



Tellico Village

POA Newsletter

Year-End 2019

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PRESIDENT'S MESSAGE

RICK BLOUGH, POA BOARD PRESIDENT

As we enter a new year, it's appropriate to look back at what was accomplished last year and look forward to the opportunities of this year. 2019 was a great year for Tellico Village!

The Toqua Clubhouse and Kahite Community Center projects were completed on time and under budget in the same year. This represented the most intensive capital additions to the amenity offerings in the Village since the Wellness Center construction over a decade ago. Additionally, the Wellness Center dehumidifier project was undertaken as well as the start of the replacement of the Wellness Center roof with a standing seam metal roof, which should serve the community for fifty years.

Your POA Board commissioned several studies in 2019 that go a long way in aiding future planning for Tellico Village. The Road Study concluded that Village roads are in very good shape and helped us to develop a pavement preservation plan that looks far into the future. The Sewer System Study revealed that our system, with a few tweaks, will serve our needs through build-out. The Water System Study showed us the need to build a new water storage tank on the north end of the Village to assure that our water supply and pressures remain adequate. That project entered the design phase late in 2019. Based on the results of these studies and the work of the POA staff and the Finance Advisory Committee, we were able to develop a budget for 2020 plus a ten-year look into the future for the first time. This was a major step for the Village.

Financially, 2019 was a banner year. We executed a \$4.7-million capital plan which came in under budget. The Village generated \$21.3 million in revenue and had \$20 million in expenses. This resulted in a net income of \$1.3 million or nearly \$1

million better than was forecasted at the beginning of the year. Operating cash is up \$1 million over 2018.

The Village continues to grow. In 2019, we issued 191 single- and multi-family home building permits (our budget was 120). At year end, there were 175 homes under construction in the Village and 133 homes had been completed. Kudos to our Village Marketing team, which continues to exceed expectations.

We enter 2020 on solid footing. In 2019, we had significant draw-downs in our amenity funds, as well as our repair and maintenance reserve. Over the next several years, we must rebuild those reserves and a plan to do so is in place. We will complete work on the Wellness Center roof in the first quarter and begin construction of a new water tower, which will serve the Village's needs far into the future. 2020 will also see a mortgage burning party at the Wellness Center as we pay off the loan on the building by the end of the summer.

While each year always presents challenges, it also offers opportunities. Your Board will continue to meet those challenges head-on and work to capture those opportunities.

Looking forward to a super 2020!

Rick Blough
President, Tellico Village Board of Directors

UPCOMING BOARD MEETINGS

February 19, 2020	Board Meeting	1:30 p.m.	Yacht Club Top Floor
March 4, 2020	Board Meeting	1:30 p.m.	Yacht Club Top Floor
March 18, 2020	Board Meeting	1:30 p.m.	Yacht Club Top Floor
April 8, 2020	Board Meeting	1:30 p.m.	Yacht Club Top Floor
April 22, 2020	Board Meeting	1:30 p.m.	Yacht Club Top Floor



GOLF TRANSITION

WINSTON BLAZER, CHIEF EXECUTIVE OFFICER

As most of you know, Jim West recently resigned as the Director of Golf for Tellico Village POA. Over the 17 years he served Tellico Village, Jim brought a vast amount of knowledge and growth to our golf

program. We appreciate the hard work, dedication, and passion he devoted to his staff, our members and the Golf Advisory Committee. In his new position as a Career Consultant with the PGA of America, Jim will continue to fulfill his passion by delivering employment and counseling services to PGA professionals, employers, and PGA Sections in Georgia and north Florida. Although he will be missed, we wish Jim the best and know he will do great things for the PGA of America.

You might have noticed low inventory of merchandise in the Pro Shops, along with markdowns. Because the merchandise was owned by Jim, those assets were liquidated upon his departure. Moving forward, the POA has decided to take control over the ownership of golf merchandise. POA management is currently developing a long-term plan for managing the Pro Shop merchandise, but we hope to have fresh new merchandise for sale soon.

Following Jim's departure, the POA explored different avenues of transition for growth in the Golf Department. I'm happy to announce that effective January 24, 2020, Chris Sykes is our new Director of Golf. Chris brings more than 24 years of leadership experience in sales, business operations, and property management. As Head Golf Course Superintendent at Toqua Golf Club, Chris worked closely with Jim West for more than 8 years. During that time, Chris set an excellent example of drive and diligence for his team and displayed his passion for the game of golf, as well as the continued development and improvement of our programs. The POA is fortunate to have Chris leading our Golf Department and we look forward to supporting him

in his new position. Chris' office will remain at Toqua Golf Club while he and his team work through the transition and restructuring process.

The TVPOA Board recently voted to accept expired POA-issued gift certificates through June 30, 2020 at 100% value. Moving forward, all certificates (purchased or winnings from a tournament) will have a 2-year expiration from the date of issuance. The Golf team has worked diligently to bring new and improved retail outlets to the Golf Pro Shops in Tellico Village by working with a variety of vendors and a consultant to re-invent retail operations. New accounts have been established and inventory will start to come in over the next few weeks where the goal is to have the shops fully stocked prior to the spring golf season.

The POA is fortunate to have Chris Sykes leading our Golf Department and we look forward to supporting him in his new position.

These new retail outlets will be more than just golf pro shops, as they will serve as a gift shop of sorts as well for the Village. They will carry new and improved golf attire, the latest in golf equipment, casual wear, sportswear, trinkets and more. There will be more variety than ever before across all three locations.

With a new year comes new handicap rules for all you golfers. As of January 6th, the new World Golf Handicap system was implemented. One of the main factors in the change to the new system was to enable acceptable scores made at any rated golf course in the world to be submitted for handicap purposes. Revisions to players' handicaps will now be made daily. Players will now only need 54-holes worth of scores in order to obtain a handicap. The new World Handicap System will allow for greater responsiveness to good scores and eliminate the dramatic changes in handicaps. The Golf Professionals here in the Village will host a series of seminars for all Tellico Village golfers to help everyone understand this new system. Stay tuned for the seminar dates and in the meantime, [click here](#) to read more about the new handicap system.

The future is bright for our Tellico Village Golf Department. I'm excited for all the great things our Golf team will do in 2020!

TOP 10 FINANCIAL STORIES OF 2019

PARKER OWEN, CHIEF FINANCIAL OFFICER



With 2019 now behind us, it is a good time to look back at some of the major events of the year that shaped the financial performance of the Tellico Village Property Owners Association. The year required careful financial management as we completed the most aggressive Capital Plan in many years. But, we did it successfully and set the stage for continued growth and financial viability for the longer term. Following in roughly chronological order is my list of the top 10 financial stories of 2019.

1. We began the year with a budget that contained the largest Capital Plan in over 10 years. Not since the construction of the Wellness Center in 2006 had TVPOA undertaken such a large expansion of amenities. The replacement of the Toqua Golf Clubhouse for \$2.4M and construction of the Kahite Community Center at about \$700K were the two largest and most notable additions to our facilities. Both projects were completed on time and under budget, and both have been very well received and enjoyed by the community.

2. While the two clubhouse projects were the most visible components of the Capital Plan, additional capital was required to replace the Wellness Center dehumidifier that is used to regulate the humidity within the indoor pool facilities and other areas. We sought the advice of experts in the design and operation of indoor pool facilities and installed a dehumidifier that was designed to meet our needs. While some members may prefer warmer water and air temperatures, this has proven detrimental to the facility. Management and experts in pool operations looked to national standards for setting temperatures and humidity levels that meet the needs of most members and will extend the life of the building itself. The dehumidifier replacement totaled \$281K, essentially on budget.

3. In late June, high winds damaged the roof at the Wellness Center, resulting in an increased urgency to expedite replacement plans. After careful study and evaluation of various proposals, the Board decided to replace the roof with

a standing seam metal roof that will provide a much longer life than the original asphalt shingles. The final bid for the roof, interior repairs and painting totaled \$609K. Work is currently in progress.

4. The audit of TVPOA financial statements by the CPA firm of Coulter & Justus, P.C. produced another clean, unqualified opinion by the auditors. Furthermore, there was no Management Letter issued by the auditors on internal controls, no corrected or uncorrected misstatements identified during the audit, no difficulties dealing with management during the audit, and no disagreements with management regarding a financial accounting, reporting or auditing matter. In the world of financial reporting, this is about as good as it gets. The audit team from Coulter & Justus, P.C. presented its findings and reviewed the audited financial statements at the May meeting of the Board of Directors. These audit results reflect the hard work of our Accounting staff throughout the year as well as during the audit process.

5. The Board, Finance Advisory Committee, Public Services Advisory Committee, Recreation Advisory Committee, Long Range Planning Advisory Committee and POA staff reviewed work by internal resources and outside consulting experts to evaluate the condition of our roads, water and sewer systems, Fitness Division Strategic Plan and Long Range Plan. Results of these studies were used to set the framework for developing the 2020 Budget and 2021 to 2030 Ten-Year Plan.

6. For the first time, the Budget and Five-Year Plan for Capital, Reserves and Financial Plans were extended to a Budget plus Ten-Year planning horizon. The 2020 Budget and 2021 to 2030 Ten-Year Plan now capture a longer planning horizon to ensure that we reflect anticipated capital and maintenance needs over a

Despite the long-range challenges of keeping our infrastructure and facilities up to date and in good operating condition, we are well positioned to meet those challenges and enhance Tellico Village's reputation as a desirable place to live and retire.

longer term. The results of the roads maintenance study were reflected in the Budget and Ten-Year Plan, and capital replacements were identified and slotted throughout the planning horizon. This is a significant step in identifying the capital and operating needs of a growing Tellico Village, and ensuring that we have the financial wherewithal to maintain and grow our facilities in a manner that our property owners expect.

7. At the August meeting of the Finance Advisory Committee, TVPOA Board of Directors President Bruce Johnson presented Board guidance for the 2020 Budget process. The guidelines were as follows:

- Prepare the Budget in two phases: Operating Budget to “maintain the Village” and Strategic Investments including Reserves.
- Use last year’s Five-Year Plan as a starting point with an increase for inflation.
- Maximum 3% salary increases tied to performance.
- No change in subsidies for Golf and Recreation operations and minimize Yacht Club subsidies. All managers state actions they are taking to minimize subsidies.
- No new amenities aside from those already in the Five-Year Plan, unless cost neutral – e.g. boat docks.
- Calculate desired Reserve balances given the impact of 2019 projects, with input from the Roads Study, Sewer Study, Water Tank Study and review/ study of Reserve Accounts.
- For assessments, use numbers from the 2019 Five-Year Plan to ensure that Reserves are replenished after 2019 depletion due to major construction projects.

8. Following a long and rigorous process to reconcile our needs with the initial Board Budget Guidelines, the 2020 Budget and 2021 to 2030 Ten-Year Plan were approved on November 20 with an assessment rate of \$139.54 (5.0% increase) and a capital plan of \$2,760K. The major projects included in the Budget were a new water storage tank at Coyatee Hills for \$1.0 million, a Wave Attenuator replacement at the Yacht Club Basin for \$220K, equipment replacements for \$1,250K, and Yacht Club Renovations for \$101K. Approximately \$304K for the Wellness Center roof carried over into the 2020 Capital Plan. There were selective increases in Golf fees, a 2% increase in Fitness fees, 5% increase in Docks fees with all the increase going to additional Reserve funding, and a 3% increase in RV Storage fees. There was a 3% increase in water rates and 8% increase in sewer rates reflecting pass-through of rate increases from LUB and TASS combined with increasing costs of maintenance of water and sewer lines and equipment.

9. On August 15, the Grand Opening Ceremony was held for the new Kahite Community Center,

followed by the Grand Opening of the new Toqua Golf Clubhouse on November 1st. Both projects were completed on time and under budget. Both facilities have been well-received by the property owners and will serve the Tellico Village community for many years to come.

10. At the December meetings of the Architectural Control Committee, we approved 20 home permits, bringing the total to 191 for the year 2019. This is the highest number of new home permits since the pre-recession year of 2006, tops the 2018 number of permits by 33, and marks three consecutive years that new home permits have topped the 100 mark. As we saw during the budget process and the various studies leading up to it, this level of growth brings in new revenue as well as new costs to accommodate this growth. It is a very nice problem to have.

Despite the long-range challenges of keeping our infrastructure and facilities up to date and in good operating condition, we are well positioned to meet those challenges and enhance Tellico Village’s reputation as a desirable place to live and retire. We have an enviable position of financial strength and finished the year 2019 with strong operating cash balances and plans to rebuild our reserves in the years ahead. While we borrowed against a \$1.2M line of credit to build the Toqua Golf Clubhouse (about one-half the total cost), we continued to pay down other debt in the amount of \$456K. The Wellness Center facilities’ note, which had an initial balance of \$2.13 million in 2008, has a current balance of \$127K. It will be paid off in August 2020, freeing up a substantial amount of debt service capacity.

In summary, 2019 was an eventful year for Tellico Village. The Village Marketing program is hitting on all cylinders with the highest number of visitors, Discovery Tours, prospective leads and closed sales since its inception. The realtor partner program and builder partner program have enjoyed successful years and are looking at new growth opportunities. We added two major clubhouse projects to our amenities that will serve us well for many years to come. We will manage our resources carefully in 2020 to maintain our financial strength and stability as strong selling points as we market the Tellico Village brand to prospective buyers.

To each property owner, I hope you too have had a successful 2019, and I wish you and your family a very prosperous, healthy and happy new year!

2019 GOLF IN REVIEW

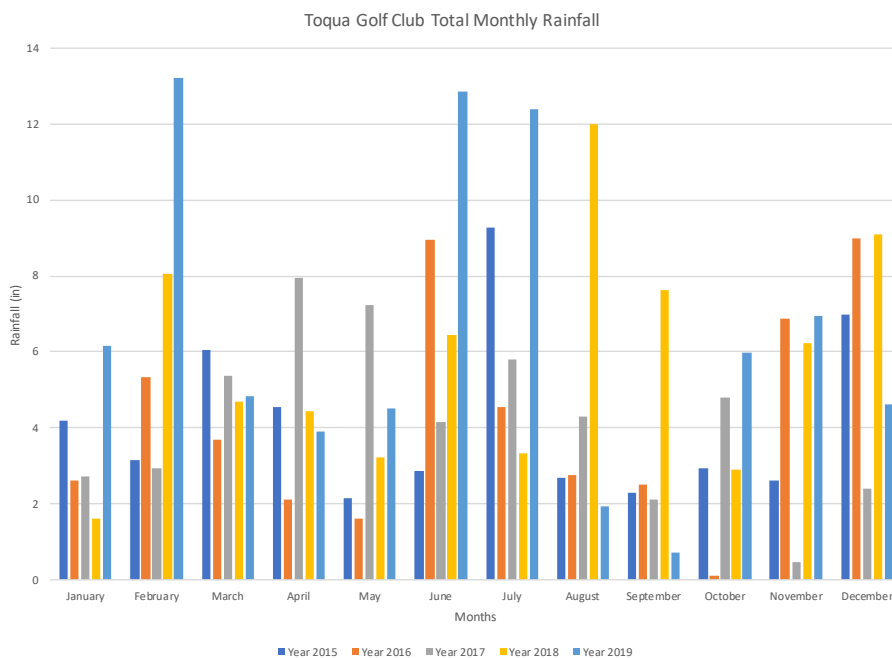
CHRIS SYKES, GOLF SUPERINTENDENT



2019 proved to be both a very challenging and successful year for our Golf Department. Despite weather extremes, we were able to provide record golf programming options as well as excellent course conditions.

The weather in 2019 can be summarized as wet and hot. Highlights include:

- Six individual months with 5-year high monthly rainfall totals
- 28" more total rainfall than the area's historical yearly average of 50"
- 24% less days with lows below freezing from the 5-year average
- 27 out of 30 days with highs above 85 degrees in September (10 days above the average)
- 120 days of rain versus an average of only 83 days in the years 2015-2017
- 101 days with highs above 85 degrees (we typically only have 88 days above 85 degrees)



Despite the crazy weather, golf in Tellico Village not only survived but thrived.

There are a lot of things to highlight over the golf season, but the ongoing theme was the virtually unlimited options available for members to enjoy the game. In addition to our busy regular daily play plus all of our popular leagues, we added several new and creative options to play golf:

- Chips, Putts, Suds and Strings
- Pints, Putts and Trivia

- The Palmer Cup
- Major's Par 3 Series
- Wine, Cheese and Par 3s

These new programs were created to grow the game in a fun manner and were all a rousing success.

The Member-Guest Red-Tailed Hawk Invitational is the biggest event on the golf calendar each year and the 2019 Men's Member-Guest Tournament may have been the best yet. We were able to improve the format and make use of all three of our championship golf courses. The championship shootout occurred at Tanasi and served as a climactic conclusion to another outstanding Member-Guest tournament. Adding Tanasi to the tournament not only allowed our members to show off all three courses to their guests but took some stress off the other two courses. This change also

allowed for greater access for regular member play during this popular time of the year to play, thus improving the overall golf experience.

Tellico Village offers a league for every Villager, both male and female. The League options include:

- Men's Golf Association (MGA)
- Rainbow Linksters
- Ladies Golf Association 18-hole
- Ladies Golf Association 9-hole
- Lady Linksters
- Homeowners Association (HOA)
- New Villagers
- Toqua-Tanasi-Kahite Scramblers, etc.

We have a very busy and active golf community with unrivaled options for our members. Growing the game remains a point of emphasis with ongoing clinics, camps, instruction, and custom club fitting. We have an award-winning team of Golf Professionals, including Adam Jacob who has won the Knoxville Chapter PGA Richard Eller Growth of the Game Award three times, and Casey Flenniken who was named the 2019 Professional Golfers' Association Omega Regular and Assistant Player of the Year. We are fortunate to have some of the best in the industry driving golf in Tellico Village.

The new normal for weather is simply the average

of the extremes. In spite of another crazy weather season, the golf course staff provided the best possible playing conditions. The courses were all in excellent condition all year long and set the standard for the region. The golf courses in Tellico Village are in a state of Continuous Improvement and 2019 was another great year. All three courses improved, but some highlights include:

- Toqua Golf Club – use of dirt from the old clubhouse site to expand and improve some yellow tee areas, plus the new Clubhouse landscaping project.
- Tanasi Golf Club – ongoing bunker renovation project with Capillary Concrete and serving as the host for the final round of the Member-Guest Tournament.
- The Links at Kahite – eliminated 17 of the 32 bunkers that will be removed according to the plan laid out by Bergin Golf Design and the new Community Center addition landscaping project.

The golf course and landscape improvement projects were all completed

with in-house labor, which led to a superior product and saved the POA tens of thousands of dollars.

Tellico Village has a highly educated and world class agronomy staff that also serve as leaders in the industry. I serve as the Vice President of the Tennessee Turfgrass Association. Wells McClure serves as the Grassroots Ambassador for the Golf Course Superintendent's Association of America where he works directly with Congressman Tim Burchett on governmental issues involving Golf and the Green Industry. Jordan Clark is the Secretary-Treasurer for the East Tennessee Golf Course Superintendents Association.

Needless to say, Tellico Village Golf has a world class staff and is in great hands. The future is very bright!



UPCOMING RENOVATIONS

Tanasi Clubhouse

Renovations at Tanasi Clubhouse feature new paint, flooring, and bar and service station countertops. To bring the beautiful lake indoors, we will focus on calming blue and gray tones. During these renovations, the Tanasi Bar & Grill's kitchen will receive a deep clean, as well as tile and wall repairs. The kitchen office will also receive a deep clean, new flooring, and paint. Tanasi Bar & Grill was closed for renovations during the first week of February.

Yacht Club

The renovations at the Yacht Club will focus on the bottom floor. We will be refinishing the bar, all the woodwork, and dance floor, as well as replacing the ballroom chairs. The goal is to neutralize the color palette with white, gray, and beige to complement a variety of decor brought in for events.

The bottom floor of the Yacht Club will be closed during renovation. The Blue Heron will not be affected and will remain open during their normal business hours. These renovations are scheduled to

take place late-February or early-March.

Welcome Center

Later this spring, the Welcome Center will receive a much-needed refresh. The original carpet aged at more than 20 years will be replaced, along with peeling wallpaper. Because the Welcome Center is often the first place visitors and new property owners see, the POA is looking forward to offering a better first impression of Tellico Village.

Photos will be provided in our next issue after many of these renovations are complete.

2019 ACHIEVEMENTS

JEFF GAGLEY, PUBLIC WORKS DIRECTOR

2019 was a monumental year for the Public Works Department. Our exceptional staff and advisory committee were instrumental to the success of many projects throughout the Village.

Roads

Public Works hired S&ME to perform a survey of the roads in the Village. We received confirmation that our roads are in good condition and our funding plan is sufficient to maintain our roads long term. We were happy to remove \$13M from our long-term budget and plan to use the results as a baseline to ensure our maintenance plan continues to be effective in the future.

Over the summer, HA5 rejuvenation was performed on many roads and POA parking lots throughout the Village. Along with extending the lifespan of our roads, this treatment helps the roads to better hold heat, which aids in snow and ice removal in frigid temperatures. In addition to HA5, about 1.5 miles of Kahite Trail were milled and paved.

Water & Sewer

Because of the water pressure issue that developed last summer due to irrigation, we initiated operation of the booster pump at the south end of the Village. Using the booster pump led to the stabilization of the water tank levels in Chota and increased water pressure in Toqua.

A comprehensive study was conducted of the POA's sewer system to determine the current status of the system as well as the projected capacity at buildout. The results showed our sewer system can meet our needs now, though a few lift stations will need upgrades in the future. The study also identified storm water infiltration as the biggest factor in sewer capacity. It was because of this that our team developed a system to minimize the infiltrations and prevent overloads, while preventing backups into homes in the case of a tank or pump failure.

These upgrades minimize operation impacts and limits the POA's cost of treating clean stormwater.

After the 2017 report on the POA's water system recommended a new water tank be installed in the north end of the Village, our staff and advisory committee evaluated potential sites and concluded a small area within the Coyatee reserve would be the best area for the new water tank. With the continued support from POA leadership, the Public Works team is working to coordinate the planning of this project.

Miscellaneous

A new dehumidifier was designed specifically for the way the POA operates the pool at the Wellness Center. This unit is equipped with an internet connection to provide 24/7 monitoring and data collection. Since its installation, the dehumidifier is efficiently controlling the temperature and humidity in the pool area. This project was performed on schedule and on budget.

In 2019, we replaced 31 power pedestals on various boat docks. The Dock Captains helped us determine exactly what we needed, and we completed the installs in-house, saving the POA approximately \$15,000.

Amenities

Two of our biggest accomplishments in 2019 were the completions of the new building projects. Toqua Clubhouse and Kahite Community Center were finished under budget and ahead of schedule. Both of these new amenities will benefit property owners for years to come.





RECREATION UPDATE

SIMON BRADBURY, RECREATION DIRECTOR

The Recreation Department started off the new year by deep cleaning and shining up all the Recreation facilities and have since received numerous compliments. In addition, the work on the new

roof at the Wellness Center is underway and we are looking forward to our new metal roof.

We have three new members of the Recreation Advisory Committee coming on board. Maureen Hrynisk, Kathleen Norris, and William Alt bring great experience, energy, and passion for recreation in the Village. POA Board member Steve Schneider will continue serving as the Board liaison to RAC. We are currently focusing our efforts on several specific items highlighted in our strategic plan to make the Tellico Village Recreation Department the best in the industry:

- establish an alternate funding program (foundation),
- make exercise specialists available to members at the Wellness Center, and
- expand in place by utilizing current facilities more effectively.

We have moved a very popular morning Pilates class with Genese from the Wellness Center to the Chota Recreation Center gym. The gym is more appropriate

for the class size and at this location, we can provide two classes per week instead of one at the Wellness Center. This also opened up an opportunity for a new Yoga class with Linda at the Wellness Center at the same time, providing more opportunities for our members. Also, corresponding to our focus on utilizing our current facilities more effectively, Jill will soon be offering a six-week yoga series at Chota Recreation Center.

Timeless Tellico Foundation has officially launched with over \$13,000 in donations on the first day. TTF has also recently partnered with Tennessee Orthopaedic Clinic to offer an amazing free injury assessment program at the Wellness Center available to all Villagers. The Tellico Village Recreation Department has worked in partnership with Tennessee Orthopaedic Clinic for many years to offer free injury assessments to our residents and members. We are excited to offer a one-of-a-kind expansion of that service. When the program was presented to the foundation, our trustees unanimously voted to support the program. In fact, one trustee felt so moved by the benefits of the program that they donated \$5,000 to make it happen.

Injury Assessments in Tellico Village

Join Gina McAlear in the Wellness Center exercise room anytime Monday-Friday from 7am-11am.

To contact Gina directly, please email mcalearge@tocdocs.com.



TIMELESS TELlico
FOUNDATION



TENNESSEE
ORTHOPAEDIC
CLINICS

tocdocs.com

TVPOA HAS A NEW COO

WINSTON BLAZER, CHIEF EXECUTIVE OFFICER

As Tellico Village has continued to grow and evolve, there is once again a need to restructure. I have named Mitzi Lane the Chief Operations Officer for the Tellico Village Property Owners Association. In her new role, Mitzi will align operations with our goals to maintain the Village and offer exceptional customer service. The COO is the conduit between the CEO and certain operational staff, who will ensure all direct reports achieve goals and equip those personnel with necessary resources. This appointment is another crucial step as the Village transitions and grows.

As the years have passed, many changes have occurred. For instance, in the early years, we did not have a Human Resources Department. Eventually, the POA deemed it necessary to create a HR management position. Over the years, we have also added several new positions to include Communications, Marketing, and a Welcome Center, to name a few. Several years ago, you may remember the restructuring of the Public Works Department, which turned out to be an extremely positive experience for the Village.

Mitzi's new responsibilities will include operational oversight of the Communications Department, Human Resources, IT, and the Recreation Department. She will also continue to oversee Continuous Improvement and the Food Service operation.

Over her 15 years with TVPOA, Mitzi has held various key positions, including overseeing Food Service, Continuous Improvements, and Special Projects. As many of you may recall, the Food Service operation was at one time ran by the POA, then contracted out to a multi-national hospitality company, The Compass Group. Most recently in 2014, Andy Fox, owner of AWE, was commissioned to operate the restaurants in the Village. I directed Mitzi Lane to

oversee this operation. To date, the Food Service subsidies are at their all-time lowest levels. In addition, the quality and service of our restaurants have received excellent reviews. I believe our Food Service operation is the best it's ever been.

Another POA success overseen by Mrs. Lane comes in the form of Continuous Improvement, resulting in real dollars savings to the POA on an annual basis. In 2012, Mitzi was charged with holding departmental meetings to change the culture and create new ideas to increase efficiency and save money. This innovative way of conducting everyday duties has resulted in a savings of more than one million dollars and is built into the POA model. Each year in January, the money is transferred from operating cash into the Amenity Reserve Fund to be used on future amenities.

Mitzi's new responsibilities will include operational oversight of the Communications Department, Human Resources, IT, and the Recreation Department. She will also continue to oversee Continuous Improvement and the Food Service operation.

I am very excited to watch Mitzi grow in her new role as COO of Tellico Village.



Mitzi Lane, Chief Operations Officer

MEET YOUR NEW BOARD MEMBERS



Marty Inkrott

I believe there are opportunities to draw us all closer together to a common purpose:

- sustaining the first-class amenities we enjoy today
- adding amenities where warranted
- ensuring our infrastructure (roads, water, sewer, buildings) is maintained and adequate for a growing population
- accomplish these things without raising monthly fees more than necessary

Sue English-Kovar



I am committed to keeping our community vibrant, thriving, healthy and competitive across all benchmarking standards. I will take a balanced approach for evaluating future growth, maintaining property value and offering amenities that set our community apart and make us a highly desirable place to call home.



Steve Schneider

Over the past nineteen months, I have had the pleasure of representing the property owners of the Village as a POA Board Member. I have remained true to my commitments of assuring the operational security of our infrastructure, maintaining our existing amenities and supporting the development of a long-term strategic plan.

2020 Board of Directors

From L to R:
Carla Johnson, Pat White, Marty Inkrott,
Steve Schneider, Rick Blough, Bruce Johnson,
Sue English-Kovar

President: Rick Blough
Vice President: Carla Johnson
Secretary: Pat White
Treasurer: Steve Schneider



January 2020

The Homeowners Association ended 2019 with the election of our new board, headed by Ken Litke as President. Kicking off December social activities was the annual Christmas Gala on December 8th. On December 13th, HOA representatives joined Reverend Charlie Barnard of First Baptist Church of Tellico Village in the annual tree lighting ceremony, along with representatives from Christ Our Savior Lutheran Church, Community Church of Tellico Village, Shepherd of the Lake Lutheran Church and St. Thomas Catholic Church, as well as the Tellico Singers and the church's minister of music and brass band. Despite the rain, an estimated 400 people gathered to celebrate the season of Christmas. A special thanks to Reverend Charlie Barnard and his staff for their hard work and hospitality.

The new year begins with great promise. The 2019 board revised the by-laws to add a VP of Advocacy and a VP of Social Planning to help our members "Be Engaged, Be Informed and Be Heard".

To further the mission of being Informed, our new VP of Advocacy, Mark Pantley, will be exploring advocacy strategies for issues that concern the community. We also have many members serving as liaisons to Loudon and Monroe Counties along with many of the POA Advisory Committees. You will be hearing more from them in the coming months.

Our new VP of Programs, Dennis Dougherty, is busy planning informative topics for our general membership meetings. The first general membership meeting is titled "The State of the Village" with timely updates from the POA and HOA. There will also be a presentation by the Long Range Planning Advisory Committee.

2020 Elected HOA Board Members

Ken Litke, President
Dennis Dougherty, VP of Programs
Mark Pantley, VP of Advocacy
Penny Manczko, VP of Membership
George Curran, VP of Communications & Marketing
Marsha Herzog, VP of Technology
Steve Turkewitz, VP of Social Planning
Jack McElligott, VP of Event Planning
Lynda Narwold, Secretary
Lynda Klein, Treasurer
Ellen Fox, Past President
John Bologna, Chair at Large
Mark Kovar, Neighborhood Watch
Christie Bruns, Welcome Orientation

Informative general meetings and advocacy efforts are examples of the value homeowners receive by becoming HOA members. Please support the HOA by joining or renewing your membership. To do so, log onto www.tellicolife.org and click the HOA logo, or contact Penny Manczko at mustang62261@comcast.net.

**112 Chota Road
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
DECEMBER 30, 2019,
TELLICO VILLAGE HAS
4,155 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