



Tellico Village

POA Newsletter



Year-End 2020

Front Cover Photo: Rich Gettings
Inside Cover Photo: Bob Kutchera

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PRESIDENT'S MESSAGE

RICK BLOUGH, POA BOARD PRESIDENT

If you're like me, you probably thought that 2020 was never going to end. Well, it has, but unfortunately the virus is still with us as are the challenges of running our operations and providing the services that all

Village property owners have come to expect in a safe and efficient manner.

2020 was certainly a year of mixed results—some good, some not so good.

Our Golf operations literally crushed it with an historic year featuring a budget-beating performance of nearly 103,000 rounds (over 24,000 rounds better than budget) and revenues of \$2,958K (\$440K better than budget). Our golf staff rolled with the punches and capitalized on a pandemic year that saw more folks playing golf nationally.

Unfortunately, we have experienced a dramatic fall off in Recreation memberships which continues as I write this. At the same time, the state's restrictions for these operations have required that we absorb higher costs in personnel and sanitation just to stay open. At the end of last year, we installed UV units in the Wellness Center HVAC systems for additional protection of members and are awaiting the results of testing of the efficacy of these units. If they prove successful, we plan to expand their application to other POA facilities.

Our Food Service operations have also taken a significant hit. Again, state restrictions on distancing and capacity have taken their tolls on these operations especially on the catering and event side of the equation.

On the positive side, our POA staff and Public Works operations have continued to provide stellar performance despite the many challenges that they have had to face. They have learned new ways to handle things using remote meeting and live-streaming technology and have developed methods to handle property owner issues like the Help Spot system. These are changes that will be beneficial even post-COVID.

In the face of all this, the Village continues to be a popular place for new residents. The number of homes for sale in the Village remains at all-time lows,

and the time on market data is in days not months. Property values are at historic highs. In 2020, we sold 140 POA inventory lots and permitted 208 new builds. We remain a very desirable destination.

Financially, Tellico Village finished 2020 in great shape largely due to the establishment of contingency plans made when the virus hit us in March. We focused on cash conservation and deferred the expenses that we could without sacrificing the long term viability of our maintenance programs. We applied for and received a Payroll Protection Program loan so we could maintain the POA workforce that serves us all so well. In December, we were able to convert the entire loan into a grant which will be of benefit to us in 2021 as we continue to grapple with the effects of the virus.

This new year comes to us with the hope that the vaccination rollout can provide somewhat of a return to normalcy here in Tellico Village. Nonetheless, this is certainly not over yet, and all of us on your POA Board know that the process will be slower than any of us desire. We continue to work with the County Health Departments to try to make the process easier for Villagers.

In the meantime, it's up to each of us to act responsibly to protect our own health as well as that of those with whom we come into contact. Here, in the Village, we have a reputation for helping and protecting our neighbors. At this time, those attributes are more important than ever.

Rick Blough
POA Board President

A handwritten signature in black ink, appearing to read 'Rick Blough', with a large, sweeping flourish extending from the end of the signature.

NEW YEAR WELCOMES NEW CHANGES

WINSTON BLAZER, CHIEF EXECUTIVE OFFICER



2020 is a year we won't soon forget. A global pandemic tested our ability to adapt and move forward with business and life, while keeping family, friends and coworkers safe. TVPOA is also saying a bittersweet

goodbye to an integral staff member that served the POA for nearly a decade. After 9 years as TVPOA's Chief Financial Officer, Parker Owen is trading in his spreadsheets for retirement. He and his wife Janet have returned home to Kingsport to work on rebuilding their forever home that was damaged in a fire in 2019. Along with spending time with their children and grandchildren, Parker and Janet are looking forward to traveling throughout the U.S. and abroad, polishing their French language skills, and expanding their financial consulting business.



With Parker's financial expertise and guidance, TVPOA has achieved great success and growth, fiscally and otherwise. During his leadership as CFO, he financially led the POA during a growing stage and one of the biggest real estate booms in the last 15 years, as well as paying off the Wellness Center loan in full. Most recently, Parker along with TVPOA Controller, Kevin Ellsworth

prepared several contingency plans with no idea how the pandemic would affect TVPOA's financial health, operations, staff, and property owners. Despite these challenges, we finished the year in a strong financial position. During his tenure, Parker managed our debt to cash balance conservatively and put us on the right track for continued success for years to come. We are grateful for his financial leadership, friendship, and the lasting impact he made on TVPOA. While we are sad to see Parker leave Tellico Village, we congratulate him on this milestone and wish him a wonderful retirement and lots of joyous time with family.

Shifting gears into 2021, I am pleased to announce Kevin Ellsworth has been named TVPOA's new Chief

Financial Officer. With over 30 years of experience, Kevin brings a wealth of leadership skills and success in building strategic financial plans along with nearly two years of working with former CFO Parker Owen. Over the past 21 months, he has made enormous contributions to our operations and I'm excited to see him step up into this executive leadership role. He possesses the qualifications and expertise to grow TVPOA into an even greater, more financially sound organization to create a lasting impact on our community.



Kevin was promoted from his prior role as TVPOA Controller. He began his career in public accounting for Arthur Andersen in Chicago which led him to work as a Controller for First Chicago Trust and Investment management company for many years. Upon receiving his MBA, Kevin worked in healthcare in various accounting and leadership roles, most recently as CFO for Onco360, a specialty oncology pharmacy based out of Louisville Kentucky. After several successful private equity transactions, Kevin and his family moved to Knoxville, where he was the CFO for the Boys & Girls Club of the Tennessee Valley.

As Kevin begins to build off the foundation that Parker built over his 9-year tenure, there are several financial priorities we plan to focus on in 2021. It is important that we continue an environment of strong financial control by adhering closely to financial policies and working to improve our cash conversion cycle. We also plan to fill the Controller position to build on our success and continue developing future leaders for TVPOA. While Kevin has already begun implementing a new system during his time here, we plan to continue evaluations of our financial systems and processes to improve budgeting and reporting processes, as well as operating metrics.

With 2020 behind us, we begin the year 2021 cautiously optimistic yet prepared to adjust plans for the unexpected.

TOP 10 FINANCIAL STORIES OF 2020

PARKER OWEN, CHIEF FINANCIAL OFFICER



With 2020 thankfully 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 was unlike any other that we have ever experienced. It required careful financial management as we dealt with an ever-changing economic, public health and political landscape. 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 TVPOA Financial Stories of 2020.

1. We began the year having just completed our most aggressive capital program since construction of the Wellness Center in 2006. 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 were very well received and enjoyed by the community. The 2020 Budget was also very aggressive, with a \$1M water storage tank, a \$608K metal roof for the Wellness Center, and \$1M in pavement preservation topping the list. The 2020 Budget recognized that our focus needed to shift from provision of new amenities to one of repairs and maintenance. Funding of reserves shifted toward R&M in response.

2. The U.S. economy at the beginning of the year was hitting on all cylinders. Unemployment was near all-time lows, inflation was at historically low levels, economic growth was strong, home building and property values were strong, interest rates were low, financial markets were strong and a genuine sense of optimism was widespread. The TVPOA financial plan appeared reasonable and attainable. What could possibly go wrong? At the very end of 2019, the World Health Organization initially became aware of the COVID-19 virus. Community transmission was initially detected in the United States in February 2020 and the U.S. declared a public health emergency. By mid-March, all 50 states, the District of Columbia and four U.S. territories had reported cases of COVID-19.

3. In response to this rapidly developing threat to public health, the TVPOA staff and Board of Directors developed emergency responses and contingency

planning. With executive orders and guidelines being issued daily by the Governor, the Federal Government, including the Centers for Disease Control, and local health and government officials, we chased an ever-changing set of guidelines and public policies. The Board and staff decided very early on to follow the guidelines and executive orders issued by the Governor of Tennessee. The challenge then became one of how to operate within the guidelines while protecting the financial health and viability of TVPOA, Inc., our staff, and our property owners.

4. For contingency planning, the staff and Board considered several scenarios ranging from modest impact to gloom and doom scenarios. It quickly became apparent that the Wellness Center and Food Services would be hardest hit by the pandemic as temporary closures and operating restrictions severely impacted their operating parameters. Most importantly, Golf established new ways to continue operations safely by offering single carts and barrier carts, making adjustments to tee times and check-in procedures, as well as adjustments to reduce touch-surfaces on the course and around the clubhouses. Some of the

scenario planning considered the impact of increased delinquencies and bad debt expense. Happily, we never saw an uptick in delinquencies, as home building

and property transfers far out-performed budget assumptions. We applied and were approved for a \$1,184,200 Paycheck Protection Program loan through the U.S. Small Business Administration. Consistent with the guidelines for forgiveness of this loan, we did not reduce hourly wages, did not lay off employees and tracked our payroll and benefits costs to ensure we were compliant with the guidelines. At our earliest opportunity, we began the process to apply for forgiveness of the loan, essentially turning it into a grant.

5. In late June 2019, 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

*It has been my pleasure to serve as
your Financial Director and Chief
Financial Officer.*

replace the roof with a standing seam metal roof that was expected to provide a much longer life than the original asphalt shingles. The final bid for the roof, interior repairs and painting totaled \$608K. Work began in 2019 but was halted in the first quarter of 2020 as quality issues with the installation produced a roof that was unacceptable in its aesthetics and performance. Experts were brought in to evaluate the roof and the case entered the legal arena. In the fall of 2020, staff recommended, and the Board approved, the dismantlement of the unfinished metal roof and the installation of a long-lived conventional asphalt shingle roof.

6. Following a lengthy evaluation and negotiations with Loudon Utilities Board, a new long-term contract was approved by LUB on September 28 and by TVPOA on October 7, 2020 to provide increased rates paid by TVPOA for wholesale water purchases. The higher rates were agreed upon in exchange for some guarantees of investments in storage and booster pumps on the LUB side of the meter and improvements in water pressure and volumes to meet the needs of a growing Tellico Village. This new contract eliminated the need for TVPOA to build the water tank budgeted at \$1M. We will need to provide about a \$300K investment in booster pumps in both 2021 and 2022. To pay for the new contract terms, TVPOA customer water and sewer rates were raised from \$49.55 per month minimum to \$55.75 per month minimum.

7. 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.

8. The 2021 Budget and Ten-Year Plan was approved at the November 18, 2020 Board meeting. The budget reflects some carry-over of 2020 capital projects that were deferred during the contingency planning for dealing with the COVID-19 pandemic. The Board approved the maximum 5% increase in the assessment rate to fund the 2021 Capital Plan, rebuild operating cash balances and rebuild reserves.

9. Golf exceeded 100,000 rounds for the first time in the history of the TVPOA. The final tally of 102,770

rounds far exceeded the next closest year of 92,258 rounds recorded in 2006. It also dwarfed the previous 5-year average number of rounds of 71,740 for the years 2015 to 2019. Financially, the positive impact of golf cannot be overstated. As an outdoor activity that can be enjoyed safely with social distancing, golf was the beneficiary of the restrictions that affected other areas. With Villagers traveling less and golf being such an attractive outlet for recreation, the social and financial impact was extraordinary.

10. TVPOA finished the year 2020 far exceeding budget for Net Income, Cash Balances, and Reserve Funding net of Reserve uses. Some of this was due to deferrals that are now budgeted and will be paid for in 2021. Some was due to the strong performance of Golf, which offset some of the unfavorable impacts seen in Recreation and Food Services. Some was due to the strong real estate market, new home building and permitting, and high property transfers and fees. In December, we recognized the forgiveness of our \$1,184,200 Paycheck Protection Program loan with the Small Business Administration. Considering the environment in which we operated in 2020, this financial performance was extraordinary. Truly a team effort, we made prudent financial decisions along the way to produce these commendable results.

This newsletter article will be my last one as Chief Financial Officer of the Tellico Village Property Owners Association, Inc. Janet and I came to Tellico Village in January 2012 in part to be near our oldest son and his family, including two of our grandsons. Nine years have flown by, our son and his family have moved back to our hometown of Kingsport Tennessee, and Janet and I are preparing to retire from TVPOA and return to Kingsport. We planned this move earlier, but in June 2019, lightning struck our house in Kingsport, triggering a fire that caused extensive damage to the structure and contents. Nineteen months later, we are still rebuilding our house but with the end soon in sight. We look forward to returning to our forever home and hopefully enjoying a long and healthy retirement.

To each of the property owners, current and former Board and Finance Advisory Committee members, and especially to my accounting staff and POA colleagues, it has been my pleasure to serve as your Finance Director and Chief Financial Officer. I have tried with each job I have had over a very lengthy career to leave the organizations better than I found them. I believe that is the case with TVPOA. I have been privileged to serve as your CFO and leave TVPOA in excellent financial shape. I wish each of you and the organization continued success in the years to come.

2020 OFFERS REAL DOLLAR SAVINGS

MITZI LANE, CHIEF OPERATING OFFICER



Tellico Village Property Owners Association employees continually find ways to save money as part of the Continuous Improvement program. The Continuous Improvement model used in Tellico Village relies greatly on employees, not just the departmental leaders to identify opportunities for improvement. This method of improvement is effective because employees are closest to the problems, and thus better equipped to solve them.

In early 2020 when the COVID pandemic became “real” for Tellico Village, the management team reevaluated budgets and deferred projects, as necessary to compensate for any lost revenue or unforeseen expenses that could be coming down the pipeline. Simultaneously, the staff thoroughly vetted every CI project in place and created awareness regarding processes that could be more efficient. Each year, the departmental leaders and staff are challenged with goals that encourage them to look for ways to improve and become more efficient.

In 2020, the bulk of continuous improvement “real dollars” came in a different form as compared to what we have seen in the past. Typically, Continuous Improvement projects are an ongoing effort to improve products, services, or processes. These efforts can seek “incremental” improvement over time or “breakthrough” improvement all at once. In the case of 2020, the Recreation Department under the reigns of Simon Bradbury found a way to bring unbudgeted money into the organization. The creation of the Timeless Tellico Foundation allowed the department to host a private funding campaign with the kick-off of the Foundation, raising an additional \$86,000 for the proposed covered Pickleplex courts.

Another impressive CI project for 2020 took place at the Kahite Golf Course. Superintendent Jordan Clark negotiated a deal with a contractor who was building a nearby house to have the contractor dump the dirt from the jobsite near the Kahite golf cart barn. Jordan and his crew used the dirt to fill in bunkers, which was a part of an overall project to fill in bunkers on the Kahite Golf Course. The estimated savings was \$1000 per bunker, totaling an annual savings of \$15,000.

By years end, the staff saved \$170,000 real dollars and presented the Board members with a ceremonial

check during the POA Board meeting in December 2020. The recent savings puts the Continuous Improvement program at a combined \$1.38 million since 2012. With over 80 recorded and verified CI projects in the 2020 year, the POA departmental leaders and staff met an all-time high record savings that was moved into the reserve account. We are looking forward to



another great year in 2021.



GOLF 2020 WAS A HOLE-IN-ONE

CHRIS SYKES, DIRECTOR OF GOLF

2020 was a year we will not soon forget. First and foremost, thank you to the entire golf community for a great year in spite of the pandemic and all the craziness in the world. The Golf staff is definitely looking forward to a return

to normalcy and an even better 2021.

The Golf Department went through a reorganization process under new leadership and adopted the 'One Tellico Village Golf' moniker. The Golf Management Team works very closely together and realizes that we are all in this together. We have adopted a 'whatever it takes' mindset, which was on full display this season while navigating the coronavirus pandemic. The entire golf staff deserves our gratitude. 2020 would not have been such a successful year in golf if not for the leadership provided by the Golf Management Team(s): Toqua Golf Club consisting of Adam Jacob, Head Golf Professional, Charles Roffers, Assistant Golf Professional, and Jon North and Tyler Thies who serve as the Golf Course Superintendents; Tanasi Golf Club with Casey Flenniken, Head Golf Professional, Michael Ledbetter Assistant Golf Professional and Wells McClure, Head Golf Course Superintendent; and The Links of Kahite with Jeff Harrington, Head Golf Professional and Jordan Clark, Head Golf Course Superintendent.

Thanks to the ongoing commitment of the golf staff and Tellico Village golf community, we have continued to safely 'Play Through the Pandemic'. Thankfully, golf is a game of social distancing that is played in the great outdoors where you never have to touch anything but your own equipment. It has not been easy, and coronavirus is not going anywhere anytime soon, but thanks to the leadership provided by your Golf Management Team, we have been able to keep golf as a safe haven in Tellico Village.

2020 was another record wet year, with rain totals well above average for the third year in a row. We had

annual totals of 67" at Toqua, 76" at Tanasi and an incredible 94.53" at Kahite with over 126 rain events. Kahite especially seemed to get far more afternoon thunderstorms than normal. We are due for a dry year as our annual average rainfall is 48". While things were wet, we did not have an excessively hot summer and we were blessed with a very mild fall.

Despite rain and the pandemic, we saw a large increase in golf participation in 2020. The pandemic has had many negative impacts, but it was a positive for golf. The avid golfer played more, the recreational golfer played more, and folks were either reintroduced to the game or took it up for the first time. Golf has served as an outlet for many during these difficult times and has contributed positively to overall mental and physical health. Courses have seen increased activity across the country, and we experienced a record golf season in Tellico Village. We finished up with a grand total of 102,770 rounds, which is 24,054 over budget and an all-time high for Tellico Village. The previous record occurred in 2006 when we recorded 92,258 rounds and our recent high-water mark was in 2019 when

we recorded 75,351 rounds. Our prior 5-year average was 71,740, so we were incredibly busy in 2020.

***We finished 2020
with a record-
breaking total
of 102,770 golf
rounds.***

In addition to record rounds, we were also able to safely conduct lessons, clinics, and our Jr. Golf Camp, all of which had high participation. COVID modifications were made and all our major leagues played a full season. We were able to successfully hold multiple charity golf outings, as well as all our major golf events including the Red-Tailed Hawk Invitational.

While the Member-Guest was a climatic conclusion to an historic season, the highlight for the Golf Team was the Folds of Honor Golf Marathon. Due to your incredible generosity, we were able to raise over \$10,000 to help serve the families of fallen or disabled service members.

The Golf Department is always looking for ways to improve the golf experience and went high-tech in 2020 with the addition of the Trackman 4 and Finn Cycles. The Trackman 4 Dual Radar is the latest in golf technology and can help take your game to the next level through custom fittings, lessons, practice,

and you can even play a simulated round at golf courses like The Old Course at St. Andrews. Call any of our golf shops to schedule your personal Trackman Experience to 'Unleash Your Potential'. The Finn Cycles add a whole new element of fun to golf and can even turn a bad round into a good time. The Finns are incredibly easy to ride so call the golf shop at Kahite to reserve yours today. They not only make golf more fun, but you can easily navigate the golf course driving straight to your ball while a traditional golf cart may be restricted to the cartpath.

A big part of our restructuring was bringing the Golf Shop merchandise operations in house. Our Head Golf Professionals managed the transition beautifully despite some roadblocks. January and February were all about getting accounts setup and systems in place. The initial orders were placed to stock the golf shops and then the coronavirus showed up, which forced us to close the golf shop doors for the bulk of the spring. The team got creative with online shopping, tent sales, sidewalk sales and delivery services. Once we were finally able to reopen, our golf shops sales were outstanding. The Golf Professional staff conducted numerous demo days and the Trackman 4 enabled us to properly conduct custom club fittings. This all added up to a record year in golf merchandise retail sales of over \$332,000, all of which go back to the POA. Our golf shops are getting new, exciting items arriving all the time. Get your logo golf and sports attire, the latest in golf equipment, golf shoes, athletic wear, t-shirts, sweatshirts, headwear, blankets, drinkware, trinkets and so much more!

The golf courses handled the record traffic in 2020 beautifully. The golf courses and clubhouse grounds are in a constant state of Continuous Improvement due to the efforts of your Golf Course and Landscape Maintenance Teams. We focus on first impressions daily and are constantly looking for ways to improve the overall experience. While we had record play, we also had record course conditions. We had a very smooth season agronomically with excellent putting surfaces year-round. This is a huge accomplishment in the heart of the transition zone, which is one of the most difficult places in the world to grow grass. Our aggressive spring aerification practices led to success

and we have some of the most sound agronomic programs in the country. In addition to providing World Class playing conditions, we were able to make considerable improvements to our facilities in 2020:

- Continued in-house bunker renovations at Tanasi with capillary concrete
- Phase 1 of the bunker renovation process at Kahite that included the elimination of 32 unnecessary bunkers
- Doubling the size of the artificial teeing surface for winter use at Toqua
- Extensive drainage improvements at all three courses
- Grassing improvements at all three courses
- Audubon Sanctuary Program recertification at all three courses
- Addition of Butterfly Gardens at Toqua and Kahite
- Clubhouse grounds improvement projects at all three facilities

Most of all in 2020, we grew together as a team. The Golf Management Team talks extensively daily, meets



weekly and are always working together to get better. We have gone on multiple developmental retreats together, which most recently included an overnight trip to Musgrove Mill Golf Club, which is one of the best facilities in South Carolina. It was a much needed getaway after a

very challenging season managing the busyness of the pandemic. We have all become very close, which has been critical to our recent success. We have worked to put everyone in the best position for success and our skillsets all blend beautifully. The Golf Team at Tellico Village is one of the best in the industry.

While 2020 was a historic year in many ways, we are looking forward to an even better 2021. Golf has some big plans for 2021, which will include the following capital improvement highlights:

- New fleet of golf carts to replace the fleet at Kahite
- Complete the bunker renovations at Tanasi
- Renovate the front nine bunkers at Kahite
- Replace damaged areas of the cartpaths at Tanasi

Thank you again for a great 2020 and we look forward to serving you again in 2021.



RECREATION YEAR-END REVIEW

SIMON BRADBURY, RECREATION DIRECTOR

During the initial spike of coronavirus cases earlier this year, all indoor and some of our outdoor recreational facilities were shut down. Governor Lee issued the Tennessee Pledge outlining guidelines for recreational facilities

to reopen. Our Recreation Department developed safety standards that are now used industry wide. A reservation system (Acuity) was implemented allowing members to reserve facility time eight days in advance. Despite a steep learning curve for Recreation members and staff, we all adjusted to these guidelines and reservation processes. Adherence to these guidelines has significantly impacted the availability of our facilities to members and required hiring additional staff to sanitize and ensure social distancing. And again, both members and staff took these hurdles in stride and have continued use of our facilities.

Significant effort is required to manage turnover, interview, and train staff for these tasks. Before entrance to our facilities, members are screened for COVID-19 by answering questions. Start times for activities at the indoor facilities are staggered to allow social distancing and give the staff time to disinfect every fifteen minutes and deep clean needed areas.

In a recent Recreation Department questionnaire, many Villagers expressed reluctance to visit our facilities risking exposure to COVID-19. Some people are just not comfortable getting out and this has affected our membership. We understand and respect all those who have decided to avoid indoor activities. We miss you and hope you return soon.

Despite this pandemic, our Recreation Department referred to our strategic plan and expanded in several areas. We extended Kayak and Paddleboard season as well as offered more opportunities for members to enjoy wellness time on the lake. We are excited to partner with Select Physical Therapy to offer Aquatic Physical Therapy services in our Wellness Center pool. The Timeless Tellico Foundation (TTF), a 501c3, was created to fund facilities and programs for recreation not provided in the TVPOA capital budget. Fundraising is underway to build four additional covered pickleball courts. Construction is targeted to begin in spring of 2021. The Timeless Tellico Foundation also funded the Tennessee Orthopedic Clinic program, which

provides an athletic trainer at the Wellness Center for injury assessment and exercise counseling. Working with volunteers, an additional 10 miles of trails and four new pocket parks have been created throughout Tellico Village, providing much needed outdoor areas to exercise and relax, as well as expanded several main trails on the Wellness Center trail system from single track to double track for safety and ease of use. A frisbee golf course was created adjacent to the pickleball courts. Select pieces of cardio equipment not being utilized due to social distancing requirements at the Wellness Center were moved to Chota and Kahite, providing members with alternate exercise locations. Outdoor Yoga classes were implemented, Zoom exercise classes were provided, and new classes were showcased. TRX equipment has also been installed at Chota. Additional exercise equipment and classes are now in use at Kahite.

The Recreation Department has partnered with Golf to provide more outdoor opportunities, such as biking on the golf cart paths before golf play begins. Despite the cold weather, this activity has become very popular.

We are offering more classes than before the pandemic to best serve the needs of our members. 75 weekly exercise classes are now offered using 16 instructors:

- Wellness Center Fitness Classroom - 37 classes
- Wellness Center Pool - 20 classes
- Chota Gym - 7 classes
- Kahite Gym - 11 classes

In the coming months, the Recreation Department will continue to create wellness opportunities inside and outside within the guidelines issued by the State. We will continue to offer these wellness opportunities while optimizing our facilities and providing a safe environment for our Recreation Department members. In addition, your Recreation Department will continue to provide quality recreation trails and parks open to all Tellico Village property owners.

NEW ULTRAVIOLET HVAC LIGHTING

CLAYTON TAYLOR, PUBLIC WORKS ASSISTANT DIRECTOR

2020 has presented many public health challenges as we all know. As such, our Board of Directors, Public Services Advisory Committee and POA management decided to install ultraviolet lighting in our existing HVAC systems at the Wellness Center. This UV lighting is intended to help protect our members and ultimately modify the environment inside our Wellness Center. Interstate Mechanical, our current HVAC maintenance contractor, also installed the UV lighting systems. The only HVAC unit that was not included in this primary application was the dehumidifier that runs the pool area. All other units were addressed.

According to the design, the air will move through the HVAC units and come into contact with the strong UV light that will destroy harmful contaminants. The installation for the indoor units required adding a UV bulb inside the supply and return ducts immediately entering and exiting the coils. In the outdoor rooftop units, the bulbs were installed inside the unit itself with a safety switch to turn off the light when maintenance is being done. Each unit is also equipped with an external ON and OFF switch on the outside of the unit for added protection.

An air test was conducted in both the exercise and fitness rooms. There were two samples taken over a 2-hour period for each area and more samples will be taken to support a comparable analysis of the air contaminants. We will use these samples to equip Public Services and the Board of Directors with the proper information to determine whether we should incorporate this technology into other Tellico Village facilities.



The ultraviolet lighting system is designed to save energy and maintenance costs, as well as improve indoor air quality by sterilizing airborne bacteria, viruses, and allergens.

UPDATED BRUSH & LEAF PROCEDURES

Each year, Public Works provides brush and leaf pickup services for Village residents. Brush is picked up year-round and leaves are picked up November through February. The crew moves continuously throughout the Village year-round.

In order to make it more efficient for everyone, residents are no longer required to call in their pick-up requests. Public Works moves continuously which means they will visit each neighborhood within the Village and remove the debris. Please place brush and leaves into separate piles.

Public Works will start in Kahite and work through each neighborhood on their way to Coyatee.

If the crews get through the Village, they will start over again.

Brush should be at least three feet long, no more than six inches in diameter, and free from any metal objects. Piles should be placed along the street right-of-way in front of your home. No household trash, building material, grass clippings, shrubs or metal items will be picked up.

***REMINDER:** brush not placed in the street right-of-way in front of your home will not be picked up. Please separate brush and leaves into separate piles.

Once again, no calls are required; simply put your brush out in your neighborhood and it will be picked up. We hope this process will make the brush removal system easier and more efficient for all residents.

Leaves should be placed in the right-of-way in front

of your home and it will be picked up. Public Works will not take leaves if they are bagged. If you wish to bag your leaves, you can put the bags out with your household garbage and they will take them.

If you have any questions about this procedure, call the Public Works office at (865) 458-4522.

***NOTE:** While the goal is to pick up all brush and leaves in all neighborhoods each month, we may be slightly behind schedule due to the amount of brush or leaves. However, we will continue the route until it is completed and then we will start over. Please be patient and we will pick up the debris as soon as possible.

New Brush Truck

Brush truck runs everyday year round

Brush pickup consist of

- 1 truck
- 1 employee
- Average 5-6 loads a day depending on which area the truck is in and how much brush has been put out
- Load count has already increased by at least 1 extra load per day and will increase more as we get use to the new truck
- We are training several employees to operate this truck



TAKE YOUR NEWSLETTER DIGITAL

As you know, saving money with our Continuous Improvement program is an important mission of the POA. Each quarter, it costs the POA around \$7,000 to print and distribute the Quarterly Newsletter. In efforts to reduce this cost, we began offering this newsletter in digital form a little over a year ago. Since then, the POA has saved more than \$5,000 thanks to those who have made the switch.

In addition to helping the POA save money, digital subscribers also receive their newsletter weeks earlier. While it takes time for the publication to be formatted, printed, and mailed, it can be emailed by the click of

the button immediately upon completion.

To sign up to receive your POA Quarterly Newsletter digitally, visit the POA website at www.tellicovillagepoa.org and click on the "News" tab. Even if you already receive it digitally, please share this direct sign-up link with your friends and neighbors: <https://mailchi.mp/1c30857d9824/tvpoa-digital-newsletter-sign-up>. If you need assistance, email Amanda Parks at aparks@tvpoa.org with your name, street address, and email address.

Together, we can help save more money!

HELP SPOT DELIVERS SOLUTIONS

In August 2020, TVPOA launched Tellico Village Help Spot: a new system that allows us to better assist our property owners and keep track of issues and inquiries. When submitting a request for assistance, the user is asked to provide their name, contact information, and request details, and will be given the option to mark the request urgent and/or attach up to three files. Once completed, an access key is issued to allow the submitter to check on the status of the request. Shortly following, an email is sent to confirm the request has been successfully received. Once the ticket has been reviewed and resolved by a POA staff member, an additional notification is sent to the submitter. In most cases, property owners are contacted within the same or next business day. Following the closing of the ticket, submitters will have the opportunity to complete a quick satisfaction survey with comments.

This system is not intended for emergency requests (water leaks, sewer alarms, etc.) Those must be handled by calling Public Works at 865-458-4522.

You can access Tellico Village Help Spot by clicking on the Contact Us tab on the POA website or directly at www.tvpoa.helpspot.com. We recommend bookmarking this webpage for quick and convenient access.

Since the launch of Help Spot in August through December 31, 2020, our POA Help Spot administrators received and solved a total of 1,115 tickets, with an average of seven per day. Our metrics have displayed a very high response rate: 68% of tickets were responded to within 30 minutes; 100% were

responded to within 12 hours or less.

Our data also shows the most-requested categories (land/streets/brush, water/sewer, and internal IT) as well as the top departmental requests (Public Works, ACC, IT, Recreation, Golf). Reports show the majority of requests are submitted on Mondays and Fridays and volume is at its lowest during the middle of the week.

Every member who submits a ticket is sent a satisfaction survey to the email provided by the member once the ticket is closed. The Help Spot administrator receives a weekly email containing the week's statistics and feedback so we can stay on top of any issues that may arise. Negative feedback is addressed immediately by reaching out to the member for further clarification. In most cases, the member did not see the email response, did not like the resolution, or misunderstood the resolution. We take this feedback seriously and strive to provide 100% satisfaction.

We are pleased with the organization and efficiency this system adds to our operations. We are here to serve you and we believe Help Spot has been a beneficial implementation for POA staff and property owners alike.

The screenshot shows the Tellico Village Help Center website. At the top is a dark blue header with the text "Tellico Village Help Center". Below the header is a navigation menu with links: Home, Submit a Request, Check on a Request, Knowledge Books, and FAQs. The main content area has a welcome message: "Welcome to the Tellico Village Help Center. If you need the Property Owners Association to contact you regarding an issue, please click on the 'Submit a Request' link to the left of this box." It also states: "Someone from the Property Owners Association will be back in touch with you by the next business day. Thank you." There is a section for FAQs with a link to "Frequently Asked Questions". At the bottom, there is a section titled "Knowledge Book Pages Rated Most Helpful" with a link to "FAQs ~ TVPOA Brush Pickup Schedule". A search bar is located at the bottom right with a "Search" button.

Driving Our Mission – Achieving Milestones – Seeking Support



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 our area to have a facility like Our PLACE is great. The opportunity to help families, neighbors and friends is significant. When we started down the path in 2017 to bring this facility to our community, the vision was to be open and operating by this time. A number of hurdles slowed the achievement of that goal, especially the COVID-19 pandemic.

Nothing worth doing comes easily, but we are proud that the Tellico Community Foundation and the East Tennessee Foundation have recognized our progress against their established goals for us. As a result, in November 2020 those two foundations granted the property located at the intersection of Highways 444 and 72 for the site of Our Place.



Since that time we have bench marked our planned operation against other adult day centers in Eastern Tennessee and adjusted the internal blueprints for the facility to maximize efficiencies. We have also narrowed the selection of building contractors and are moving forward with plans to break ground in the April to May timeframe. We now anticipate opening Our Place in the spring of 2022.

Fund raising to build, staff and operate the building for the second half of 2020 exceeded expectations as a result of the growing support and gracious donations received from local government entities, churches, service organizations, clubs and individuals in our community. During this time frame we were able to raise over \$430,000 toward the original goal of \$620,000. The reality of escalating construction and material costs however will require funding closer to \$900,000 to make this facility a reality.

We are in the process of planning additional fund raisers, and procuring a line of credit to address any potential funding shortfall. If you visit our website, www.ourplaceten.org, you can stay informed of our progress, learn more about Alzheimer's/Dementia, volunteer to help or make a donation that will support many in our community for years to come.

We are very thankful for the support we are receiving in our community as we move closer to building Our PLACE and our legacy for our neighbors, our friends and our families!!

Jim Dezzutti, Volunteer Chair, Our PLACE Board

With 2020 now (thankfully) in the rear-view mirror, it's appropriate to reflect back and review how the HOA did this past year. Little did we know when we started 2020 that the majority of our HOA plans for the year would be impacted by the Covid-19 virus.

So how effective, in spite of the pandemic, was the HOA in fulfilling its Mission to "Deliver value to Tellico Village homeowners through informative and engaging programs, while promoting social fellowship, civic responsibility, and providing a 'voice' for homeowner concern"?

Simply put, to meet its mission HOA must 1) Advocate resident concerns and provide information on issues impacting residents and 2) Provide Social Opportunities. So, let's briefly cover each main 2020 goal that was established starting with Advocacy.

Goal: Keep HOA members informed especially on high impact and controversial topics. HOA BOD members and Liaisons have continued to regularly attend POA and other key organizations in the Village and surrounding community.

- Created webpages on TellicoLife providing COVID-19 information.
- "Voice of the Village" email published containing timely information including local and county updates.
- Published numerous Special "Voice of the Village" emails
- Provided timely information on US 2020 Census (result: highest participation by a community in TN)
- Candidate and voter information provided for August 6 Primary and Nov 3rd General Election (record voter turnouts)
- Conducted HOA Open Village Meetings for all Tellico Village Residents – Topics "State of the Village" and "POA Candidates Forum".

Goal: Identify and prioritize issues having current or future impact on HOA members.

- Asian Carp – updated members on subject - HOA letters submitted to TVA Board of Directors
- Drainage issues – brought homeowner concerns to POA.
- Identifying Kahite Specific Issues to Address – HOA Highway Safety Committee involvement regarding Niles Ferry intersection.
- Introduced HOA's Covid-19 volunteer advisor to POA

with goal of vaccination site in Tellico Village.

Goal: Promote the implementation of community management business best practices to the benefit of all Villagers.

- After surveying membership, created & published guidelines for HOA Events due to Covid-19
- Worked with POA on design and implementation of POA "Help Spot" (for issue reporting and tracking).
- Brought to light organizational issues on RV parking lot which resulted in several improvements by the POA to benefit homeowners.
- Worked with POA in implementing the Meeting Scheduling Tool.

Goal: Conduct Social Activities to promote social fellowship in the Village. As one can imagine, traditional HOA social activities were greatly impacted by COVID-19 starting in March.

- HOA Golf remained active throughout the year
- Social Events largely moved to outdoor events
- Monthly Socials were unfortunately canceled

Goal: Improve efficiency of HOA.

- HOA Bylaws revised to allow HOA to continue to operate remotely when circumstances like the Covid-19 pandemic prevented in person meetings & voting. Updated HOA Policies to meet current operating conditions.

As you can see, 2020 was a successful year for Advocacy but our Social Activities were greatly impacted and reduced by the pandemic. In response, for 2021 we plan on providing many more on-line social events. Hopefully our traditional social events can be restarted once the vaccine is rolled out.

Lastly, I want to thank the HOA Board and all our volunteers who worked so diligently during this past year adapting to constant changes impacting traditional operations. Even though there will be trying times still in front of us, there is now a light at the end of the tunnel – we'll get through this together!

Ken Litke, HOA President



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

Tell'em It's Better At Tellico Village

AS OF
DECEMBER 31, 2020,
TELLICO 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