. Once the final bill comes in, we expect to be about \$2,000 under our approved budget. Another project we have recently started is repairing some of our worst cart path areas. We are not laying concrete but we do plan to remove the worst cracked and raised areas and replace the damaged concrete path with crush and run. This is not a permanent fix, but a very economical band-aid that will also serve as the base layer for when we eventually replace the concrete paths.



As we continue to move through the summer, we look forward to providing world class playing conditions while also chipping away at the never-ending project list, which ranges from drainage work, cart paths, course details, mulch, clubhouse landscape



improvements, irrigation improvements and so on. We take pride in making Tanasi the best course it can be.

## **Toqua Golf Club**

### **Jon North and Tyler Thies – Assistant Golf Course Superintendents**

The first half of 2020 has been generally good for Toqua Golf Club from a maintenance standpoint. A warm wet winter combined with a more thorough spring dead spot regime in the fall of 2019 has resulted in little to no spring dead spot and bermudagrass winter kill throughout the course. While the chilly temperatures of May delayed the growth of our bermudagrass, June has shown that our Bermuda is the healthiest it has been in recent years. Following the success of ryegrass collar experiment in 2018/2019 on Holes #5 and #8, we expanded the program of overseeding narrow collars of perennial ryegrass around all our greens for 2019/2020. The overall benefit brought by this program has exceeded expectations, enabling us to skip direct fertilization of the collars and providing us with healthy greens edges going into the summer stress period.



The arrival of summer has been the first true test of the clubhouse irrigation infrastructure and overall landscape installation that was performed last October. The irrigation system is performing above expectations and required only a few minor adjustments of timing and nozzle selection. Out of the more than 130 trees and shrubs planted last October, only one needed to be replaced. This is remarkable, as the general estimate of plant material loss is close to 10 percent. Our annual flower beds are now filled with beautiful SunPatiens and we have coordinated with the restaurant to halt operation of our putting green fan during their peak lunch and dinner times.

The new clubhouse has shown to be a massive upgrade to the golf course and we are constantly pursuing new improvements out on the golf course and around our maintenance shop. This year, we are striving

to increase the amount of covered storage space around our shop which will allow us to protect more equipment from the weather, reducing the cost of maintaining equipment and allowing more resources to be put towards larger improvement projects. We are currently working on the establishment of our first Butterfly Garden behind 1 Green. This garden is designed to attract Monarch Butterflies and other pollinating insects to our course to further enhance Toqua's natural aesthetic. New benches have also been placed throughout the course and flagstone pads are being built to add a little flare while increasing the life of the new benches.

The new flagsticks with cup-saver attachments have been a hit at all three courses. The new flagsticks are thinner and more flexible than the old ones, which will allow more give when a ball strikes the flag. This will reduce the amount of times the balls bounce out of the cup due to hitting the flags. The cup-saver attachments are small trays that will be raised about a ball's height below the lip of the cup. These cup savers will allow us to turn the cups right-side up while maintaining hole balls to rest just below the lip where they can be easily reached. The plastic tray design will also eliminate the strange bounce outs that the upside-down cups would sometimes cause.

Our next project will be to aerify our tee tops and top dress them with sand. The goal will be to improve the tees agronomically through the aerification process as well as incorporate sand into the clay-based tee boxes. This will soften the tee tops and provide better surface drainage.



# RECREATION OPERATIONS

## SIMON BRADBURY, RECREATION DIRECTOR



Recreational pursuits intrinsically benefit one's mind, body, and soul. In March, COVID-19 changed the face of everything we know, including how we enjoy recreational activities. During our brief shutdown, Tellico Village

Recreation Department worked to create digital ways for our members to keep their minds and bodies sharp. We offered online fitness and educational opportunities while working to create one of the first comprehensive reopening plans in Tennessee. Our reopening plan became a model for recreation departments across the state on how to keep people involved in recreation activities while keeping the safety of participants and employees top priority.

Since early May, Recreation management has created new operation procedures in accordance with the guidance of the governor, the POA Board of Directors and the Recreation Advisory Committee. We have brought in additional staff to keep up with the hourly disinfection and scheduling has been adjusted to allow for staggered start times. These staggered start times keep the traffic flow to a minimum so members can check in quickly. Most indoor facilities have a shortened time frame for each activity, which allows us to offer more opportunities to our members while minimizing potential exposures. We are now utilizing an online scheduling system to allow members to make reservations at their convenience, which also allows staff to limit and control crowd sizes.

We are always working to expand our outdoor offerings, as there is no greater stage in East Tennessee than the one that nature has already created. During our brief shutdown, Recreation Department staff continued to maintain hiking trails and create several miles of additional trails. Summer has brought a resurgence of outdoor yoga classes, kayak, and paddleboard opportunities, as well as disc golf.

Pickleball has not let the new normal derail their plans to expand their empire. Throughout the spring and summer, the Pickleball Club and Timeless Tellico Foundation have continued to gain momentum on the "Pickleplex" project.

With their 501c3 status now official, the Timeless Tellico Foundation is poised and ready to work with the Pickleball Club to fund the expansion of courts. This is the first large scale project the Timeless Tellico Foundation has undertaken. They have seen successes this year in the collaboration with Tennessee Orthopaedic Clinic in providing our Wellness Center exercise room with an athletic trainer 5 days a week, as well as seeing their first bench installed on the site (see inside cover photo). Gary Mulliner, a Timeless Tellico Foundation trustee, purchased the bench in honor of the Kahite Chain Gang, who creates trails and parks throughout the Village.

As we look to the future, we are referring back to our strategic plan to consider ways to utilize our resources most effectively. Our team is hard at work looking for new and innovative ways to keep Tellico Village on the cutting edge of recreation.

Our Recreation Department staff and Recreation Advisory Committee members are passionate about providing quality recreation experiences and programs for the community of Tellico Village. Our members have been extremely patient, understanding, and respectful during all these challenges and changes, for which we are very grateful.





# INTRODUCING OUR WATER/SEWER TEAM

## CHAD JOHNSON, UTILITIES & PROPERTY MANAGER

I consider myself extremely blessed to be a part of Tellico Village. I am Chad Johnson, your Utilities and Property Manager as of January 2020. I started my Tellico Village journey about 15 years ago. I had the unique privilege to be a part of our great golf maintenance staff here in the Village, and I was given the opportunity to be the horticulturalist for the Public Works Department. I could mention so many names that helped me along the way, and the training and advice I've received have been crucial to my career.

I didn't know Jeff Gagley very well when I worked for the golf course, so when I was given the opportunity to interview for the Public Works position, I didn't know how Jeff would feel about me becoming a part of his team. Jeff has been so supportive and he has given me so many great opportunities since that day. Clayton Taylor has also been a huge part of my success here with the Village. Clayton took me under his wing and trained me in several areas of the Public Works operations. I know that both men must have a lot of patience because dealing with me cannot be an easy task. These men have become my mentors, and I will never be able to repay all that they have done for me.

I was also given the opportunity to be trained by the former Utilities and Property Manager, Glen Quillen. Glen had the task of trying to pass the torch that he had carried for the last 32 years with the Village. One of the most challenging parts of this job is becoming familiar with the infrastructure. Glen knew so much about the underground utilities, and I tried my best to listen to all the advice he could give.

Building maintenance, vehicle maintenance, housekeeping, and water/sewer operations are now part of my daily operation. I have a great team in all these areas and I want to thank each one of them for their hard work and dedication to Tellico Village. I could write a novel about how great our teams are, but there is one team in particular I'd like to introduce.

The Water/Sewer team

consists of Kevin Hamil, Lucas Best, Damian Woods, Gino Henry, Jerry Thompson, Matthew Sharp, Justin Magill, and Rhett Butler. Kevin Hamil is the supervisor over this team and is one of the most dedicated people

I have ever met. Supervising his team is only one gear of many that he is responsible for. He handles contractors regarding water and sewer, inventory, call outs, and oversees tank installation, to name a few. Kevin passed his Water Distribution State Operator II Certification exam last fall, along with Damian Woods and myself. Lucas Best is our state-certified Wastewater Collection II operator. Tellico Village is in a great position with the state of Tennessee regarding Water/Wastewater. We have 4 operators in house (3 in water and 1 in wastewater). Kevin, Damian, and I will all be taking the Wastewater Collection II exam this fall.

If you have a water or sewer issue, you will be meeting one of these men in person. They are very knowledgeable in their field and handle so many issues that go unnoticed. We have a staff member on this team available 24 hours a day, 7 days a week, and they are devoted to providing quality service for every resident of Tellico Village. Our underground investments are the most crucial part of our community's infrastructure. Without water/sewer, we would not have the beautiful community that we all enjoy. We are continuously finding ways to do things safer and more efficiently.



*Pictured from left to right: Gino Henry, Chad Johnson, Jerry Thompson, Kevin Hamil, Justin Magill, Matthew Sharp, Damian Woods, Rhett Butler, Lucas Best*

# TVB WELCOMES NEW STATION MANAGER



Tellico Village Broadcasting recently welcomed a new station manager following the departure of Tim Rasmussen, who has taken on a new role with First Baptist Church.

Kevin Kritch is a 39+ year seasoned television programming and production operations executive who brings a strong background

in strategic, tactical planning and organizational development coupled with diverse hands-on experience in many facets of television production and broadcast operations. During the earlier part of his career, he gained experience in local news

gathering, radio sales, advertising, local community programming, regional and national sports production and partnered in the creation and operation of a commercial production company. The last 25 years of his career was with Scripps Networks, where he was one of the original employees that contributed to the launch of HGTV and growth of their five other national cable networks, Food Network, Travel Channel, DIY, Great American Country, and Cooking Channel Networks. Kevin ended his time with Scripps as Vice President of Production Operations.

Kevin resides in the Mialaquo neighborhood with his wife Cindy and Kieffer (their Bernese Mountain Dog), and is looking forward to helping contribute to the growth of Tellico Village Broadcasting along with the current enthusiastic and talented volunteers.

***"Kevin is the perfect fit for the job. He will be a wonderful asset to TVB and the Communications Department."***

***-Tim Rasmussen, former TVB Station Manager***

---

## BRUSH UP ON THE RULES OF BRUSH PICK UP

TVPOA Public Works staff removes brush all year and removes leaves November through February. Staff moves continuously throughout the Village removing brush but please note that it may be more than 4 weeks between the cycles depending on the brush volume.

Please remember to place your brush along your ditch line or in the road rightaway. DO NOT place your brush in vacant lots, as it will not be picked up and is unsightly.

Public Works staff will pick up brush from homes only, unless the work was hired out. If work is performed by hired help (landscaper, etc.) they are responsible for hauling off the brush. Any clearing from a vacant lot is to be removed by the owner or person hired to do the work. Trees/brush following a lot clearing for new construction must be removed by the builder.





"With an abundance of caution..." seems to have become our new motto. The HOA is doing our best to safely navigate the troubled waters created by the coronavirus pandemic. Our board continues to perform their duties and meet monthly via Zoom. Our liaison volunteers continue to monitor and/or attend meetings and file their reports. The HOA Executive Council corresponds regularly to handle any important time sensitive issues and our Social and Planning Committees are looking for opportunities to host safe social events.

HOA President Ken Litke continues to communicate regularly with other Village organizations, local government bodies, and the POA to keep homeowners' and members' interests in front of those organizations. Ken has also been monitoring and trying to keep the COVID-19 Reopening Information button on the TellicoLife home page current, but it seems like every time an update is posted, another comes the next day so please be patient.

One of the purposes of the HOA is to keep property owners informed about upcoming elections. As we are unable to hold our normal Candidate Forums at the Community Church we are accomplishing this by creating a "2020 Election Information" folder in the Advocacy tab of the HOA website. We have also published three election updates with pertinent information, dates, locations, sample ballots and candidate information, including websites and replies to our candidate questionnaires.

VP of Advocacy Mark Pantley has been very busy researching and adding our voice to the following issues: The Asian Carp crisis, water runoff drainage issues, clean Air, an online registering/ tracking system for complaints and more. If you have issues, please send them to Mark Pantley at [mark.pantley@gmail.com](mailto:mark.pantley@gmail.com).

Our Event Planning and Social Committees are looking forward to the time we can meet again in a safe environment. A member survey was sent recently and unsurprisingly, feedback included mixed feelings about opening up socials and events. Based on their recommendations, the HOA Board has decided to cancel all open meetings and monthly socials until at least September. However, on a positive note, HOA will start slowly by offering a limited number of safe events during the third quarter, following CDC guidelines and safety precautions. More information will be forthcoming via the HOA Social Update and on TellicoLife.

More good news came recently with our Welcome Orientation held on July 16th. After having to cancel two previous orientations, we felt we were not serving our newcomers well. The meeting was held outside at Toqua Pavilion and limited to those who were signed up for a previously canceled meeting.

The HOA is here to help. Stay safe and be careful!



PRSR STD  
U.S. POSTAGE  
**PAID**  
PULP

112 Chota Road  
Loudon, TN 37774

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

We're on the web:  
[www.TellicoVillagePOA.org](http://www.TellicoVillagePOA.org)

*Tell'em It's Better At Tellico Village*

AS OF  
JUNE 30, 2020,  
TELLICO VILLAGE HAS  
4,212 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