



Tellico Village

POA Newsletter

Second Quarter 2021

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PRESIDENT'S MESSAGE

RICK BLOUGH, POA BOARD PRESIDENT

So far, 2021 has been like riding a race horse into the last turn. As much as 2020 was about pulling back on the reins, 2021 has been about letting loose and giving the horse its head. Through the first half, all of our

key indicators have been startlingly positive. Our golf operations continue to knock the ball out of the park—rounds are up dramatically from 2020, which set records. Recreation operations are quickly recovering to pre-pandemic levels and the Yacht Club is operating at a profit instead of receiving a subsidy.

The POA is working through the backlog of deferred projects from last year even in a very difficult hiring environment that's causing staffing problems throughout the country. Financially, the Village is on a solid footing and reserve funding is ahead of schedule.

And, people keep coming to Tellico Village. Through June we have sold 154 POA inventory lots (versus 53 in the same period last year) and have permitted 189 new homes (108 better than 2020). 2021 is shaping up to be the best year in POA history for new housing starts. Over the last four and a half years, average equity per home is up over \$140,000. Beth Kuberka and her marketing team are doing an outstanding job.

Big Things Coming for the POA Staff and Board

August signals the start of the annual budgeting and ten-year planning cycle. Through the next several months, department heads will be putting together their proposed plans for 2022 and beyond, which will be presented to the Finance Advisory Committee and the community in September. In October, the Board will deliberate, lay in strategic initiatives and hone the budget. All meetings will be public and will be held in the upper level of the Yacht Club so that they can be live streamed. I encourage you to participate either in person or via the live stream. Watch the Tell-E-Gram for the schedule of budget meetings.

August also signals the start of the Board election season. Each year, two or three Board positions are up for grabs. This year there are two open Board seats. Applications are available from Shannon Jambon at the POA Office (865-804-0318 or sjambon@tvpoa.org) and will be accepted August 2nd through September 3rd. The election occurs in November and new Board members are seated in December.

I'm often asked about the Board and what it does. Simply stated, the POA Board consists of seven volunteers who are elected by property owners to three-year terms and are responsible for Village governance and oversight. The Board focuses on strategic initiatives and the process of governing. It does not run the day-to-day operations of Tellico Village—that is the job of the Chief Executive Officer and the POA staff. The CEO reports directly to the Board which sets his objectives and evaluates his performance. In essence, the Board is very much like a city council and the CEO is like a mayor. Here are a few of the duties a Board member can expect to perform:

- exercise all corporate, fiduciary and legal powers necessary to manage and direct the affairs of the Village,
- develop strategic direction for and shape the future of the Village,
- develop annual Board and CEO goals and monitor performance,
- direct and review the CEO's performance,
- approve annual budgets and ten year plans including the setting of annual assessments and user fees,
- appoint all POA advisory committee members,
- serve as a "court of appeals" for POA member concerns and contested ACC decisions,
- communicate! communicate! communicate! to all members, and
- instill a culture of continuous improvement and customer service throughout all Tellico Village operations.

It is also important to note that a Board member's fiduciary responsibility extends to all POA property owners—residents and non-residents alike. The Board speaks as one. No one member speaks for the Board or takes precedence over another member.

In its history, the POA Board has had over 50 residents who have served by volunteering their time and skills. This is the strength of Tellico Village. I hope each of you will consider Board or Advisory Committee membership (advisory committee applications are also available at the POA Office). It's this community involvement that allows us to say, "It's better at Tellico Village."

Rick Blough
President, Tellico Village Board of Directors



TVPOA WELCOMES NEW STAFF

WINSTON BLAZER, CHIEF EXECUTIVE OFFICER

Halfway into year 2021, some lingering effects of COVID continue to challenge business operations across the country. Labor shortage has been tricky to navigate, as the POA had 11 full-time positions open at

one time. Over the past few months, we have hired 6 full-time employees, 19 part-time employees, and 10 seasonal. The full-time positions that have been recently filled include code enforcement in the ACC Department, water/sewer and landscape in the Public Works Department, utilities and billing in the Admin Department, and a golf professional based at the Links at Kahite. We are very thankful to have secured all of these employees who have alleviated some challenges of operating short staffed. With over 275 houses under construction as of the end of July, you can imagine the additional workload put on the codes enforcement department and billing departments. Additionally, the Golf Department has been working extended hours on a daily basis to keep the courses in great shape. They are very thankful to see light at the end of the tunnel with the recent new hires.

You may have met our new utilities clerk, Stella Jones, as she previously worked for the Recreation Department for two years. Stella holds an Associate Degree in Accounting from Pellissippi State Technical Community College. She was born in Loudon County and has three children, one granddaughter and two grandsons on the way! She is the main contact for assistance with your utilities billing.

Our Accounting Manager, Tyler Biddle, has an undergraduate degree from Tennessee Wesleyan and an MBA from Tusculum University. He previously worked as an auditor at Mitchell Emert & Hill, P.C. and the controller at Sweetwater Hospital before coming to TVPOA. He is from Athens, Tennessee and has an 8-month-old daughter with his wife Kristen.

Lucas Forstrom is the Links at Kahite's newest Assistant Golf Professional. An East Tennessee native, growing

up in nearby Oak Ridge, Lucas is a two-time graduate of the University of Tennessee's Sport Management program (B.S. 2013, M.S. 2016). He has worked in various roles for the Tennessee Golf Foundation and Tennessee Section PGA since 2014. Most recently, Lucas served as the Head Golf Professional at Concord Park Par 3 Golf Course in Knoxville. When not on the golf course, he enjoys spending time with his wife. While his primary role will be to serve as the Assistant Golf Professional at The Links of Kahite, his talents will be utilized throughout the Golf Operation.

Food Service has also experienced impacts from the nationwide labor shortage. AWE Hospitality was short 30 employees recently, though current staffing is down by 10-15 employees, or 15%. Despite the staffing challenges, all restaurants remained open with no reduction of operating hours. We appreciate our property owners' support of our restaurants.

Remaining full-time openings include positions in water/sewer, public works, and golf maintenance. During this time, our departments are asking that property owners are patient with requests and work orders as they are working tirelessly to accomplish tasks.

If you know of anyone looking for a full or part-time job, please ask them to reach out to Cris Carter at ccarter@tvpoa.org.

Over the past few months, we have hired many full-time, part-time, and seasonal employees.

HOW FAR WE HAVE COME

KEVIN ELLSWORTH, CHIEF FINANCIAL OFFICER



As I contemplated topics to write about for the newsletter, I went back to the archives that Parker Owen had for past articles. History tends to repeat itself. These articles were filled with the wit and humor that Parker was known for. There were articles on new clubhouses, paying off Wellness Center debt, as well as the ever-present COVID-19. Reading these took me down memory lane and served as a great reminder about how far we have come.

We are halfway through the year already. Time seems to be charging ahead at an unprecedented rate. When we reflect on everything that has been happening around the Village the last six months it is a far cry from the Village of a few years ago. There is much for us to be thankful for this year. Here are just a few:

While much of the country is experiencing a net decrease in residents, east Tennessee is on a very short list of areas having record growth. Tellico Village has 265 houses under construction in June and it has consistently been that high for most of 2021. Property transfers are at 604 transfers through June. That is quite a few homes being purchased and sold. Additionally, POA lot sales are currently at 155 lots sold—the highest year ever and we are only halfway through the year! The shortage of homes has fueled new home builds and increased property values for all of us. Although the thought of a bubble makes me a little nervous, the additional homes and residents in the Village help many of our amenities such as golf, recreation, and restaurants.

Another thing to be thankful for is the financial strength of Tellico Village. We have experienced timing delays on maintenance projects, but the growth mentioned above has helped top line revenue to exceed budget by over \$1.2 million year-to-date. It is not just one or two areas that are flourishing, it is all areas. Assessments are up due to a higher volume of lot sales. Golf revenue is up due to higher rounds. We thought last year was a record year for golf and we are on pace to exceed even that! Recreation took the hardest hit during COVID. Membership drastically declined as folks were waiting to find the new normal. In June, recreation memberships returned for the first time to pre-pandemic levels. Water and sewer revenue is up as new homes are being built. Dock revenue is up as more people are boating. Secured and unsecured storage lots are full. All key non-financial indicators show that everything is doing well.

We are also thankful for the men and women

employed by the POA who have all pitched in and helped each other keep the Village running smoothly while they have fought contracting COVID, had family members fighting COVID and have been faced with departments who are short staffed due to the unprecedented local labor market. They have all demonstrated a strong commitment to the folks who call Tellico Village home, and they all take great pride in their work.

Finally, we are thankful for a community that challenges the POA to be better every day. They challenge us to find improvements, which enhance customer service or saves money for the POA. They keep the community fiscally responsible and accountable for all spending in running the Village. There is much to do in this area. We have implemented a full-time purchasing manager at the POA. Brian Phillips works with all the departments to make sure we follow the purchasing policies and helps develop strong relationships with vendors so that we can continue to leverage our purchasing power as we scale up. We have been working on developing improved contracting procedures and have worked with our legal counsel to create standard service agreements to utilize in contracting. With all things, it is a process. It is a process that we will continue to improve throughout 2021 and beyond.

Also, I would like to remember our friend and colleague, Bob Coates, who we lost this year. He was a valued member of the FAC. Bob provided his knowledge and history of the POA to everything he was involved in. He had a quiet wisdom about this place, wisdom that came from experience, as he had seen so many changes over his many years in the Village. He would be proud of the changes and growth that the Village has recently experienced. When you understand the past, you can guide the future. He helped build the strong financial foundation at the POA which we are all benefitting from today.

So, it has been a very exciting year so far! Let us all be thankful for our health, our success, and our continued momentum into the remainder of 2021 and beyond.



MAKING THE TURN ON 2021

CHRIS SYKES, DIRECTOR OF GOLF

We are officially to the halfway way point of 2021 and making the turn from the front side of the year to the back. The front was another great first half of the year, where we experienced a continuation of the increased activity

that we experienced in 2020. As we make the turn and assess the front half of the year, you can say that it was simply a continuation of 2020 where we are now in month 18 of the pandemic. Golf has experienced a boom as a result of COVID due the nature of the game that is played in the great outdoors. Things have not slowed down, and we are ahead of last year's record pace. Through the end of June, we are 15,299 rounds ahead of budget and 7,469 rounds ahead of what we experienced in 2020. We expect a post-pandemic slow down at some point and June was the first month where rounds were behind 2020.

The new POA Golf retail and gift shops continue to exceed expectation as well. The all-vendor demo- day earlier this spring was a huge success that led to over \$60,000 in club sales on that day alone. Our Golf professional staff continues to bring in new, exciting offerings and the Golf shops have truly evolved into the go to place to get all your Tellico Village merchandise. Remember, all proceeds go back to the POA.

The record pace has put more pressure on the team, who continues to operate a little short-handed due to one of the worst labor markets in history. Thankfully, we have an incredible team and the best Golf Management team in the industry, in my opinion. They continue to go above and beyond, willing to do whatever it takes to get the job done, so please tell them thank you every chance you get. I am beyond proud of what the team has accomplished.

The biggest highlight on the front nine of 2021 is the new fleet of golf carts at Kahite. Our cart situation

has been the second biggest burden to the operation behind our ongoing challenges finding employees. We simply were not set up for our new business volume and were experiencing catastrophic failure at all three courses. The old carts at Kahite were simply that, old. They were on year 7 and quite literally falling apart. The carts at Toqua have been a lemon from day 1 and have chronic motor failures. The carts at Tanasi are our newest fleet, but the batteries simply could not keep up and were failing prematurely. Thankfully, we were able to find a way to flip all three fleets at once. We are in the process of upgrading our carts while saving money in the process by going the lease route. The new Lithium technology is a solution for Tellico Village and will best set us up for long-term success. The new fleet at Kahite has already proven to be a gamechanger for the operation and the overall golf experience. We expect the new carts at Toqua and Tanasi later this summer and are making use of some

of the old carts from Kahite to back up those failing fleets until our new ones arrive.



The Club Car Tempo Connect was recently recognized as the 2020 Best Electric Golf Car by Golf Digest and more information can be found at www.clubcar.com. Please also check out the recent episode of Tellico Village Golf Talk that highlights our new golf carts which can be accessed via www.golftellicovillage.com. We have just scratched the surface on the technological capabilities of our new golf carts so please stay tuned for future updates.

We just completed our two largest events on the Golf calendar with the Red-Tailed Hawk Invitational

and Tellico Jr. Golf Camp. These events were both a rousing success and the credit all goes to the Golf Management team and supporting committees.

Congratulations again to the team of Ellis and Ellis who claimed the 2021 Red-Tailed Hawk Invitational Overall Championship, capping this achievement off over a five-hole shootout at Toqua Golf Club. They are the

first to receive our new overall Champions Trophy. The new trophy is a work of art, a life-size Red-Tailed Hawk carving, that symbolizes the most elite event in Tellico Village. The trophy is currently located in the Toqua Pro Shop, so please stop by and take a look if you have not already seen it. Please do not touch this one-of-a-kind custom creation.

The 2021 edition of the Tellico Village Jr. Golf Camp rebounded nicely from the pandemic with 77 campers this year. They had a week full of instruction, competition and most importantly a lot of fun. This is one of the best things that we do and one of the largest camps around. The Golf Professional staff of Adam Jacob, Casey Flenniken, Charles Roffers and Michael Ledbetter ran the camp that will be a memory of a lifetime for all participants.

The record rounds played have obviously led to record traffic on our courses, which all remain in pristine condition in spite of the additional traffic and staffing challenges. Our teams work very hard to make them better with each passing day. Some of the course highlights thus far in 2021 include completing the bunker renovation at Tanasi, cartpath repairs at Tanasi, a new pole barn at Toqua, and breaking ground on the bunker project at Kahite, in addition to countless small improvements at all three courses. Golf is the epitome of C.I. where we strive for Continuous Improvement every day. The Kahite bunker project will go down as one of the most impactful in the history of Tellico Village Golf. The results of the bunker renovation project continue to exceed expectations. The end result will be far more sustainable, playable, and better architecturally. This project will save countless man-hours having to repair washouts and a significant overall impact of the golf experience.

Please do not hesitate to ask if there is ever anything our golf team can do for you. Thank you for all your continued support. Tee it up, Tellico Village!

TOQUA GOLF MAINTENANCE

Every year presents new challenges and opportunities at Toqua. While we struggled with filling full-time skilled positions and continue to see the effects of COVID with the supply chain for parts and materials,

our team has pulled together and gone well above expectations. The course conditions at Toqua were superb for the Red-Tailed Hawk Invitational and the Diamonds in the Rough events and continue well into our peak stress season.

An area of concern for us this year is our #8 fairway. It has traditionally been a weaker fairway due to how rainwater drains through it and the amount of concentrated cart traffic it sees in the landing zone. It showed a marked decline from wear going into winter dormancy and suffered a fair amount of winter kill and disease. In June, we invited two USGA Agronomists to inspect the fairway and are currently working with them to return the area to health. While bermudagrass is an extremely hearty grass, the wet conditions and increased cart traffic have made it necessary for us to take specialized action to improve the quality of the fairway. The USGA has recommended that we keep the hole closed to cart traffic and perform an enhanced fungicide program with the goal to allow the grass the time to recover with minimal stress so that it can better tolerate winter stresses and cart traffic. The goal is to take the time this year to strengthen it and turn what has traditionally been one of our weakest fairways into one of our stronger ones. We ask for your patience and understanding.



Our tee renovation projects are progressing smoothly with improved lighting and drainage on 3 green tee already showing an immense effect. We continue to improve the soil profiles of our tees through aerification and hope to be able to get all tees finished before the end of the

season. Currently, we are working to build a new tee box for the #12 yellow tee and hope to be able to start on improving the yellow tee on hole 15 soon.

Every year brings unique challenges in maintaining a golf course. 2021 is no different but we remain committed to continually making Toqua Golf Club a better course for all golfers to enjoy. We thank you for all the support you have shown us throughout the year; it is a great source of motivation to the team in these hard, hot summer days.

TANASI GOLF MAINTENANCE

Due to cooler than average temperatures and a few frosty mornings, we had a slow healing process on

greens, as well as the Bermuda grass, tees, fairways, and roughs following winter injury. However, our goal was to have everything in tip-top shape by the third week of June: Member-Guest week. Although Tanasi does not host Member-Guest play, we have the privilege to host everyone else that is not playing in the tournament. We take this opportunity to show what Tanasi has to offer. We mowed and rolled greens daily, mowed out our short grass most days that week and really focused on the details. The compliments the crew received were very encouraging. One guest of a property owner from Chicago said that a course like Tanasi would charge over \$200 to play and he paid less than \$50. This compliment really put a smile on the crew's face and made them want to work even harder.

Once Member-Guest had come and gone, we switched our focus on to some projects that were in the works. Our first project was to get our last remaining 8 bunkers filled in and ready for sod. Tanner Whited, who is a returning seasonal employee, championed this project and did a fantastic job. The bunkers on 9, 15, and 16 have been sodded. Another project we have taken on in-house is a tee box expansion and regressing project on number 7. The front tee box on 7 is the smallest on the hole and the most utilized. We expanded the box out and to the curb, allowing us to have much more usable space on the tee top. We will also choose a newer variety Bermuda grass that is more suitable for the increased traffic that this tee box will receive.

Overall, it has been a very successful season to this point. The course is holding up well to the traffic from the extra rounds and the greens are healthy headed into the third quarter. We look forward to finishing up our outstanding projects, get the greens through August and then DryJect greens the Tuesday after Labor Day. We want to thank the property owners and golfers that play Tanasi for the continued support!

KAHITE GOLF MAINTENANCE

The bunker renovation at Kahite could not be going any better. With half of the front 9 bunkers completed, the results speak for themselves. There have been multiple, heavy rain events in the month of July that have tested the Bergin bunkers and they have not disappointed. We no longer see standing water, washing, or exposed liner and rock inside the bunker after a heavy rain event. The countless time, labor, and strain on morale that we were used to before the renovation is something we will never forget. We are thankful for brighter days ahead as the



bunkers have been tested and perform beautifully after a thunderstorm. It has been a pleasure working with Bill Bergin and his son Matt. We cannot wait for what they have drawn up for next year. Thank you all for the continued support. We are making The Links at Kahite better every day.



RECREATION REPORT

SIMON BRADBURY, RECREATION DIRECTOR

The Recreation Department is vibrant with new activities, increased usage, growing programs, and innovations.

We've seen member usage continue to increase in all of our facilities. The numbers in group fitness are higher than pre-pandemic with more classes being offered than ever before. We are now offering 85 group fitness classes per week! Usage at Chota Recreation Center is on full blast with the outdoor pool being open and 104 groups meeting there regularly. Additionally, the Wellness Center usage is nearly back pre-pandemic numbers for this time of the year.

TOC has moved back in to the exercise room to provide athletic training services and answer questions from our members. This service has been very well received. Select Physical Therapy Aquatics therapy program offers free Aquatic Injury Assessments in our facility.

Here we grow again! We are very excited to be offering an expanded outdoor Recreation program at Tugaloo Park. We have grown the program to offer stand-up paddleboards (SUP) and kayaks every day of the week for reservation. The program, available for use at Tugaloo, is free for recreation members, and open to residents and their guests for a guest fee. Use www.schedulepoa.com to reserve your kayak or SUP or reserve your spot in a Kayak 101 class, SUP 101 class, or SUP fitness class.

We also offer Sunrise Yoga at the Yacht Club each Monday morning at 7:15. This is the most serene location in the area to experience a yoga class and is open to all residents and their guests at no fee. Sunrise Yoga is lead by Recreation Director and advanced yoga and fitness-certified instructor Simon Bradbury.

We recently held two successful summer camps, which were the first ones after the pandemic. Our kids had a great time swimming, crafting, learning pickleball, learning tennis, group games and most

importantly having wholesome recreation experiences and making friends.

We updated the pump room at the Kahite pool to include new piping, new filters, and new chlorination system.

We are progressing forward on our Club Automation System that will allow online registration and members to access recreation through an app. Keep an eye on your Rec News emails and the Tell-E-Gram for updates.

Thank you for supporting our Recreation Department and we look forward to offering even more activities as the year goes on.





MARKETING REPORT

BETH KUBERKA, MARKETING/COMMUNICATIONS DIRECTOR

The Tellico Village Property Owners Association reported strong growth in the first half of 2021. A full report and presentation were given at the July Board of Directors

meeting. To view the meeting, access the Tellico Village Broadcasting YouTube channel. All Board meetings are posted under the “Live” tab. The marketing program highlights:

1. Increased marketing ROI by over \$1 million dollars for the first time in program history
2. Increased property values by 27%; current average price per square foot is \$192.06
3. Year-over-year increase of 166% for POA lots sold
4. Discovery request up 90% vs 2020 and 45% vs 2019
5. Completed discovery visits up 137% vs 2020 and 23% vs 2019



Tellico Village Welcome Center 202 Chota Road Loudon, TN 37774

HOA UPDATE

During the 2nd quarter, HOA was able to progressively return monthly socials back to normal through progressive ‘safety’ stages. Our first ‘live’ monthly social was held outside at the Toqua Pavilion on April 13th with two sessions due to attendance limitations. We then followed up with our first ‘live inside’ social back at the Yacht Club, again in two sessions. And then on June 8th, we held our first monthly social at the Yacht Club without any COVID restrictions in place. It sure was nice to finally all gather in one session for our meeting. If you have not been to an HOA Monthly Social lately you’re missing a great opportunity to socialize with friends, listen to great live music, and learn about what’s coming up.

We also were able to resume live in-person Open Village Meetings during this last quarter. Our first live meeting in over a year was the “State of Loudon County” on May 27th. It felt good to be back ‘home’ at the Community Church for this meeting and we appreciate the CCTV to again open their doors

supporting HOA and our community. Key Loudon County leaders spoke as well as Lowell Russell—our State Representative—providing a state legislature update. We then concluded with a June 24th “State of Monroe County” held at Kahite Community Center and portico.

In case you missed any of these HOA Open Village Meetings, they are all recorded by Tellico Village Broadcasting for later viewing on their TVB YouTube channel.

Looking forward to 3rd quarter, HOA will increase the number of social event offerings as more venues re-open. Details on upcoming events are provided in the HOA Social Update emails and can also be reviewed and booked anytime on TellicoLife. Please take advantage of these and other events that have been planned, and if you are not a current HOA member, please join us and enjoy all the benefits (social events and advocacy) that we offer to our membership throughout the year.



CLAYTON NAMED PUBLIC WORKS DIRECTOR

Clayton Taylor, former Public Works Assistant Director, has now been named Public Works Director.

25 years ago, Clayton came to work for TVPOA as a seasonal employee

mowing roadsides. Throughout his time here, he has served as Equipment Operator, Street Department Lead, Codes Enforcement Manager, and ACC Manager before moving to Public Works management.

Clayton says he is looking forward to shaping the Public Works Department into a stronger organization that both property owners and employees will be proud of.

"I'm excited for this next chapter and have many ideas of new and improved processes that I believe will serve the homeowners in a better way than ever before. I'm so thankful for this opportunity and will serve Tellico Village to the very best of my ability."

PUBLIC WORKS REPORT

CLAYTON TAYLOR, PUBLIC WORKS DIRECTOR

ROADS AND GROUNDS

We are excited to have begun our final phase of the new street signpost project. If you haven't already, you will be seeing the guys working in your neighborhood soon. The Public Works Street Department started in Coyatee and is working toward Tommotley, Tanasi, Chatuga and Mialaqu.

These street signposts will eliminate some of the clutter at the intersections and will present a better overall first impression. We are in the process of building an on-site shop where we can construct all street signs for the POA streets. This will allow us to keep the signs looking great in addition to saving money. We feel this will be huge for first impressions in our neighborhoods.

Pavement preservation in Tellico Village has been a top priority. This helps extend the life of our streets, which in turn saves money. The cost is very minimal compared to repaving streets, so we take it very seriously. We made a major change in the Pavement Preservation for this year. We have changed our process of treating streets and will no longer be using HA5. We will now be using an asphalt sealant



called PMM on the older streets. The neighborhoods that will be treated are: Tanasi Hills, Chota Woods, Toqua Coves, and Kahite.

On the newer streets less than three years old, we will be using a rejuvenator called BioRestor. The areas receiving BioRestor are: Sequoyah Road, Chota Shores, Yacht Club parking lot, Tanasi Clubhouse parking lot, and a section of Kahite Trail.

Some streets and parking lots need repair beyond preservation and must be paved or repaved. This is the most expensive option but sometimes that's our only choice. There comes a time when patching isn't cost effective. This is why pavement preservation is so important. We will be paving the entrance and exit to Kahite, from Niles Ferry Road to the end of the curb and gutter, Atasi Trail from Kahite Trail to the cul-de-sac, and the Toqua Clubhouse parking lot and the gravel overflow lot. Paving, rejuvenation and sealing should begin at different times throughout August.

WATER AND SEWER

With the large number of homes being permitted and the increasing number under construction, we have the opportunity to consider many other sewer tanks and systems. After more than 30 years of using the same sewer tank system, we are currently installing three different grinder pump systems and several different tank options.

Stepping outside the box has helped us meet the huge demand for new home installations.

DOCKS

Public Works is having a new wave attenuator installed in the Yacht Club basin. The existing wave attenuator is more than 30 years old and has reached the end of its life. We are excited to have the first wave attenuator of this type in the area. After a lot of research and conversations with the Marinas Advisory Committee, we decided that this was the best product suitable for our needs today. This project is scheduled to be completed in September.

We will also be installing a new dock system in the Tanasi basin, which will provide 32 new slips to help with the demand for boat slips. This project is projected to be completed by the end of September.

We just completed the installation of 10 new PWC lifts and 10 PWC replacements. These were much needed to meet the high demand that we have.

The following is a list of where the lifts went:

- 2 on E, F, and H
- 3 on G
- 1 at Kahite
- 6 replacements on G dock (G dock has been completely converted to newer style)
- 4 replacements at Q and R dock

LONG-RANGE PLANING SURVEY COMING

The Long-Range Planning Advisory Committee (LRPAC) is nearing the launch of an updated Village-wide survey to assist with the long-range planning for the Village. The LRPAC last conducted a survey in 2018 to gather data in preparation for an updated long-range plan that was published in November 2019.

"Three years ago, the survey was very valuable in identifying what Villagers saw as the long-term needs of the Village," said Ed Grollemond, chairperson of the LRPAC. Since that time, the Village has continued to experience strong growth with over 700 new homes built. That, combined with the normal turn-over of existing homes, approaching 900 homes, means that over 30% of Villagers were not here during the last survey. "That's why when we established our 2021 goals, we thought it was important to try to update the survey and gather fresh data," said Grollemond.

"We plan to launch the survey in September," says Grollemond, "and allow about three weeks for people to complete it." After the survey closes the LRPAC will spend several weeks going through the data and

preparing a summary report that will be presented to the POA Board of Directors, and to Villagers, in early 2022.

"The LRPAC is a fact-based, data-driven advisory committee," explains Grollemond. "Villager input is vital to shaping the future of the Village," he added. In 2018 about 40% of households responded and Grollemond hopes to beat that response-rate in 2021. "We're really counting on your participation to help make sure that the survey reflects the sentiments of as many Villagers as possible," he added.

The Long-Range Planning Committee's survey will launch in September. Be sure to watch the TELL-E-GRAM and other venues for instructions and a link to the online survey.



BOARD ELECTION PROCESS

August 2, 2021 TVPOA started accepting applications for the Board position openings.

August 19, 2021 Reminder notice were communicated using all available media outlets.

September 3, 2021 Last day for applications, petitions, and resumes to be submitted

September 15, 2021 Joint Meeting with Nominating Committee at which Election Committee reviews and certifies nomination petitions, presents all qualified nominees to Board and notifies Nominating Committee of same. Nominating Committee then decides whether additional nominations are needed.

September 15, 2021 Nominating Committee issues report to Board of Directors and Election Committee listing any additional nominations or reports no action. The Board of Directors will also make a decision on whether to vote the POA-owned lots.

October 15, 2021 Reports to determine voter eligibility will be generated based on property owner records as of 12:00 noon on this date (or following business day).

October 28, 2021 All election materials to be mailed on this date (or the following business day) as stated in the election rules.

October 31, 2021 Election officially opens on VoteNet or by Paper Ballot at 12:01 a.m.

November 18, 2021 Ballots (Electronic and Paper) must be received by VoteNet by 12:00 p.m. Eastern Standard Time. Polls CLOSE at noon.

November 19, 2021 Official announcement of election results begins at 2:00 p.m. Election committee sends report of election results to Board of Directors for certification.

December 15, 2021 December Board Meeting – Certification of Election Results and Announcement of new Board members.

The governance of Tellico Village is the responsibility of the Property Owner Association Board of Directors. Property owners who are elected and serve on the Board volunteer their time to help shape the future of the Village and oversee the maintenance of its properties and financial strength. The election process for the Board of Directors is presented in the By-Laws of the Board. Elections are held each year for three-year terms. There are

seven members of the Board. Two seats open each year for two years and then three seats open in the third year. We will have two seats open in this year's election. The voting process takes place each November and is managed by an outside service to keep results confidential until the voting period concludes. Voting can be done digitally or by paper ballot if desired. The results are announced at the end of November and the winners are introduced at the December Board meeting to begin their three-year term.

Most members of the POA Board of Directors bring significant experience through activities such as advisory and ad hoc committees and/or from attending many of the meetings that are held concerning important topics to the Village. Those experiences are very helpful in understanding the complexity of the operations in the Village. The POA Board serves the Village similar to a municipal government with a mayor, in our case a Chief Executive Officer, who reports to the Board. Over the years, the POA Board has developed a list of responsibilities for their members.

Board members must:

- exercise all corporate, fiduciary, and legal powers to manage and direct the affairs of the Village,
- develop strategic direction and follow the Vision, Mission, Core Values and Guiding Principles,
- develop annual goals and objectives and monitor performance,
- hire, direct and review the performance of the Chief Executive Officer,
- finalize and approve Budgets, Five-Year plans, annual assessments, and fees,
- appoint all members of the committees of the POA,
- serve as a "court of appeal" for POA-member disputes and appeals of ACC decisions,
- communicate to all members, and
- instill a culture of continuous improvement throughout the whole structure of Tellico Village.

It is also important to note that the Board of Directors does not have day-to-day management responsibility of POA personnel, as that is handled by the Chief Executive Officer. It is also important that property owners understand that the POA Board serves all the property owners of Tellico Village, resident and non-resident. We are fortunate to have had more than 52 individuals serve on the POA Board of Directors since the Village's creation. Each has contributed in his or her own way for the betterment of life here in Tellico Village. They are one major reason that we can say "It's better at Tellico Village."

2021 HONOR AWARDS NOMINATION FORMS NOW AVAILABLE

You know who they are - how about telling us!

The 2021 Honor Awards Committee needs your help in identifying Tellico Village volunteers worthy of recognition. "We are pleased to represent the POA in what is a community effort to thank and honor those whose volunteer activities contribute immeasurably to the well being not only of Tellico Village, but of the surrounding communities as well," said Bill Hartman 2021 Awards Chair.

Other committee members are Tracey Heilman, Mary Kay Bogardus and Rick Carlin. The committee is responsible for reviewing all nominations and completing follow-up information as needed, but they need your nominations by the Sept. 24 deadline to identify those exceptional individuals who deserve recognition for their efforts. An appreciation banquet has been scheduled for November 11, where the nominees and winners will be honored. Nomination forms are on the main page of the website or picked up at the Welcome Center, all clubhouses, the Yacht Club, the Wellness Center and at Chota Recreation.

The award categories are as follows:

Community Service Award

(Service Outside Tellico Village)

Recognizes highly significant volunteer contributions by a Villager or a Village group to Tennessee communities outside Tellico Village, especially those in Loudon County and Monroe County. Recognizes devoted and effective voluntary service to social, recreational, environmental, management, and service-related programs within these communities.

Distinguished Service Award

(Service inside Tellico Village)

Recognizes highly significant volunteer contributions by a Villager or a Village group to Tellico Village. These contributions should be so noteworthy as to have a major effect on: the general health, welfare and/or enjoyment of the Village; or the quality of life in the Village; or the fulfillment of a major need in the Village.

Government Service Award

Recognizes a Villager who has contributed significantly to the well-being of surrounding communities by being involved in their public relations, government affairs, international development or commerce activities, or their business and civic /governmental organizations. This

involvement should have inspired respect for, better relations with, and, a greater appreciation of the Village.

Education Service Award

Recognizes a Villager who has contributed to the local school systems in a way that has significantly enhanced the learning experience of either local youth or local adults.

Outstanding Youth Award

Recognizes a Village youth, 21 years or younger, whose volunteer accomplishments significantly exceed the norm of expectations; whose efforts and services are a credit to the Village, reflect the spirit of caring, and are a good example for other youths. The recipient should have demonstrated leadership ability, initiative, and, responsibility.

Outstanding Individual Award

Recognizes a Villager, over 21 years of age, whose volunteer accomplishments significantly exceed the norm of expectations; whose efforts and services are a credit to the Village, reflect the spirit of caring, and are a good example for their neighbors. The recipient should have demonstrated leadership ability, initiative, and, responsibility.

The committee will entertain nominations to recognize individuals who do not fall into any of these categories, so don't worry about trying to make the individual fit the award description.

Honor Award nomination forms are available on the POA website, The Welcome Center, Chota Recreation Center, The Wellness Center, Yacht Club, Tanasi, Toqua and Kahite clubhouses

Note: Honor Awards are for Villagers only. To recognize an employee, use Above and Beyond forms available in Village facilities and online. Village residents who are also employees may be nominated for an Above and Beyond Award if the activity for recognition is part of their job.



OUR PLACE BREAKS GROUND

Driving Our Mission – Achieving Milestones – Seeking Support

It's hard to believe that in June of 2020 Our PLACE was just a concept needing a financial kickstart to become a reality and with a small loan was able to convert that idea into an image. Today that image is becoming a reality, and with each new day important strides are being made to bring this facility intended to serve those individuals and their caregivers in our community impacted by Alzheimer's/Dementia to fruition.

COVID raised havoc on our daily lives and sent material and labor costs skyrocketing. In the last quarterly report we reported that the costs of constructing Our PLACE would approach \$900,000. Today with construction underway, those costs, as well as those associated with furnishing and operating Our PLACE through 2022 will approach \$1.4M.

As a result of a dedicated group of volunteers, contributing organizations, and a very gracious community we are excited to report that not only have we have attained the needed funding to complete construction of the building and furnish the interior, but are on target for a first quarter of 2022 opening. You can watch the progress weekly by going to our website www.ourplacetn.org and viewing the posted photos.

We are now in the process of raising funds to cover operating costs which are estimated at \$265,000 between now and the end of 2022. The hiring process has begun, and we are searching for key staff positions needed to manage the socialization programs associated with this facility. By going to our website www.ourplacetn.org and clicking on the "Careers Tab" you can see the positions we are hiring and the "Get Involved Tab" for those



volunteer positions that will be important to Our PLACE's ongoing success.

We cannot thank the various clubs, organizations, churches and individual's enough who are making Our PLACE a rapidly approaching reality. Please consider how you, or an organization you are a part of, can contribute to this important addition to our community now and in the future.





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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

**AS OF
JUNE 30, 2021,
TELLICO VILLAGE HAS
4,553 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