

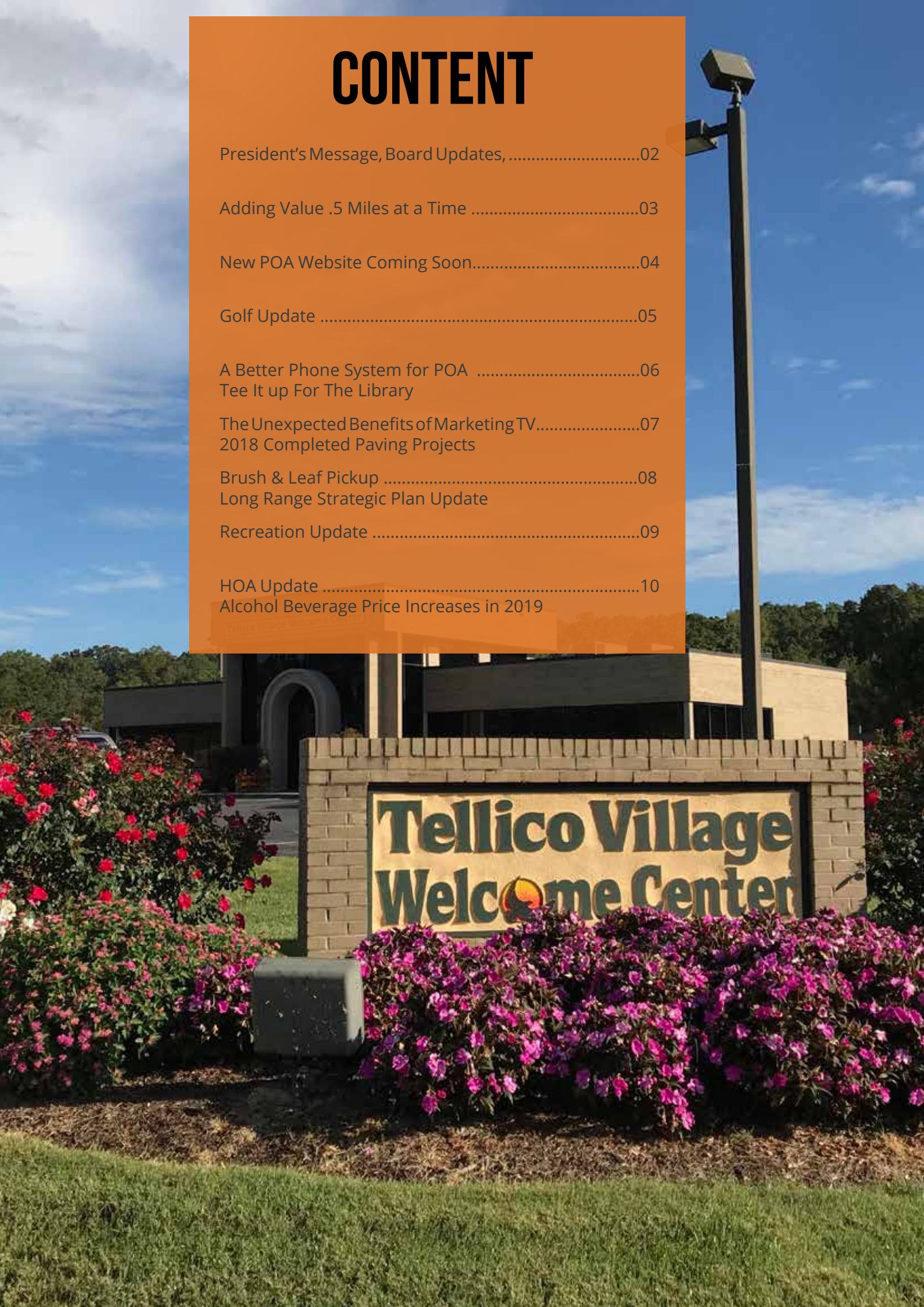


TELLICO VILLAGE POA Board Report

Third Quarter 2018

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PRESIDENT'S MESSAGE

BRUCE JOHNSON, POA BOARD PRESIDENT

Hello!
Greetings from the TVPOA Board of Directors! We hope you are enjoying the Village and all that it has to offer. Fall is here and the holiday season is just around the corner.

I know many of you are getting ready to head South for the Winter, but before you leave we hope you will take time with the rest of us to enjoy the nice Fall days on the lake, on our trails, on one of our three golf courses, or on the pickleball courts. The next month or so is usually a glorious time in East Tennessee and the Village!

I know you have been busy with all the activities we have to offer and so has your Board. One of the biggest issues on our plate this quarter was maintenance at the Wellness Center. As you know, we closed the Wellness Center for awhile to replace carpeting, fix a leaky roof, refinish the pool bottom, paint the walls, etc. The Wellness Center is now open and looking great! If you haven't been up on the hill, stop in and take a look. Better yet, take time to enjoy the new exercise equipment. Just so you know, we aren't through with the Wellness Center yet. Later this year, we will begin working on the natatorium. We will be putting in a new HVAC system with a dehumidifier to combat the erosive nature of indoor pools. We will also replace the roof which has been severely damaged by the corrosive elements. We'll keep you posted as the work progresses.

By the time you read this article, the POA elections will be in full swing. For some time, I have stressed the importance of getting involved. These are the people who will help set the course for the Village over the next decade. Please vote! Aside from voting, there are other ways to get involved. Each year we ask you to consider joining the ranks of fellow Villagers who willingly give of their time to make Tellico Village a great place to live by serving on one of our advisory committees. JOIN US! You can also help by attending our monthly Board meetings and by letting us know how you feel. We have one Villager who faithfully attends our meetings and, without a doubt, keeps us on our toes. Come to our meetings and see if you can spot him.

Last quarter I talked to you about compromising. Well, the Board has reached that point in the year when our ability to compromise is really on display. It's BUDGET TIME in Tellico Village! There are various philosophies floating around the Village regarding our finances. Some want us to focus on our infrastructure while others want us to focus on growth and the need for new and improved amenities. The Board hears you, but, we also know that we have limited resources. Our job is to find the appropriate blend. We will! We all want what's best for the Village.

Enjoy your Fall!

Bruce S. Johnson
President, Tellico Village Board of Directors

BOARD UPDATES

Upcoming Board Meetings:

November 14, 2018	Board Meeting	1:30 p.m. Yacht Club Top Floor
December 4, 2018	Board Workshop	10 a.m. POA Conference Room
December 19, 2018	Board Meeting	1:30 p.m. Yacht Club Top Floor
January 8, 2018	Board Workshop	10 a.m. POA Conference Room
January 23, 2018	Board Meeting	1:30 p.m. Yacht Club Top Floor

COMMITTEE SEATS OPEN

Are you looking for a way to get involved in the community? If so, consider being on one of the POA Committees. To learn more about the committees view the brochure on the Board of Directors page located on the website at www.Tellicovillagepoa.org. If you have questions contact Mitzi Lane at mlane@tvpoa.org or by calling 865-458-5408, ext. 4100. To apply to serve on a committee, complete the application and return it to the POA Admin offices or email to mlane@tvpoa.org



ADDING VALUE .5 MILES AT A TIME

WINSTON BLAZER, GENERAL MANAGER

Recreation has been at the subject of many recent conversations in the last couple of months with the Wellness Center grand reopening. We are extremely pleased with the updates that were made to the

facilities, which included new fitness equipment and refinishing the pool. However, these are not the only progressive actions that the Recreation Department has taken to enhance the Tellico Village lifestyle.

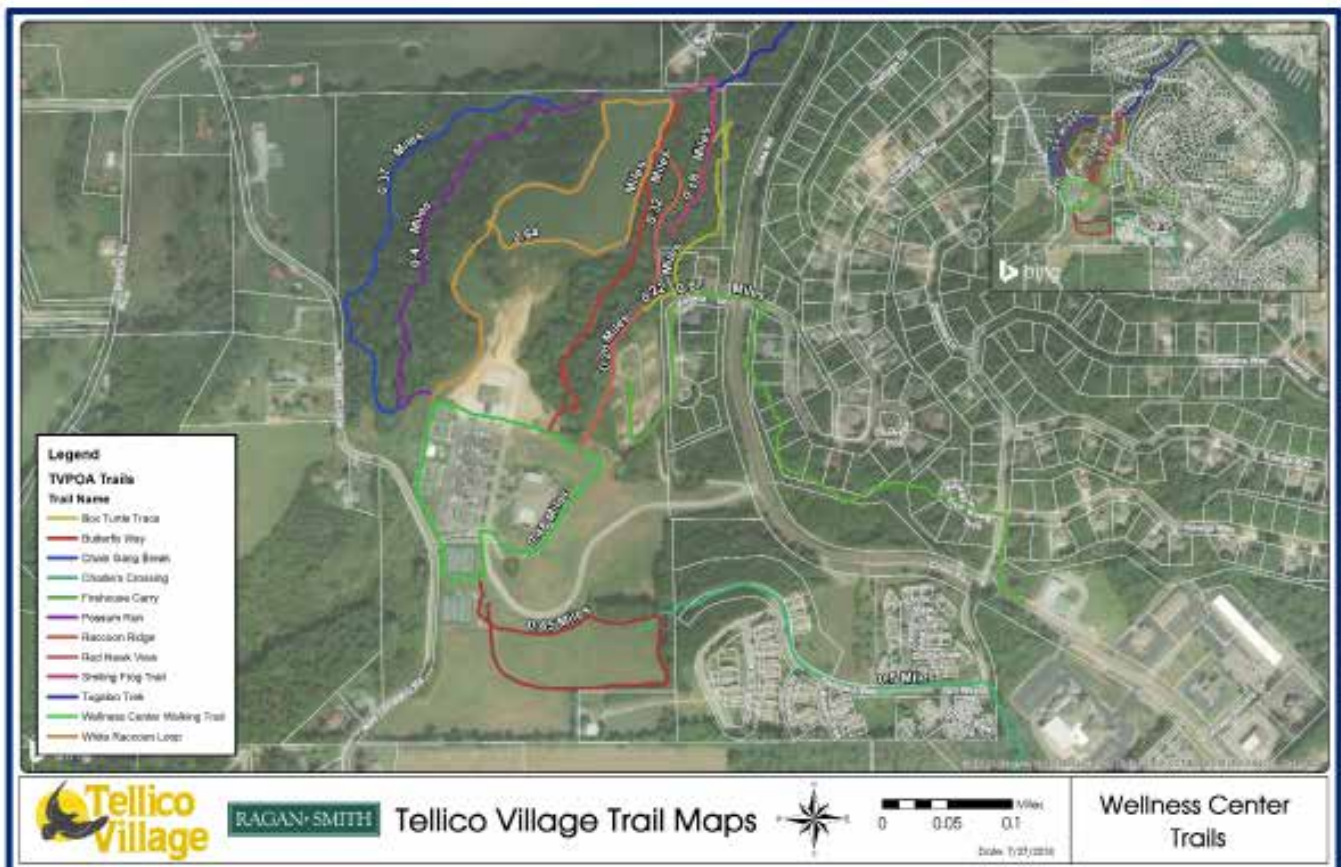
Other than the newly redesigned Wellness Center, there are also multiple ways to be active and enjoy the outdoors here in the Village other than the lake or golf course. We take exceptional pride in our hiking trails, which are available due largely in part to the vision of Recreation Director Simon Bradbury, as well as the dedication of the Public Works Department and several Village volunteers affectionately known as the "Chain Gang."

A special thanks to our volunteers is in order. We would like to thank Ron Hunker, Steve Shuman, Bob Sagan, Curt Mitchell, TL Ratcliff, Brian Johnson, Bob Gregory, and Gary Mulliner. Also, thank you to anyone who has helped and is still helping out with

this massive undertaking, and for helping to make the Village a better place.

Tellico Village currently has around 13 miles of hiking trails including those in Kahite, with plans to continue expansion of the trail network. Recreation Director, Simon Bradbury, has plans for over 20 additional miles of trails in the future. Recent expansion includes a one mile extension onto the current Toqua trail connecting it to 444 where it will go under the bridge and connect to the Powerline trail. This trail will take you all the way to the POA office. At the Wellness Center, the Chain Gang Break Trail was recently completed with the addition of .37 miles.

Although I've been to many ribbon cuttings and trail openings, I did not have the opportunity to take advantage of the trails until recently. My wife and I finally got the chance to go out and experience them ourselves. I was thoroughly impressed with the hard work of all those involved in creating these trails. They have created a network with a wide range of trail types, from natural to paved, that will please every level of hiker. To have amenities like these readily available and so close is something that we shouldn't take for granted. As we head into cooler weather and the leaves continue to change, I encourage you to try one of our many trails and enjoy the natural beauty of Tellico Village. Trail maps like the one below are available at the Welcome Center and Wellness Center.



NEW POA WEBSITE COMING SOON

BETH KUBERKA, COMMUNICATIONS DIRECTOR

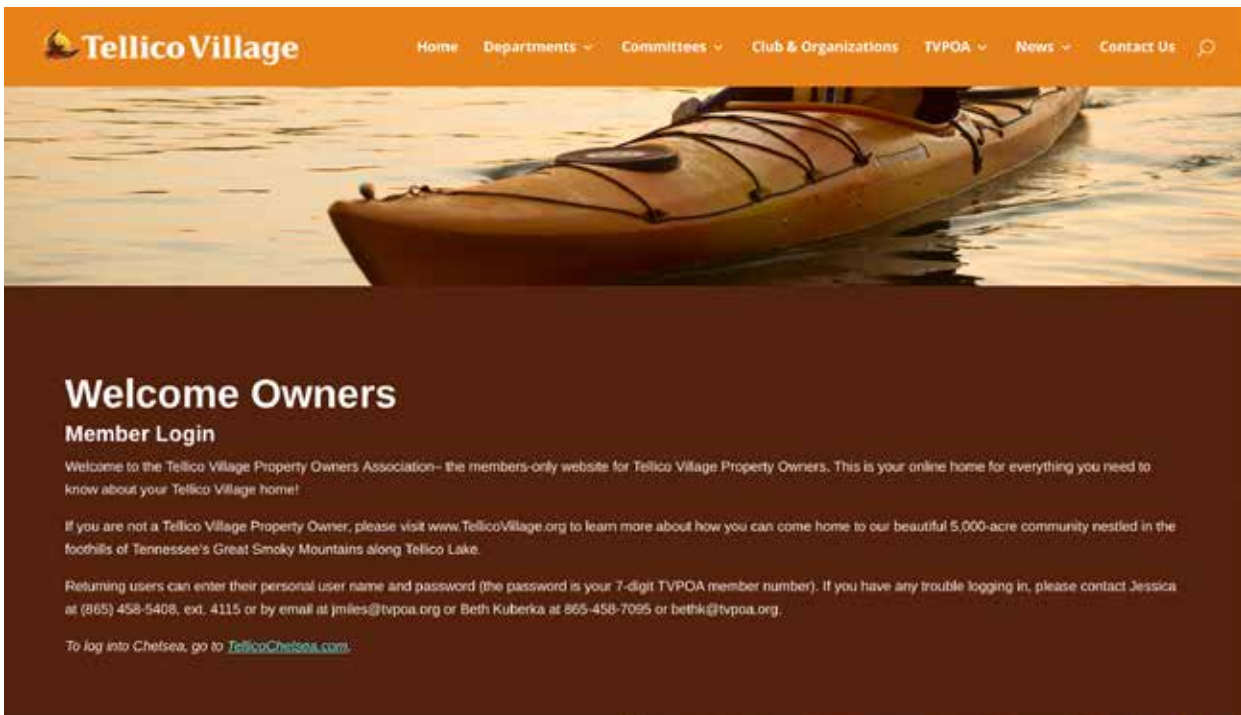


For the last 14 years the POA website has provided an invaluable service to us as a medium for communication and connection between property owners and the POA. However, the site has run its useful life and will be replaced. Over the past couple months, the POA has been working with an outside contractor to create a new more user and mobile friendly site that will effectively replace the current POA website.

One of the main reasons for the switch is ease of site management. The current site is managed through an archaic website which makes it very difficult to update and maintain. It isn't surprising that this has become an issue as technology advances daily, and because of this, we must continuously improve and update so that we can continue to successfully accommodate and communicate with you the property owners.

Another reason is the current website is not user friendly, and accessibility for users is a big driving factor for this switch. Today more and more people access websites, such as ours, through mobile devices like phones and tablets. We aim to make the new site much more responsive and mobile user friendly.

We are expecting the new site to go live on November 16th after the Board Election ends. Once the website goes live you will have to re-register on the new site. You will be able to select your own user-name and password. If you have any further questions, feel free to reach out to us at the welcome center 865-458-7061.



A look at the new POA website homepage.



AN IRREGULAR YEAR OF GOLF- BUT A SUCCESS STORY

JIM WEST, DIRECTOR OF GOLF OPERATIONS

Golf in 2018 has been a roller coaster year in Tellico Village. The year began with one of the coldest, and longest winters in recent

years with winter temperatures lasting until mid-April. Our hopes of a nice spring were trampled with an almost immediate shift to summer. Summer heat, humidity and unusually high levels of precipitation lasted well into October. We remain hopeful of a long and beautiful fall and a mild winter.

Such temperature extremes present extraordinary challenges for our turfcare teams who work hard to maintain quality playing conditions. After the long, cold winter many courses in our area sustained catastrophic loss of Bermuda grass. Thankfully, each year our golf course superintendents anticipate the potential for injury to warm season grasses, and prepared accordingly by raising mowing heights and ensuring that turf is appropriately healthy, before it goes into dormancy. As a result, Tellico Village courses suffered minimal damage due to cold temperatures and what damage was sustained was limited to the rear tee on the Toqua practice range. Extreme summer temperatures also present extraordinary challenges for our turfcare teams to maintain quality Bentgrass putting surfaces. Bentgrass is a cool season turfgrass variety that does well in the Spring and the Fall but can be difficult to maintain during hot and wet summers. Each spring our golf course superintendents go to great lengths to prepare our greens for success through the hot summer months. Our cultural practices of aggressive spring aeration, frequent light topdressing, and

exact water management have proven to be a successful combination during summer months and this summer was no exception. Many golf courses with Bentgrass greens were laying pallets of sod to replace turf that was lost over the summer. Not only did Tellico Village maintain the Bentgrass, they remained in exceptional condition all Summer and are now perfect – firm, fast and true!

Another highlight of 2018 was when Tellico Village Hosted a PGA Magazine Women’s Leadership Conference at the Yacht Club. PGA Professional women from all over the Southeast gathered at the Yacht Club to share ideas and discuss success stories on growing the game of golf and how more women might be encouraged to consider golf as a career. After the conference, the PGA Professional attendees gave a complimentary golf clinic to 30 lucky Tellico Village lady golfers. What was scheduled to last an hour, lasted well over two hours! Our visiting professionals really enjoyed working with such a fun group of energetic Tellico Village ladies.



TELICO VILLAGE POA #1 SOURCE OF NEWS

TELL-E-GRAM

Do you receive the Tell-E-Gram? If not, you need to sign up today! This is the main source of communication from the POA to property owners. It goes out every Tuesday and every other Friday. To sign-up email jmiles@tvpoa.org or call the Welcome Center at 865-458-7061

A BETTER PHONE SYSTEM

KEVIN ALFONT, IT MANAGER



For the 12 years that I have served as the Information Technology Manager for the Property Owners Association, we have used Bell South for our telephone long distance carrier. Advances in technology have allowed us to move beyond Bell South and save the POA tens of thousands of dollars in the process.

When I first started at the POA we had a traditional Nortel PBX phone system. This system relied on a huge "box" of electronic cards and bundles of cabling that ran analog phones at each employee's desk. We quickly moved to a Cisco computer controlled digital phone solution. This new digital system replaced the Nortel analog system and proved to be a vast improvement in administration of the phones. The Cisco system was considered a digital Voice over IP system and allowed us to transmit phone data over the Internet between POA facilities. We were able to eliminate the T1 circuits that connected all the POA facilities together and achieve the same results by simply having an Internet connection.

While the Cisco system was a huge improvement in administering the phone system and saved money by eliminating the T1 circuits, it did not reduce long-distance costs. We were still reliant upon Bell South to provide the long-distance service.

This year, we partnered with Verizon to install a full Voice over IP solution that eliminates all long-distance charges. The new system is maintained and administrated through web pages and there is no physical server located at the POA office. Similar to phone systems from Charter or ATT (but on a much larger scale), this business solution is set to save the POA over \$60,000 in annual long-distance costs. It is also interesting to note that systems like the new Verizon system allow office phones to integrate with our cell phones. This allows the POA staff to be more readily available even when they are not sitting at their desks.

TEE IT UP FOR THE LIBRARY

As many of you may know the Tellico Village Public Library sustained serious flood damage and was forced to close for a couple of weeks. Unfortunately, these damages left the library with a substantial repair bill. The POA was committed to help raise money for the drainage repairs. On October 16th the POA hosted a "Tee It Up for the Library" golf tournament at the Toqua Golf Course and Pavilion, with goal of raising \$4,000. Participants paid \$40 a person to play golf, eat an Italian dinner and enjoy music. A silent auction was also held, with many items donated by the Villagers. The weather wasn't great but that didn't stop Villagers from coming out. Many golfers played in the rain while others just joined us for dinner and music. The winning prizes were bragging rights. We would like to thank the community for your support on this great event. **The grand total raised was \$4,620 and all proceeds went to The Friends of the Tellico Village Library.** All food and services were donated by AWE

Hospitality, and music was donated by DJ Steve Bartoloma.





THE UNEXPECTED BENEFITS OF MARKETING TELLICO VILLAGE

JOE BOGARDUS, TVPOA MARKETING TEAM MEMBER

For years, former Tellico Village Boards struggled to find a solution on how to sell hundreds of non-revenue generating lots

which had reverted to the Tellico Village Property Owners Association (TVPOA). These lots represented hundreds of thousands of dollars of missed assessment income. Although buildable, these lots were small, internal and did not have lake or mountain views.

With the successful re-launch of the Tellico Village brand in 2013, demand for housing increased. Over the ensuing years, new arrivals quickly purchased available homes in the 1,800 to 2,500 square foot range, dramatically depleting this inventory segment. In the late fall of 2014, Beth Kuberka, TVPOA Director of Marketing Communications, conceived and convinced the Board to trial a building program in the southern end of the community where there was a concentration of TVPOA owned lots. Working with Mashburn Homes, 1,500 to 1,800 square foot homes were built, and a neighborhood was created with sidewalks, street lamps, decorative mail boxes and a small park.

In less than two years, the Cheeyo Place Park test was nearly sold out, and three additional projects with approved by the Board in Mialaquo Coves, Chatuga Point and Tanasi Hills. All are neighborhoods with high numbers of non-revenue generating lots. By year end 2017, sales totaled 42 TVPOA lots in the four neighborhoods.

Kuberka has continued to market these types of lots to builders throughout the Village. By year end 2018 an additional 60 TVPOA lots will have been sold. Since 2013 to the end of this year, 182 non-revenue generating lots will have been converted to occupied residences paying monthly assessments. Depending on the 2019 monthly assessment, it is projected these lots will produce between \$275,000 to \$290,000 worth of 2019 income. The actual net sales revenue for these lots produced more than \$200,000 of revenue.

In the summer of 2012, when the marketing program was created, the main emphasis was to influence Villager property values and lessen time on market for community homes. This still remains the overarching objective of the program today, and the effort has proven highly successful. (See "Who Benefits from the Tellico Village Marketing Effort?" Tell-E-Gram; August 21, 2018)

An unexpected benefit has been the opportunity to address the TVPOA lot issue. Thanks to the increased awareness for the brand and interest in living the Tellico Village lifestyle, more active adults are selecting the Village to enjoy the next phase of their lives. Some, not able to find the right size home, are building on TVPOA lots. With more than 780 lots, either currently under or soon to be under TVPOA control, supported by ongoing investment in the Tellico Village brand, this initiative offers the best chance to continue to convert non-paying lots into revenue generators well into the future to the benefit of all Villagers.

2018 COMPLETED PAVING PROJECTS

CLAYTON TAYLOR, PUBLIC WORKS MANAGER

The POA has had many projects occurring around the Village the last couple of months which has led to the completion of many parking lots and streets all throughout the Village. Work that has been completed thus far is; the Yacht Club, and Tanasi Club House parking lots have been milled and paved, Sequoyah Road has been milled and paved, the feeder streets to the west of Sequoyah Road will be completed by mid-November., Chota Road from the fire hall to HWY 444 and the North and South ends of Toqua Road have been milled and paved, and HA5 has been completed in Tanasi

Shores, Chota Landing, the back side of Sequoyah Road (the section was not milled and paved). Chota Hills has also been completed including Chota View, Chota and Chota Recreation Center. With the late start we got on the HA5 treatments we have pulled Toqua Road from the HA5 process for 2018 and rescheduled it for May of 2019. With Highway 444 being overlaid, and the POA's work that was taking place, it sure has been a busy last couple of months, and we want to thank everyone for their patience and understanding during these projects.

Public Works will remove brush year round. Leaf pickup runs from October through February. Residents are no longer required to call in for brush or leaf pickup requests.

The schedule is:

Week 1: Kahite, Mialaquo, and Chatuga Neighborhoods

Week 2: Toqua Hills, Toqua Greens, Toqua Shores, and Toqua Point Neighborhoods

Week 3: Toqua Coves, Chota Shores, and Tanasi Neighborhoods

Week 4: Chota Hills, Chota Woods, Tommotley, and Coyatee Neighborhoods

LONG RANGE STRATEGIC PLAN UPDATE

BART MARGOSHES, LONG RANGE PLANING COMMITTEE CHAIR

Over 40% of Tellico Village property owners completed the Long-Range Strategic Plan (LRSP) questionnaire. This level of participation is unprecedented and the Long-Range Planning Advisory Committee (LRPAC) wants to thank all of you who took the time to help "Shape Our Future". As promised, one of the basic tenants of the LRPAC is communication and transparency. Therefore, the LRPAC will now share some partial and preliminary results.

Vision

- 61% of respondents chose the following vision statement: Maintain what we have, adding amenities only when needed and justified. Assessments and fees will be raised only enough to pay for infrastructure maintenance and justified amenities.
- 33% of respondents chose the following vision statement: Tellico Village will set the standard for active adult communities by continuously improving our community and by adapting to our property owners' changing needs. Assessments and fees will be increased to achieve a "best in class" community with a high-quality lifestyle but remain competitive and fiscally stable.
- 5% of respondents chose the following vision statement: Maintain the Village as it is without adding additional amenities or expanding existing facilities. Assessments and fees will only be increased for existing infrastructure maintenance and inflation.
- The "Vision" results were similar across age and residency bands.
- 51% of respondents want to keep TV primarily as a retirement community and 38% supported encouraging working adults and families to move into TV.

Demographics

- 85% of respondents were 60-79 years of age; 9% were younger than 59; 6% were older than 80.
- 38% of households had lived in the Village less than 5 years; 21% 5-10; 33% 11-20; 9% 20+ years.

Top Priorities

- Village finances, aesthetics and environment, growth, recreational amenities, and property owners' vision for the future of the Village were chosen as the 5 top priorities.
- Finance was the number 1 priority issue.
- 84% of respondents are satisfied with TV's aesthetics but many comments suggested concern for the future. Concerns included maintaining our natural environment and enforcement of Village rules.
- Our restaurants, recreational facilities, waterfront, and golf were all chosen as enhancing the value of TV. Commercial businesses had the lowest percentage of responses to this question.
- Overwhelmingly, our recreational facilities (golf, wellness center, etc.) met or exceeded expectations.

Growth

- 67% of respondents were very satisfied or satisfied with our current and projected growth, while 13% were very dissatisfied or dissatisfied.
- When asked how the POA should approach growth 53% of respondents chose "encourage growth and plan for it" while 38% chose "allow growth to occur passively"

The next step in the development of the Long-Range Strategic Plan will be conducting focus groups. Over 600 Villagers volunteered to participate in the focus groups. These will occur in November, so stay tuned.

RECREATION UPDATE

SIMON BRADBURY, RECREATION DIRECTOR



Exciting times for the Recreation Department! We kicked off our first year of Kayak and Paddleboard classes at Tugaloo Beach this year with a great response. We began the summer with just two classes, and soon opened another day for Villagers

who were ready to venture on their own, outside of a structured class. Paddle boarding was a huge hit! We offered a SUP yoga class as well. I am a bit sad to see the kayak/paddleboard season end. Jonathon Smith led the trail building charge to complete the Toqua Trail extension by connecting it to the Power Line Trail under the bridge. Gary Mulliner led the Kahite "Chain Gang" crew in creating a trail in the woods next to the power line from Tugaloo Beach towards the POA, and right now is just below Chota Recreation Center.

We had a successful shut down and are now offering state of the art Matrix Cardio Equipment at the Wellness Center, we also shined up the floors, fixed leaks, re-plastered the pool, added a new ADA lift for access to the pool and, re-painted pickle ball courts 1 through 4. We also deep cleaned and shined up the gymnasium floor at Chota making it look brand new! A huge thank you to our Recreation Committee led by Jim Lilley. They came in while the wellness center was closed for shut down and helped with everything from cleaning to organizing. Many thanks to Jeff Gagley, Glen Quillen, Curt Harper and Clayton Taylor from the Public Works Department for their tireless efforts in making sure the Wellness Center shut down was successful and efficient. Our resident training guru Bill Butera spent several days and late nights, setting up the new cardio equipment, as well as educating himself

on each piece of equipment. So he could assist Villagers in becoming as healthy as they can be. The Kahite Wellness Center received some gently used equipment that greatly expanded the fitness opportunities they currently offer. RAC member Rick Thompson, and Kahite resident Ray Hoppenjans put together a very successful Open House that demonstrated each piece of equipment and showed off the opportunities available there now. As a committee we really wanted to focus on giving back. Charles Hitch recreation committee member, spearheaded a great community outreach program called "Miles to Go" in conjunction with our Kiwanis Club, to provide quality shoes to those in need. Hundreds of shoes were collected at each of the recreation facilities by other individuals who also wanted to give back.

Jessica Antrim and Larissa Lownsdale put together a great summer camp experience for our younger villagers this summer. The kids came home with crafts, new skills, and made new friends each day. Pickleball was a huge hit with the campers! Thank you to Rich Karakis and the Pickleball Club for taking the time to teach the campers how to play. Fall is a great time in the Recreation Department with the weather beginning to cool. We can now play Pickleball and Tennis through all hours of the day, as well as, enjoy hiking and soaking in the Fall colors on our many community-built trails. Or just sitting on the back porch of the Wellness Center after your favorite class, swim, or work out to take in the best views of the Village.

The focus of the Recreation Department has been and will continue to be repair, maintain, and improve. This applies to all facilities, programs, and systems in the department. We intend to have the best recreation department in the industry.



Be Engaged. Be Informed. Be Heard.



Your Voice in the Village

The HomeOwners Association of Tellico Village is a volunteer membership organization founded in 1989. The purpose of HOA is to deliver membership value by providing engaging social activities, informative venues for timely relevant topics and outlets to be heard. HOA is a conduit for home owner's views, concerns and opinions to be considered in constructive, appropriate, way through advocacy with our alliances. Our goals are for HOA members to be engaged – be informed and be heard!

Check out our events and activities on our website, www.boatv.org,

Follow us on Instagram @hoatellivillage

Like us on FaceBook: @
TellicoVillageHomeownersAssociation

HOA UPDATE

BE ENGAGED — BE INFORMED - BE HEARD

2019 Membership Dues are Due! Membership Fee is \$15 if you pay by cash or check and \$10 if you pay by credit card on www.TellicoLife.org

Pay your 2019 HOA dues by credit card before November 30th, and be entered to win one of three raffle Prizes:

1. Gift certificate for 4 rounds of golf, including greens & cart fees at any Tellico Village Golf course
2. \$100 Credit towards any 2019 HOA event(s)
3. 4 complimentary passes to the Knoxville Zoo

Raffle winners will be drawn at the December 11th Social, and winners need not be present to win. To join HOA and be registered for the Raffle, simply log-on to TellicoLife with your email address as user name and enter your password. Then simply click the HOA logo, and follow the membership instructions to pay \$10 by credit card. If you choose to pay \$15 by check, print and complete the Online form, make your check payable to: HOA and send to: HOA, C/O Public Library at Tellico Village, 300 Irene Lane, Loudon, TN 37774.

ALCOHOL BEVERAGE PRICE INCREASE IN 2019

BOARD OF DIRECTORS

At a Board Workshop held on February 6, 2018, the Board of Directors was apprised of an issue regarding alcoholic beverage pricing in Village restaurants. Historic information disclosed that alcoholic beverage prices have not increased in ten years. Further analysis showed wholesale suppliers increased their prices in each of the ten years, and on occasion, more than once a year. A local price comparison indicated Tellico Village beverage prices were substantially lower than local area restaurants located on US Hwy 321 and in Turkey Creek. After studying the information closely, the Board agreed that an increase in alcoholic beverage pricing in Tellico Village is warranted, but recognizes that keeping prices low contributes ultimately to Tellico Village membership value and has the additional benefit of potential reductions in amenity subsidies.

On Wednesday, April 18, 2018, a motion was passed to increase the cost of alcohol beverages to all beverages sold in Tellico Village beginning January 1, 2019.

The Board recently made the decision to prepare our property owners for the upcoming change in advance of the implementation date. That being said, as of January 1, 2019, the price of all alcoholic beverages will increase by fifty cents (Example: currently, a \$4.00 alcoholic beverage is \$4.00 with tax included, under the approved motion, the same beverage will cost \$4.50, tax included.) According to our calculations, this increase will reduce the annual subsidy paid for the Yacht Club by approximately \$30,000 and for Kahite by \$4,000.



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Loudon, TN 37774**

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Toll Free: 866-983-5542
Fax: 865-458-9666**

**We're on the Web:
www.TellicoVillagePOA.org**

Tell'em It's Better At Tellico Village

**AS OF OCTOBER 2018,
TELLICO VILLAGE HAS
3,932 SINGLE FAMILY
HOMES AND
334 TOWNHOUSES.**

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

**Jessica Miles, Writer &
Editor
Beth Kuberka, Design**



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, 423-884-6108
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: Kahite Pub & Grill: 423-884-2159
Tanasi Bar & Grill: 865-458-9392
Toqua Cafe: 865-458-1330
Yacht Club: 865-458-4363

Truth Be Told: 865-458-7088
Welcome Center: 865-458-7061