



Tellico Village

POA Newsletter

Third Quarter 2020

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Inside Cover Photo: Vicki Klatt





PRESIDENT'S MESSAGE

RICK BLOUGH, POA BOARD PRESIDENT

So, here we are, about to wrap up another year in Tellico Village. And, oh what a year it's been! When I became Board President last January, I had no inkling of what was in store in 2020. I've actually told friends that

this was a heckuva year to be on the Board.

Our actions have been dominated by coronavirus. From state-mandated shutdowns to safely reopening our venues, everything we've done was with the objective of keeping Villagers safe and making sure that we emerged from this financially healthy and without losing ground on infrastructure and maintenance projects that cannot wait.

Make no mistake, this is far from over. Virus cases and hospitalizations in Tennessee and most of the nation have continued to increase in dramatic fashion. In fact, Tennessee Governor Bill Lee recently extended the restrictions that we have been operating under until the end of the year. Nonetheless, we have continued to safely open amenities and activities and to return to some sense of normalcy while staying within the state's guidance.

It's not all bad news. When all of this started, the Board took quick action to develop plans that preserve cash and protect the vulnerable Tellico Village population. We applied for and received a Payroll Protection Program loan early on that we believe will qualify for conversion to a grant by the end of the year. Our golf operations have exceeded expectations with golf rounds at historic highs. Our food service operations, while still behind budget, are recovering. Recreation memberships have suffered a precipitous decline but are expected to rebound late next year. Our administrative and public works staffs have continued their work without any major hiccups. Home sales in the Village remain at very high levels. Currently, only a few existing homes are on the market and those that come on only stay there for a few days. We have already approved over 200 new home permits and expect to end the year with the most since the Village's heyday in the early 2000s. Property values are at historic highs.

We have also learned new and better ways of doing things as we have operated in this pandemic. These

are lessons that have served us well and will carry forward as we return to more normal operations.

The Board has continued its work of strategically planning for the future. Recently, we completed negotiations for a new 20-year water services agreement with the Loudon Utilities Board (LUB). The new agreement sets standards for flows into the Village and requires infrastructure investment by LUB to guarantee those flows. Better yet, it allows the POA to cancel plans to build a water tank, saving \$1.2 million which can now be used for other needs. This ensures our water supply through the theoretical buildout of Tellico Village—a very big win for residents both present and future!

By the time that you read this, we will have completed formulation of the 2021 budget and the ten-year plan. A key element of this exercise is the replenishment of our reserves after the addition of two significant and needed amenity improvements in 2019. Based on our projections, we should reach our reserve target in the 2023-2024 timeframe. Additionally, with the payoff of the Wellness Center loan in September, we have reduced our debt load and servicing costs. Even in such a challenging time, we are in a very strong position financially.

The Village continues to grow. New residents join our numbers every day. This in-bound flow requires that we continually re-evaluate our direction and make sure that our Long Range Strategic Plan (our 30-year blueprint) remains reflective of the needs of a changing demographic. This is work that never ends but that is so vital for our future. So, as we close the year, I am confident that we are up to the challenges that confront us and we will face that future in an even stronger position than we were in when 2020 started.

With that, I would like to wish each of you a joyous holiday season. This is always a special time in Tellico Village, and we have reason to be optimistic and thankful for our many blessings.

Rick Blough, President
Tellico Village Board of Directors



POA OPERATIONS REPORT

WINSTON BLAZER, CHIEF EXECUTIVE OFFICER

TVPOA operations have shifted in several directions over recent months. We started the year with normal procedures but were soon forced to greatly reduce many services at the height of the COVID-19 pandemic. Over the

summer we were able to re-open some areas under strict guidelines, under some of which we are still operating. However, as we near the end of fall, TVPOA has resumed nearly all operations, though things look much different than our old normal. Some of our new COVID procedures have had beneficial effects on operations, others not so much. Face masks and social distancing are words we have come to accept as the new norm as we continue through the pandemic. While our amenities are open and accessible, certain restrictions are certainly still in play.

The Recreation Department is operating at about 75%. COVID has significantly increased labor costs and caused membership to drop 30%. However, new protocols have allowed us to evaluate our operations and make improvements that are here to stay long after the pandemic. One example of a great new procedure that will become a permanent part of our routine is the online scheduling system that was launched over the summer. This has proven to be a fantastic tool for Recreation staff and property owners alike. The ease and increased efficiency of this system far exceeds the previous scheduling methods. Most recently, the Board voted to re-open the meeting rooms at Chota Recreation Center. There are certain limitations due to social distancing requirements, so be sure to work with the Recreation staff when planning a meeting or activity.

The Golf Department has achieved unprecedented success due to and despite the pandemic. The courses have remained open thanks to the staff working hard to make the necessary adjustments to keep everyone safe. From virtual check-in to single rider golf carts and touchless water stations, the Golf staff has pushed themselves to come up with new practices, some of which will remain for the long haul. In these days where social distancing is important, the game of golf has remained one of the top activities. At the beginning of 2020, the POA took over the sales of golf merchandise and have already exceeded the original goals of the professional staff.

Both the Public Works and ACC Departments have remained diligent throughout the pandemic. Public Works staff is experiencing a cleaner environment due to heightened sanitization protocols. Because many homeowners have used this time to work outside, Public Works has seen an increase in brush pickup. Thankfully, our new brush pick-up truck is 50% more efficient, saving both time and labor. ACC continues to see an increase in permits; 2020 could be a potential record-breaking year for issuing building permits. Our Marketing Department has already sold 183 POA-owned lots year to date, resulting in \$300k additional assessments for 2021.

POA Administration is operating at 100% with barriers and sanitization in place. The Human Resources Department has run into problems with filling part-time positions due to unemployment incentives and general uneasiness of working around others. POA advisory committees have been meeting via Zoom for some time now, and many prefer that format. Our property owners have had the convenience of staying in the loop by joining meetings without leaving home or from another location.

One of the most recent successes lies in the new HelpSpot system implemented by our IT Department. We have received tons of positive feedback on HelpSpot's efficiency with keeping up with issues and communicating with property owners about the solution. Since its launch on August 1st, HelpSpot has generated 725 tickets.

Finally, Food Service. Shutdowns in the spring were tough on operations, as was staffing, though operations have picked up quite a bit in recent months. During shutdown, Food Service staff had the opportunity to make some changes to streamline operations to be more efficient. Our restaurants began curbside service and delivery to keep operations running while the dining rooms were closed. Through September, the Yacht Club generated \$682k, which is more profitable than last year pre-COVID.

Our Board, management team, staff, and property owners have done a great job navigating the difficulties COVID has brought. Despite what has been thrown at us, TVPOA will end the year 2020 with a few new innovative procedures, along with confidence and hope for our future.

WELLNESS CENTER PAYOFF MILESTONE

PARKER OWEN, CHIEF FINANCIAL OFFICER



On Thursday, September 10, 2020 the TVPOA Board of Directors, staff, former Board Members from 2005 and representatives from United Community Bank celebrated the paying off of the Wellness Center note with a note burning ceremony on the back patio of the Wellness Center. Some 15 years in the making, this event marked a significant milestone in the history of Tellico Village; the facilities plan was launched in 2005 and came full circle with the retirement of the note used to finance a portion of the Wellness Center. Also noteworthy was the participation of four of the Board members from 2005 who can say that they saw this project through from its beginning to the payoff of the note 15 years later.

The Wellness Center was constructed between 2005 and 2007 at a cost of over \$4.1 million. It was built using cash, saved up in advance of its construction, and a \$2.5 million construction line of credit. The corporate resolution authorizing the construction line of credit was signed by Bob Coates, President of TVPOA, Inc., Barry Corle, Treasurer, and Charlotte Soltman, Secretary. Winston Blazer, General Manager and Marvin Hunt, Finance Director, signed for TVPOA staff. Steve Hurst signed as President of United Community Bank, and his executive assistant, Beverley Gourley, notarized. The line of credit was converted to an installment loan two years later, and the final full month's payment was made in August 2020. The \$18,150 monthly payment, approximately \$217,800 per year, is now available for other purposes to meet the ongoing needs of a growing Tellico Village.

With the payoff of this note, it is a good time to review our debt practices for Tellico Village. We still have five pieces of debt on our books, though our general purpose line of credit has a zero balance. The Welcome Center note for \$317K has about 15 years remaining. The Medical Office Building note for \$800K has about seven years left to run, though the debt is serviced entirely by the lease payments received from its tenant, the Summit Medical Group at Tellico Village. Most recently, about one-half the cost of the Toqua Golf Clubhouse was financed by a \$1.2 million note

and has about 14 years left to run. All these notes are well within the financial capabilities of TVPOA to service.

The most significant portion of our debt is the roughly \$6 million capital lease with the Tellico Reservoir Development Agency (TRDA). This lease was converted from an operating lease (rent) to a capital lease (purchase) in 2016. The terms of the lease were renegotiated from a payment of about \$400K per year, with an escalation clause of about \$8K per year, and a remaining 67-year term, to a fixed payment of \$400K per year with 24 years now remaining. The assets being purchased with this capital lease include the Yacht Club, Chota Recreation Center, Tanasi Golf Clubhouse, and hundreds of acres of common property and shoreline. The lease dates back to the development of Tellico Village by Cooper Communities in 1984, originally a 99-year land lease between TRDA and TVPOA, Inc.



In general, we use debt conservatively to finance a portion of long-lived assets such as major buildings or land. For planned amenity expansions such as the Wellness Center and the Toqua Golf Clubhouse, we

saved up about one-half of the cost of the expansion and financed the other half with debt. This practice is not only a conservative balance between equity and debt, but it balances the cost among past, current, and future property owners of Tellico Village. The medical office building was 100% financed but is being paid entirely by the lease payments received from the Summit Medical Group at Tellico Village. The Welcome Center was about 85% financed when United Community Bank merged with First National Bank, and the former Tellico Village UCB branch building was made available for us to purchase. The opportunity to obtain what is arguably the most desirable piece of commercial property in Tellico Village at an attractive price, was too good to pass up. The Board at that time seized this opportunity and converted the building to its current use as the Tellico Village Welcome Center.

It is serving us well as the central location for our marketing program and Discovery Tours.

In every case, the Board at the time thoroughly considered the value of the assets being purchased and financed and the benefits to the property owners of Tellico Village. We match the term of the loan well within the expected life of the asset being financed. Even for long-lived buildings, we tend to finance for 10-year, 15-year, and 20-year terms rather than 30 years. We pay notes off faster and at lower interest expense.

One other aspect of our debt practices is the avoidance of capital equipment leases. These leases typically are more expensive than conventional bank financing and end-of-lease terms are often complicated and uneconomical. It has taken several years, but we intentionally allowed our previous equipment leases to run their course and purchased replacement equipment outright. We are now ahead of the curve and build capital equipment replacements into our annual Budget and 10 Year Plan. Most years we commit about 80% or more of our capital budget to equipment replacements. We maintain our equipment well and get extended life and mileage out of our rolling stock and other equipment. We save on interest expense and never have a car or truck payment.

The payoff of the Wellness Center note is a reminder of the long-term banking relationship that we have enjoyed with United Community Bank. When the Wellness Center was being considered, Board and staff members sought financing from various banks and financial institutions in the area. One hindrance to obtaining financing were clauses in our governing documents prohibiting TVPOA, Inc. from mortgaging or pledging assets as collateral for a loan without the assent of a majority of the members, a process which is terribly expensive and time consuming. United Community Bank was the only institution at that time willing to loan TVPOA money for the Wellness Center based on our ability to raise funds through the monthly assessment of property owners and from user fees generated by our operations. Our loans include a "Negative Pledge Agreement" that basically says we will not mortgage or pledge assets as collateral to anyone else either. Our loans are backed solely by the full faith and credit of TVPOA, Inc. but are unsecured by any physical assets as collateral.

From the bank's standpoint we are the best kind of customer they could have. We borrow money for long-lived assets, we match the term of the loan to a conservative life of the asset, we use a conservative mix of equity and debt for most of our major projects, and we pay back our loans as scheduled, never missing or delaying a payment. All in all, that is a pretty good strategy to follow.



HISTORIC GOLF SEASON

CHRIS SYKES, DIRECTOR OF GOLF



The year 2020 will go down as one of the most trying times in history due to the COVID-19 pandemic. Things are simply more difficult with our new normal of face masks and social distancing. However, it has been a positive for golf, as it is a game that allows social distancing, is played outdoors, and players only touch their own equipment.

The Golf Professional Staff has done a phenomenal job managing the golf operation during these most difficult and trying times to the benefit of the entire community. Golf has achieved unprecedented success under the leadership of Adam Jacob, Head Golf Professional at Toqua Golf Club, Jeff Harrington, Head Golf Professional at The Links at Kahite, Casey Flenniken, Head Golf Professional at Tanasi Golf Club, Charles Roffers, Assistant Golf Professional at Toqua Golf Club and Michael Ledbetter, Assistant Golf Professional at Tanasi Golf Club. Their leadership and the effort of the entire Golf Operations team never ceases to amaze me. They remain dedicated to do whatever it takes to provide the best possible experience.

We totaled 80,000 rounds through September and will easily break 90,000 rounds through the end of the year. Merchandise sales will eclipse \$250,000, with all the proceeds benefitting the POA. Golf league participation is up, clinics are typically sold out and

golf remains incredibly busy. 2020 will end up as a record year for golf in Tellico Village.

Our golf slogan is World Class Golf at a Value, and we sure do have world class golf course conditions. The current turfgrass team started to take shape in 2011 following catastrophic failure with the golf courses in 2010 when golf courses were closed due to poor condition. We have continued to improve with each passing day. This year we have eclipsed 80 inches of rain at Kahite year to date, in addition to record traffic that has put more stress on the courses. In spite of this, the courses are in the best condition in their history. We have some of the best Golf Course Superintendents in the business with Wells McClure at Tanasi, Jordan Clark at Kahite, and Jon North and Tyler Thies at Toqua. The commitment shown by the entire turfgrass team is incredible, especially when you consider the ongoing staffing issues with the current job market.

Kahite Golf Club

Jordan Clark, Golf Course Superintendent

In East Tennessee, we are fortunate to have “seasons” in the grass growing world. For many superintendents in our region, the Fall agronomic season is one we long for all year as we persevere through the relentless demands of what Mother Nature throws our way. This season was demanding and different in many ways but the golf maintenance team at Kahite seems to accept any challenge and go above and beyond the call of duty.

If you have ever questioned “how” things get done on the golf course, Josh Gunter (Assistant Golf Course Superintendent) designs and conducts the well-orchestrated plan every day to provide the best quality of service, consistently. Kim Duffey (Equipment Technician) keeps our operation running full speed ahead and is the reason we are all able to do our jobs. Ken McCalister, Greg Fields, Billy Franke, Rick Odem,

Bryson Parker, Greyson Strickland, and Riley Boucher make up the rest of our full-time staff and continue to give their commitment and dedication to the golf course. And of course, we cannot leave out our volunteer part-time employees that come back each year to help out and be a part of something special: Villagers Ken Heisermann, Dave Kepics, Keith Hulton, Brian Johnson, Doug Faragher, and Jim Godwin. Their assistance completes our team and is the reason we can provide a great golfing experience at Kahite. Thank you all!

This year is a little different than others. We started the year with an actual spring season, whereas in years past we may have jumped from winter straight into summer. We already have over 80 inches of rain year to date, which brings challenges across the board when trying to provide a consistent product on all

playing surfaces. Of course, there are the periods of hot, unbearable weather that summer brings. This season, fall came early and caused all bermudagrass surfaces to shut down early this year. Thankfully, we made the appropriate decisions for the health of our bermuda early and on time. During one of our morning meetings in late September, Village Brian Johnson mentioned that last year was 93 degrees on this date and this morning is 39 degrees. Typical East Tennessee fashion. But with that said, our putting surfaces once again survived and are in perfect shape for the fall golfing season. Without a blemish all year long, we were able to bounce back from our fall-aerification or Dryject aerification quickly. The firmness and ball-speed are back on our putting surfaces.



The fall agronomic season also means project season for the Kahite maintenance team. We are already planning to finish off the year strong while looking ahead for a better 2021 season. The battle with

Dead Spot and Poa Annua. Both are extremely difficult to control, but with the help from our friends and agronomic minds at the University of Tennessee and our own historical data, we feel we have executed a plan that will set us up for success.



We continue to stay busy and improve the golf course each day. This fall season also allows us to give our time back to our families as the stress period has come to a close. A work-life balance is important in this business and we want to continue to succeed at both. So, with all this said, have fun out there and be sure to thank a member from the Kahite Golf Maintenance team when you see them. Once again, they have worked very hard this year.

bermuda encroachment on our bentgrass greens is an ongoing venture, but we must continue the fight because we still believe bentgrass is the superior surface for our greens. Another ongoing project is drainage. We have made great progress this year and look to continue the trend for years to come. Drainage work will conclude on #9 fairway and right #5 green just before the wet season sets in. Also, additions of natural grass have already begun to sprout within our newly seeded and improved natural areas. The natural areas at Kahite continue to get better every year and are in our opinion, Kahite's greatest feature as it defines/shapes the golf course. Can't forget about leaf season. We will blow and chop (mow) our way to the finish line at some point this winter. Finally, fall season brings many broadcast applications to our turf. Thus far, we have nailed the timing of applications for Spring



Toqua Golf Club

Jon North & Tyler Thies, Assistant Golf Course Superintendents

For Toqua, 2020 has been a year to showcase our amazing staff and the work they have accomplished through difficult circumstances, as well as the golf course and its sheer beauty. It all comes back to fundamentals and every person knowing their strengths and executing assignments every day. We have an extraordinary core group whose skills complement the unique needs that our operation demands.

Throughout the course of the summer, our staff was able to provide some of the best golf course conditions in the region by implementing cultural practices such as aerification of greens and tee tops, precision water management, and proper fertility inputs. Additionally, we completed several small projects to enhance the experience of our customers and the appeal of the golf course. By utilizing the skills of our staff, we built stone pads for newly constructed course benches, established an additional 2 acres of naturalized area on the golf course, and added a butterfly garden to promote wildlife and help us maintain certification with Audubon International. Weather, as always, has played a significant role in shaping our daily decision making. The combination of a wet spring with increased play and cart traffic should have had any golf superintendent up in arms about the negative impact on course conditions, but through the team's careful planning and execution, our best management practices propelled us through.

lawns. Pesticide applications for winter weeds, spring dead spot disease, and bermudagrass encroachment on our greens are wrapping up. Our greens surfaces are thriving. While greens are speeding up, leaves are falling so our focus will shift to leaf blowing and removal very soon.



There are many moving pieces to keep a golf course at its best and I can't thank our golf maintenance crew enough for the effort they have given to achieve our goals. We hope you enjoy your golf experience here at Toqua and don't forget to show your appreciation by taking care of the course and showing a friendly smile to the staff!



Fall is now in full swing and many of our seasonal agronomic practices have either been completed or are now in process. We have overseeded 18 tee boxes, an 18-inch collar around the greens, and club

Tanasi Golf Club

Wells McClure, Golf Course Superintendent

2020 continues to be a tough year around the country, but thankfully for Tellico Village Golf it is one for the history books. From amazing weather and record rounds to world class course conditions, this year has been one I will remember for a long time. As stated in the last quarter's update, we had a very wet start to the year followed by a long-lasting spring and a mostly dry summer with mild temperatures. Mild in East Tennessee does not mean we didn't have our fair share of warm days, but the weather never seemed relentless through the dog days of summer. August and September afforded us significant rainfall (8.5" in August, 7.4" in September) when normally August and September are our driest months of the year. We are now in the middle of what I would consider without a doubt the best time of the year to play golf and be outside.

As many of you may have noticed, this year was arguably our best year for playing surfaces at Tanasi. We made it through the summer without stress about our putting surfaces. Mother Nature plays a huge role with that as we had some timely rains and brief periods that brought us lower humidity and cooler nights. Our greens perform their best when we can catch a string of nights in the mid-to-low 60s every 4-6 weeks during the summer to heal any areas that may have been stressed due to traffic, heat or disease pressure. We also made it through the year without any major emergency chemical applications which means we had a good preventative plan for the season and had the weather on our side for most of the year. Another major contributing factor to our success on greens this year was the weekly topdressing. We have applied a little over 200 tons of sand across our 3.4 acres of greens this season that has had positive impact on firmness, ball marks, disease pressure, and the overall playability of our greens. We have also made necessary applications to our tees, fairways, and approaches to ensure a successful spring and summer of 2021. This includes timely pre-emergent applications for winter annuals as well as preventative disease applications that we make based on soil temperature. The main diseases that affect tees, fairways and approaches are Spring Dead Spot and Large Patch on our Zoysia. We feel we hit the application timing perfect and should see great results when our turf wakes up in 2021.

This fall we took on a few projects, one of which is repairing the cart path around the right side of #11 green. Our staff has removed the cracked sections and a contractor has repoured those sections for a smooth ride in an area that was once quite bone jarring. We are excited to continue this project in 2021

and replace the rest of the cracked paths around the course. It is important to remember that the severity of the rough ride you may experience in these cracked areas are directly related to your speed. Our paths are almost 25 years old and close to 6 miles

long. At 6 feet wide, that is just over 190,000 square feet of paths; we only estimate 3,200 square feet need to be repaired, which is roughly 1.6% of our paths. We look forward to getting these replaced and providing you all with a smooth ride as you play in 2021.

I could not be more proud of the product we have produced. None of this would be possible without the leadership of Assistant Superintendent Samuel Whited and the rest of our full time staff, as well as the seasonal workers we acquired during the season. I am thankful for such a dedicated team whose main goal is to make Tanasi the best course in the area. Their attention to detail has been better than any staff I have ever had. Please take a moment to say thank you to our team. It means a lot and gives us motivation to keep pushing forward and making Tanasi better next year.



RESIDENTIAL TANK MODIFICATION

CHAD JOHNSON, UTILITIES & PROPERTY MANAGER

Does rainfall have a significant effect on our sewer system throughout the Village? The answer is **YES**.

- The estimated cost of treating inflow and infiltration during heavy rainfall events (over 2 inches) is approximately \$10,000 to \$13,000 per event.
- With this question in mind, a preventative maintenance approach must be taken to help solve these issues.
- The physical properties of our existing systems:
 - The height of tank lid and distance between riser and finished floor.
 - The slope of surrounding grade.
 - The access into the tank for the 4-inch gravity, the 1 ¼ conduit for wiring, and the 2-inch pressurized pipe.
 - The root intrusion along the 4-inch gravity section of the system.
 - The possible adjustment in hydraulic dynamics that LUB wastewater treatment plant must make during heavy rainfall events.
 - The possibility of gutter drains or stormwater drains being added to the existing residential tanks.



Tank lid is far below finished grade

How do we begin to address these issues?

- The height of the tank lid and distance between riser and finished floor.
- We have started a new program that is currently in process. We should complete by early 2022.
- We were addressing rain inflow and infiltration by sealing the tank lid and putting a small 1 and ¼ check valve to allow release in case of backup. We have

changed directions a little because we can handle most of the issues with this new procedure.

- The height of the lid ideally needs to be between 6 and 8 inches above finished grade (this includes sod, rock, mulch, etc.)
- If the team finds that the lid height is ok, then they immediately move on to the next home. We are moving as quickly as possible to address these major issues first.
- If the lid is below finished grade, the measurement from the riser to finished floor is taken. Ideally, the riser should be at least 12 inches below finished floor. This allows the system to release before backup into the home occurs. If distance allows, the team will add rings to the existing riser to lift the riser edge above finished grade, stopping the stormwater from entering the tank through the lid.
- We are currently finishing up Toqua neighborhood and will proceed to the Loudon County portion of the Village, followed by the Kahite neighborhood.

Has our current procedure been effective? The answer is **YES**.

- For example, on the most recent large rainfall event on September 24th and 25th, we measured a combined total of 2.83 inches at our main lift station that is in the central area of the Village. We only had one residential alarm that is tied into the study that has been requested for budget in 2021, a regular reoccurrence.
- Our team has been diligent in leading this charge and we will continue to be proactive in addressing these issues. We are monitoring residential systems during heavy rainfall events and addressing these systems on a house-to-house basis.



Modified tank



RECREATION OPERATIONS

SIMON BRADBURY, RECREATION DIRECTOR

Exercise is crucial for us right now! Exercise boosts the immune system; research shows that regular, moderate intensity exercise has immune boosting benefits that help your body fight off

infections, including COVID-19. Though it may be tempting to skip your workout during these challenging times, public health officials say it is essential to your physical and mental well being. Find an exercise method you enjoy and help boost your mood, increase metabolism, reduce stress, and get better sleep. The Recreation Department offers a creative menu of healthy exercise methods for you to choose from, including pickleball, tennis, group fitness classes, cardio equipment, strength equipment, swimming pool, therapy pool, and, hiking trails. We have also added several new group exercise instructors to our repertoire who offer new and innovative formats.



Our indoor aquatics center has been popular with water exercise classes, reserved lane exercise times, and the addition of the Silver Tarpons adult swim team club. Our group fitness classes continue to be popular and we are always looking for ways to innovate. We are offering two new group fitness classes: Functional Training with Michelle Pye and Simply Stretch with Genese Kerns. Tennessee Orthopedic Athletic Trainer Gina has been busy booking free injury assessments both at the Wellness Center and Kahite, which are open to all residents at no charge through Timeless Tellico Foundation. We offer state-of-the-art cardio and strength equipment that are spaced at least six feet apart. We disinfect after each session and use a backpack fogger throughout the whole facility each night. We also hope to have ultraviolet disinfecting systems incorporated into our HVAC systems.



At Chota Recreation Center, we are utilizing room B for a quieter, lowkey area to utilize the matrix cardio equipment, stretch area, and TRX station. The gymnasium offers an open area for popular group fitness classes like Mat Pilates, Therapeutic Yoga, and BBB, along with the addition of six TRX systems that offer functional training. The Badminton Club enjoys group play Tuesday through Saturday each week. Indoor walking opportunities are available throughout the week in the gymnasium for walkers who prefer a climate-controlled environment and fewer people.

Timeless Tellico Foundation is proud to have funded new Kiosks at the Wellness Center. This project was spearheaded by Gary Mulliner with the "Kahite Chain Gang". This group designed and constructed a four-sided kiosk that showcases the birds, plants, and animals found on the trails, along with a comprehensive trail map of the area. Hikers can take a picture of the trail maps with their smartphone and take the maps along on the hike. If we had outsourced this project, it would have cost over \$25k. We have lots of gratitude for the Kahite Chain Gang for helping to make our community better.

NEW MISSION, VALUES, AND PRINCIPLES

In November 2019, the Tellico Village POA Board of Directors adopted an updated Long-Range Plan prepared by the Long-Range Planning Advisory Committee (LRPAC). The plan replaced the previous Long-Range Plan which had been adopted in 2010. In conjunction with the new Long-Range Plan, the Board also adopted a new Vision for the Village. Along with that new Vision, the Board requested a review and revision to the existing Mission and statements of Core Values and Guiding Principles for the Village. The LRPAC started by reviewing the key ingredients of Vision/Mission statements and their related statements. We also reviewed the statements of other retirement communities, developments and other member and service-focused organizations.

Next, the LRPAC utilized input gathered from property owners via surveys and focus groups during the latest plan update. As a result, the LRPAC recommended, and the Board approved, a revised set of statements.

Mission

The prior version of the Tellico Village Mission was short and sweet: Maximize membership value.

The LRPAC determined that the Mission of the Village should extend beyond just value and reflect other attributes. The LRPAC recommended, and the Board approved, an updated Mission statement:

To enhance and preserve the Tellico Village quality of life, social fabric, property values, and overall member value through effective and efficient management of the Association.

Core Values

The prior version of core values was organized around People, Service, and Fiscal Responsibility. The new set of values retains that organization, with some wording changes. In addition, the LRPAC recommended the addition of two new core values. Aesthetics and Environment was identified as the number two overall concern of Villagers during work on the new plan. Additionally, Communication is a key value of all successful organizations. The new Core Values are:

People – *We respect the diversity, integrity, needs, and value of members, committees, employees, and others supporting the social fabric of the community.*

Service – *We nurture a culture of helping others.*

Communication – *We commit to effective and efficient communication, response, and resolution for our members.*

Fiscal Responsibility – *We engage in sound financial practices to provide high value for our property, amenities, and infrastructure.*

Aesthetics and Environment – *We strive to maintain, protect, and improve our natural and man-made environments.*

Guiding Principles

Finally, the LRPAC reviewed and recommended changes to the Guiding Principles, including one on Aesthetics and Environment. The new principles now read:

Practice timely communication while listening and acknowledging our diverse interests.

Encourage participation, volunteerism, and teamwork in all aspects of community life, both within and outside of our community.

Utilize impartial, fact-based, need-based, data-driven decision processes.

Strive for continuous improvement.

Make Aesthetics and Environment impact a key part of relevant decisions affecting Tellico Village and its property owners.

The Long-Range Planning Advisory Committee believes that these updated statements are better aligned with the new Long-Range Plan and sentiments of Villagers. After considerable work, these final versions were submitted to the POA Board of Directors and adopted on October 7, 2020.

You can read more about work of the Long-Range Planning Advisory Committee by visiting TellicoLife.org. There you can download documents, presentations and submit questions via the Community Forum. The LRPAC public meeting occurs on the fourth Thursday of each month at 9:00 a.m. Under the current COVID-19 restrictions, the meetings are held virtually with audience participation via ZOOM. Watch the Tell-E-Gram for announcements of the meetings and a link to participate.





Our PLACE is a nonprofit 501 (c) (3) driven by a mission to:

- Build an adult day center for seniors living in Loudon and Monroe Counties with Alzheimer's/Dementia.
- Provide a structured program of beneficial activities, in a licensed environment that will enrich participants lives and provide much needed respite, off-duty time for their caregivers.

The need for a facility like *Our Place* is great and so is the opportunity to help our neighbors, friends and families affected by this disease. A major milestone was achieved in November when title of the land for our facility at the intersection of Highways 444 and 72 (in front of Food Lion) was transferred from the Tellico Community Foundation and East Tennessee Foundation to *Our Place*. Our tremendous thanks and gratitude to the foundations for their guidance and support. That milestone was accomplished through major contributions and fund raising efforts such as the Ride-To-Remember sponsored by First Baptist Church of Tellico Village, the Commemorative Brick program organized by Shepherd of the Lake Lutheran Church, Kiwanis, Lions Club, other service clubs and organizations associated with Tellico Working Together, and the support of many local businesses and individual contributors.



Our PLACE is continuing the process of raising funds to build, staff, operate and maintain the building and program. We have attained 50% of our original goal of \$620k, but because of escalating construction and material costs, the more likely required funds will be about \$900k. We are determined to remain on target for a first quarter 2022 opening.

You can stay informed on our progress by accessing our website at www.ourplaceten.org. You can also learn more about Alzheimer's/Dementia and see what activities and fundraisers are occurring, such as the Commemorative Brick and Legacy Sponsorship Programs. We need your support!

Many thanks for helping us build *Our PLACE*, our legacy for our neighbors, friends and families!

Jim Dezzutti, Volunteer Chair, *Our PLACE* Board

HOA has had a very busy quarter. Despite the significant difficulties created by the COVID-19 pandemic, we have remained active.

Our Board has met monthly on Zoom with links provided on the TellicoLife Calendar for members to participate remotely. To protect our members, we adopted a set of standards for re-opening HOA meetings and activities based on POA, CDC and Tennessee Promise Guidelines. Because of these guidelines, we cancelled our monthly socials and open Village meetings to avoid large gatherings. These meetings usually attract attendance of over 200. By late July, some members were clamoring for activity, so we surveyed our membership for their views on resuming monthly socials and events. The results were mixed but a good number of people were interested in venturing out in larger numbers. Because of these results, we cautiously resumed some activities with restricted numbers of participants and set specific safety guidelines for each event so a member could decide for themselves whether or not they were comfortable attending. To date, our events have been held mainly outdoors.

Two Welcome Orientations have been safely held at Toqua Pavilion with required reservations and limited seating. Event Planning has successfully held Trivia, Singo (music trivia) and Craft events held outdoors at the Toqua Pavilion. Hopefully we can find ways to keep this going through the fall and winter.

Our Advocacy initiatives are making their mark. At the request of members, we have been involved in the Asian Carp issue and water issues. We have been very active in lobbying the Board for a reporting system for problems which resulted in the newly introduced HelpSpot on the POA website. We were involved in discussions about drainage problems homeowners are having as a result of all the residential construction in the Village. The POA has taken steps to help resolve these issues.

While meetings have not been held, we have been very active in providing multiple election updates throughout the year to bring election information to the Village. We also provided a very timely and well received interview with the Loudon County Election Commission concerning the safety of your ballot. All of these can be seen on the HOA website, www.hoatelllicovillage.com under the Advocacy tab.

HOA also emphasized Village US 2020 Census participation and figures in the Village show that the information we provided was helpful.

And, as we do annually, we recently sponsored the POA Candidates Forum, which was livestreamed on October 22nd with the assistance of TVB. If you missed viewing or would like to view it again, it was taped and is available for viewing by accessing the HOA website at www.hoatelllicovillage.com.

October 1st started our 2021 Membership Campaign. We hope you have seen the quality of our work and the value of membership in the HOA and that you will join or renew your membership. At \$10 per household for online renewal, it's a bargain—just go to TellicoLife. We miss seeing you in person. Stay safe. If you find you are isolated or need help, let us know. We are here for you!

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Loudon, TN 37774

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

Tell'em It's Better At Tellico Village

**AS OF
SEPTEMBER 30, 2020,
TELICO VILLAGE HAS
4,285 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