



**TELLICO VILLAGE
PROPERTY OWNERS' ASSOCIATION
BOARD MEETING AGENDA**

**Wednesday, February 18, 2026 – 1:30 pm
Tellico Village Yacht Club**

<u>Topic</u>	<u>Purpose/Outcome</u>	<u>Presenter</u>	<u>Time Frame</u>
Call Session to Order		Mike Lackey	1:30
Pledge of Allegiance			1:30
Minutes (January 21 st)	Approve	Mike Lackey	1:35 – 1:40
Opening Remarks		Mike Lackey	1:40 – 1:50
Open Forum			1:50 – 2:20
LRPAC Name Change and Charter Update	Approve	Joel Reed	2:20 – 2:25
BSC Presentation	Discuss	Joel Reed	2:25 – 2:50
Capital Requests	Approve		2:50 – 3:20
2026 Board Election Calendar Updated Board Code of Ethics	Approve	Mike Lackey	3:20 – 3:25
American Flag at Neighborhood Entrances	Discuss	Larry Godwin	3:25 – 3:35
Other			
Adjourn			

Minutes
January 21st



Opening Remarks



Open Forum

Open Forum Guidelines

- Each Member normally may speak for a maximum of three minutes. There is no yielding of time to others
- Repetitive statements shall be discouraged to save time. A show of hands may be called for as an indication of support by others present.
- No personal attacks will be permitted.
- Questions are encouraged and should be answered by the Directors or Management when possible. Failing an immediate answer, the answer shall be reported at the next Board meeting.
- Statements by Members containing errors of fact should be corrected in a non-confrontational manner.
- Statements of opinion should not be challenged by the Directors or Management, thereby avoiding open debate.

Long Range Planning Advisory Committee (LRPAC)

Name Change To:

Strategic Initiatives Advisory Committee (SIAC)

2026 Tellico Village POA BSC & Business Plan



TELLICO VILLAGE BALANCED SCORECARD



VISION *To be a dynamic, engaging community, meeting the changing needs of property owners, in a fiscally responsible manner, resulting in a lifetime of wellbeing.*

MISSION *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.*

	STRATEGIC OBJECTIVES			MEASURES	TARGETS	INITIATIVES
CUSTOMER				Establish periodic general customer satisfaction surveys	By April '26 establish and implement monthly Property Owner (PO) satisfaction survey. Report results monthly establishing baseline.	#1 PO PDCA
				Customer service/experience follow-up survey (excluding HelpSpot)	85% Satisfied/Very Satisfied Methodology is Key Benchmark in '26	#2 Customer Experience Satisfaction PDCA
				HelpSpot Satisfaction	85% Satisfied or Very Satisfied	#3 HelpSpot PDCA
FINANCIAL				Achieve expenses per budget	\$29,146,224	#4 Expense PDCA
				Meet revenue targets including manage subsidies by increasing non-assessment revenue	\$35,387,822	#5 Revenue & Subsidy PDCA
				Monitor TV Financial Health	\$8,977,107	#6 Reserve Contribution
INTERNAL PROCESS				Identify Process Efficiency Improvements	Complete 3 efficiency studies identifying \$50K savings each*	#7 Efficiency PDCA
				Establish Preventative Maintenance (PM) program	By May '26 establish PM programs for assets >\$50K & remaining life <30 years	#8 PM PDCA
				Innovate discretionary revenue enhancing programs	New programs generate \$250K net new revenue growth*	#9 Innovation PDCA
				Safety / Incident rate (OSHA cases) LTIR (Lost Time Incident Rate)	0.9	#10 Safety PDCA
LEARNING & GROWTH				Establish annual employee satisfaction survey	Establish and implement annual employee satisfaction survey. Report results while establishing employee baseline for the % of employees that would recommend TV for employment	#11 Employee Satisfaction PDCA
				Implement customer focused training	100% of employees trained online by year end	#12 Customer Focused PDCA
				Employee retention	Voluntary separation: Food Service <40%	#13 Employee Retention PDCA
				Establish performance reviews linked to Balanced Scorecard goals	100% of employees will have goals with some linkage to Strategic Objectives	#14 Align Reviews PDCA
VALUES				Fiscal Responsibility	Aesthetics & Environment	

* Revenue and cost targets are incorporated into adopted 2026 budget and are not additive.

TELLICO VILLAGE BALANCED SCORECARD



VISION *To be a dynamic, engaging community, meeting the changing needs of property owners, in a fiscally responsible manner, resulting in a lifetime of wellbeing.*

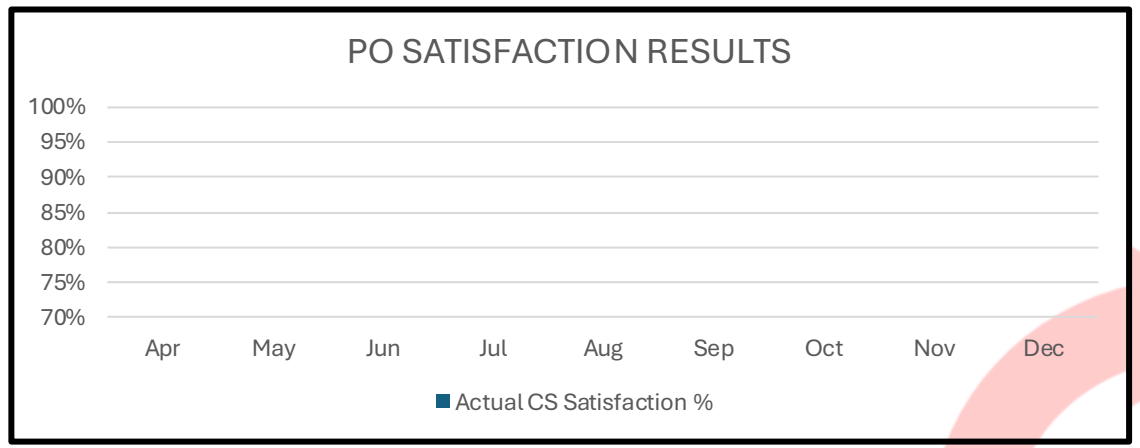
MISSION *To enhance and preserve the Tellico Village quality of life, social fabric, property values, and overall member value through effective and efficient management of the Association.*

	STRATEGIC OBJECTIVES			MEASURES	TARGETS	INITIATIVES
CUSTOMER	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Put Customers First</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Achieve High Property Owner Satisfaction</div> </div>			Establish periodic general customer satisfaction surveys	By April '26 establish and implement monthly Property Owner (PO) satisfaction survey. Report results monthly establishing baseline.	#1 PO PDCA
				Customer service/experience follow-up survey (excluding HelpSpot)	85% Satisfied/Very Satisfied Methodology is Key Benchmark in '26	#2 Customer Experience Satisfaction PDCA
				HelpSpot Satisfaction	85% Satisfied or Very Satisfied	#3 HelpSpot PDCA
FINANCIAL	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Control Costs</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Optimize Discretionary Revenue</div> </div>			Achieve expenses per budget	TBD	#4 Expense PDCA
				Meet revenue targets including manage subsidies by increasing non-assessment revenue	TBD	#5 Revenue & Subsidy PDCA
				Monitor TV Financial Health	TBD (Meeting Reserve contribution goals)	#6 Reserve Contribution
INTERNAL PROCESS	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Improve Operational Efficiency</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Maintain High Quality, Reliable Infrastructure</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Innovate Amenities & Customer Services</div> </div>			Identify Process Efficiency Improvements	Complete 3 efficiency studies identifying \$50K savings each*	#7 Efficiency PDCA
				Establish Preventative Maintenance (PM) program	By May '26 establish PM programs for assets >\$50K & remaining life <30 years	#8 PM PDCA
				Innovate discretionary revenue enhancing programs	New programs generate \$250K net new revenue growth*	#9 Innovation PDCA
				Safety / Incident rate (OSHA cases) LTIR (Lost Time Incident Rate)	0.9	#10 Safety PDCA
LEARNING & GROWTH	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Increase Employee Skills & Empowerment</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Improve Employee Satisfaction & Retention</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 10px; background-color: #e0e0e0;">Link Employee Goals to Scorecard</div> </div>			Establish annual employee satisfaction survey	Establish and implement annual employee satisfaction survey. Report results while establishing employee baseline for the % of employees that would recommend TV for employment	#11 Employee Satisfaction PDCA
				Implement customer focused training	100% of employees trained online by year end	#12 Customer Focused PDCA
				Employee retention	Voluntary separation: Food Service <40%	#13 Employee Retention PDCA
				Establish performance reviews linked to Balanced Scorecard goals	100% of employees will have goals with some linkage to Strategic Objectives	#14 Align Reviews PDCA
VALUES	People Service Communication			Fiscal Responsibility	Aesthetics & Environment	

* Revenue and cost targets are incorporated into adopted 2026 budget and are not additive.

ACT

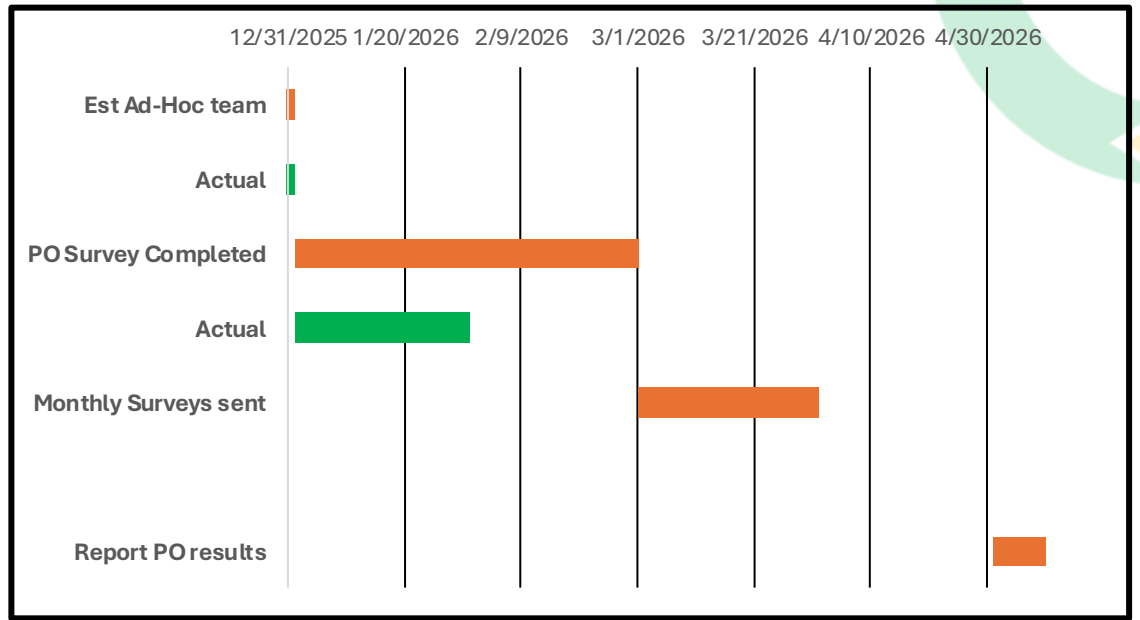
PLAN



- Establish Ad-Hoc Property Owner (PO) Committee
- Survey completed
- Mail 50 unique Property Owners/month
- Report PO results monthly at BOD meetings

CHECK

DO

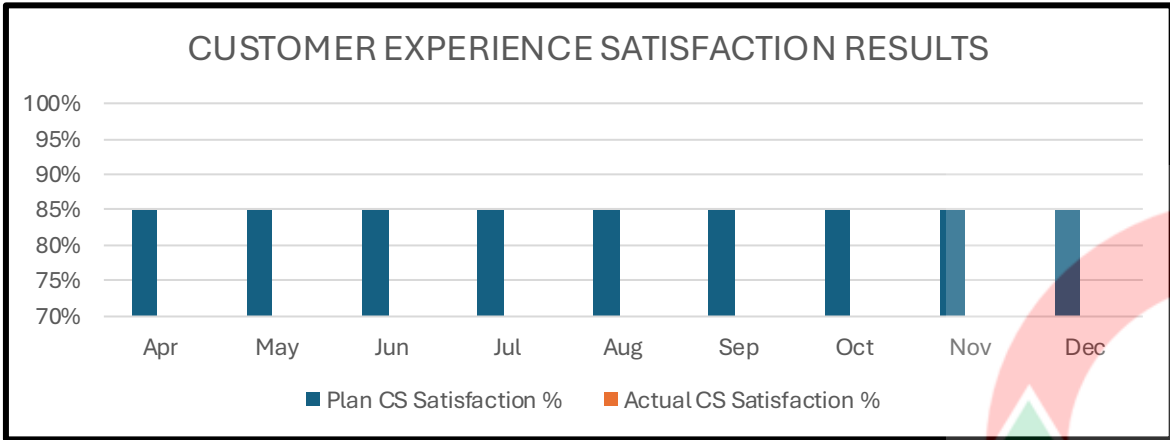


Continuous Improvement

- ✓ BOD gets PO Survey team volunteers 1/1/26
- PO Survey team develops POA survey 3/1/26
- PO team presents survey at March Town Hall 3/16/26
- Monthly survey sent to 50 TV POs in April 4/1/26
- Monthly surveys received and summarized for initial report at May BOD meeting 5/20/26

ACT Countermeasure(s): Expected Results:
 Required if YTD Insert planned recovery graph(s)
 results fall below plan

PLAN

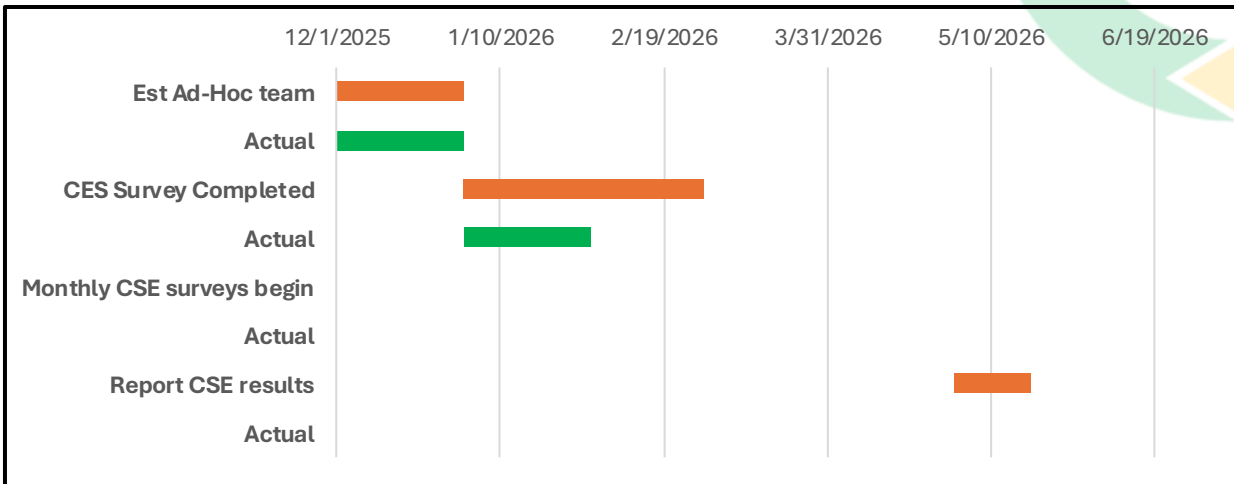


- Establish Ad-Hoc CS Committee
- CS Committee creates customer experience survey with planned 85% satisfaction target
- CS Committee sets-up for PW, FS, Golf, Rec, & POA office
- CS Committee picks up surveys
- CS Committee summarizes survey results
- GM reports CS results monthly at BOD meetings

Continuous Improvement

CHECK

DO



- ✓ BOD gets CS Committee volunteers 1/1/26
- CS Committee develops survey process including all tangible by end of February 2/27/26
- CS Committee presents survey at March Town Hall 3/16/26
- Monthly survey officially starts in April 4/1/26
- CS Committee collects surveys and summarizes for April BOD meeting 5/10/26
- GM reports results at monthly BOD meeting 5/15/26

ACT

PLAN

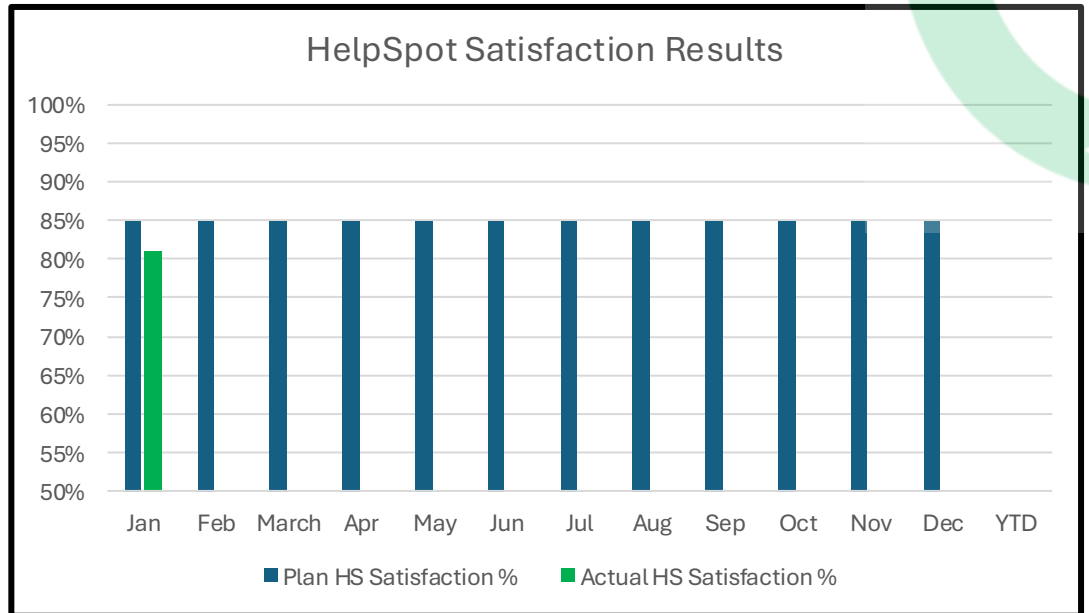
Countermeasure(s):
Required if YTD results fall below plan

Expected Results:
Insert planned recovery graph(s)

- MktComm reviews HelpSpot 85% satisfaction target, 2025 HelpSpot actual results and new HelpSpot process at Directors meeting
- MktComm calculates HelpSpot monthly actual satisfaction results vs planned 85% satisfaction target
- GM reports HelpSpot satisfaction results monthly at BOD meetings

Continuous Improvement

CHECK



- ✓ MktComm summarizes 2025 HelpSpot results, including subjects and departments with lowest satisfaction 1/5/26 **DO**
- ✓ MktComm communicates the lowest satisfaction subjects and departments to all Directors @ monthly meeting 1/6/26
- ✓ Directors to share lowest satisfaction subjects with all employees and ask for their help with improving HelpSpot satisfaction 1/9/26
- ✓ MktComm calculates HelpSpot results based on 1st response overall POA (BSC score) plus internal by department satisfaction actual results monthly 2/4/26
- GM reports HelpSpot results at monthly BOD meeting 2/18/26

ACT

Countermeasure(s):
 Required if MTD/YTD results fall 10%/\$10K
 outside of plan

Expected Results:
 Insert planned recovery graph(s)

9% better than budget



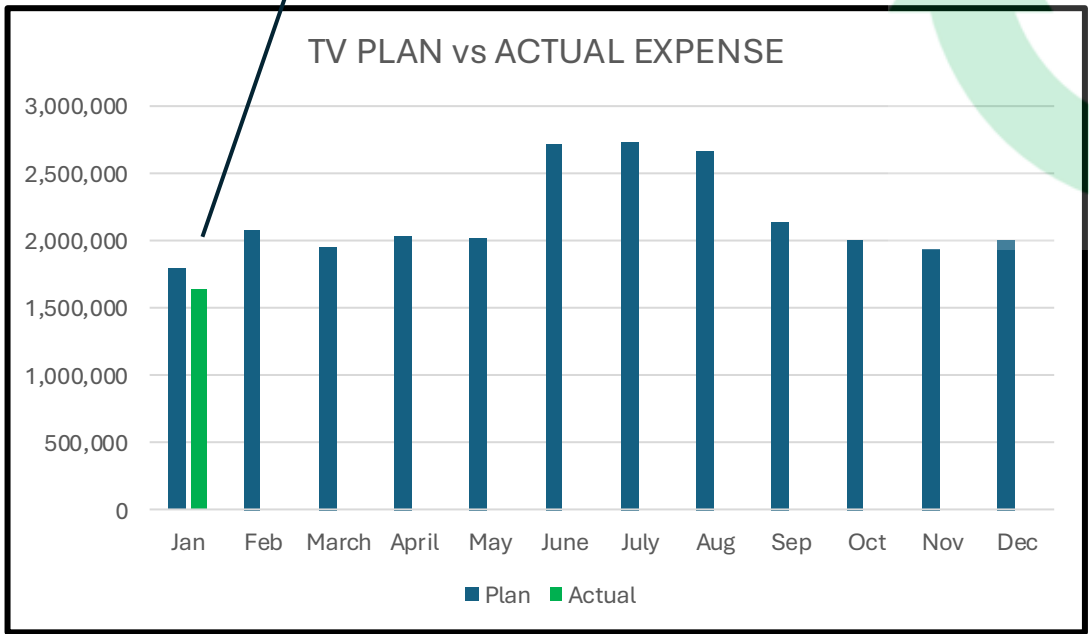
PLAN

- Create monthly planned expense budget reports by department and TOTAL
- Each department shares planned monthly expense budget with all employees
- Actual expense budget reports are prepared monthly
- Corrective action plans are developed for significant Monthly and/or Year-to-Date (YTD) expense overage deviations

Continuous Improvement

CHECK

DO



- ✓ Finance-Acct prepares monthly planned expense budget by department and TOTAL then forwards to all POA Directors 12/23/25
- ✓ POA Directors share monthly planned expense budget results with all employees 1/9/26
- ✓ Finance-Acct creates monthly reports showing planned vs actual results 2/13/26
- POA Directors share monthly planned vs actual expense results and corrective action for deviations greater than \$10,000 or 10% 2/18/26

ACT

PLAN

Countermeasure(s):

Required if MTD/YTD results fall above/below plan

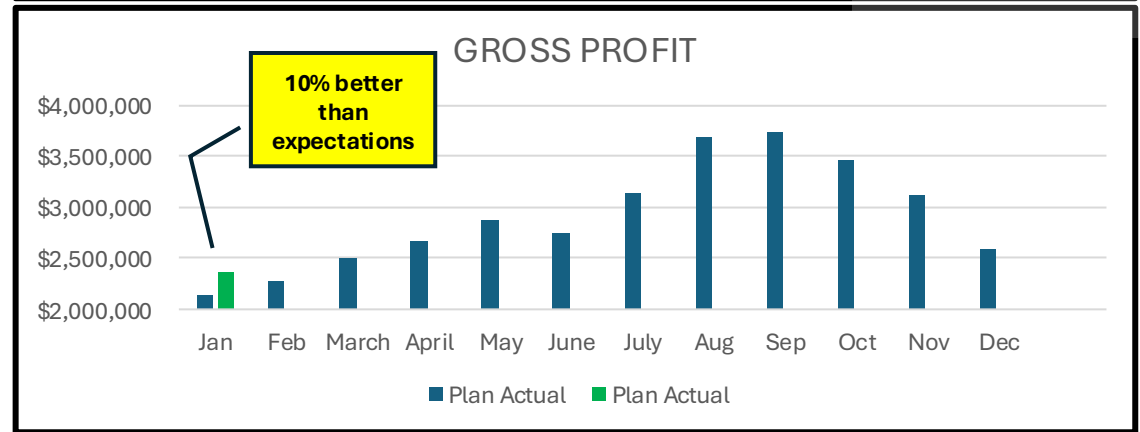
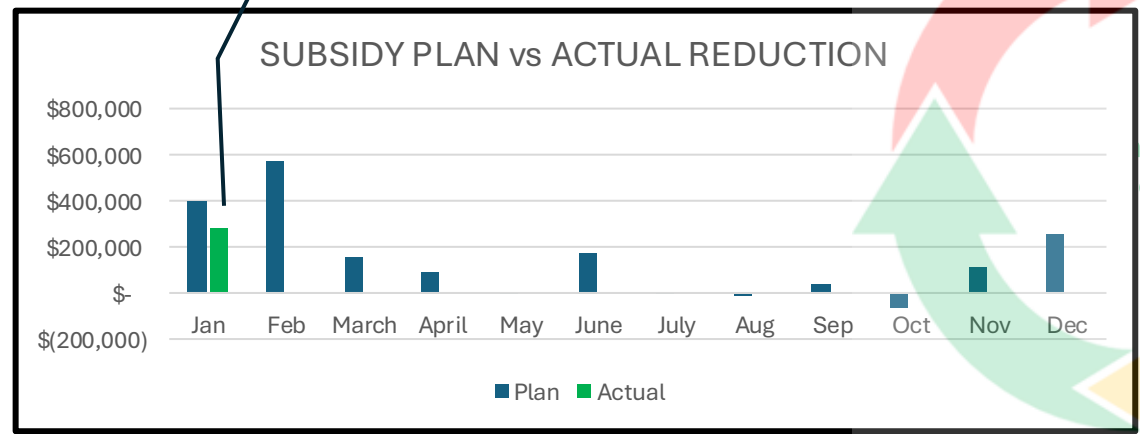
31% better than budget



Expected Results:

Insert planned/recovery graph(s)

CHECK



- Create monthly planned revenue increase & subsidy reduction budget reports by department and TOTAL
- Each department shares planned monthly revenue increase & subsidy reduction budget with all employees
- Actual revenue increase & subsidy reduction budget reports are prepared monthly
- Corrective action plans are developed for significant Monthly and/or Year-to-Date (YTD) revenue increase & subsidy reduction deviations

Continuous improvement


- ✓ Finance-Acct prepares monthly planned revenue increase & subsidy reduction budget by department and forwards to all affected POA Directors **DO** 12/23/25
- ✓ POA Directors share monthly planned revenue increase & subsidy reduction budget with all employees 1/9/26
- ✓ Finance-Acct creates monthly reports showing planned vs actual results 2/13/26
- POA Directors share monthly planned vs actual revenue increase & subsidy reduction results and corrective action for deviations greater than \$10,000 or 10% 2/18/26

ACT

Countermeasure(s):
 Required if MTD/YTD results fall 10% below plan

Expected Results:
 Insert planned recovery graph(s)

124% better than budget



CHECK



Continuous Improvement

PLAN

- Determine required reserve contribution targets
- Set rates for 2026 to achieve reserve funding goals based on reserve study, including water and sewer rates
- Create monthly planned reserve contribution budget report
- Share monthly reserve contribution targets with all employees
- Actual reserve contribution plan vs actual results are prepared monthly
- Corrective action plans are developed for significant monthly and/or Year-to-Date (YTD) deviations

DO


- ✓ Finance-Acct calculates & gets BOD approval for 2026 reserve contribution amounts 11/19/25
- ✓ Finance-Acct prepares monthly planned reserve contribution budget & forwards to all Directors 12/23/25
- ✓ Directors share monthly planned expense budget with all employees 1/9/26
- ✓ Finance-Acct creates monthly reports showing planned vs actual results 2/13/26
- Directors share monthly vs actual expense results and corrective action for deviations greater than 10% 2/18/26

ACT

Countermeasure(s):
Required if MTD/YTD results fall below plan

Expected Results:
Insert planned recovery graph(s)

Efficiency Project on time



PLAN

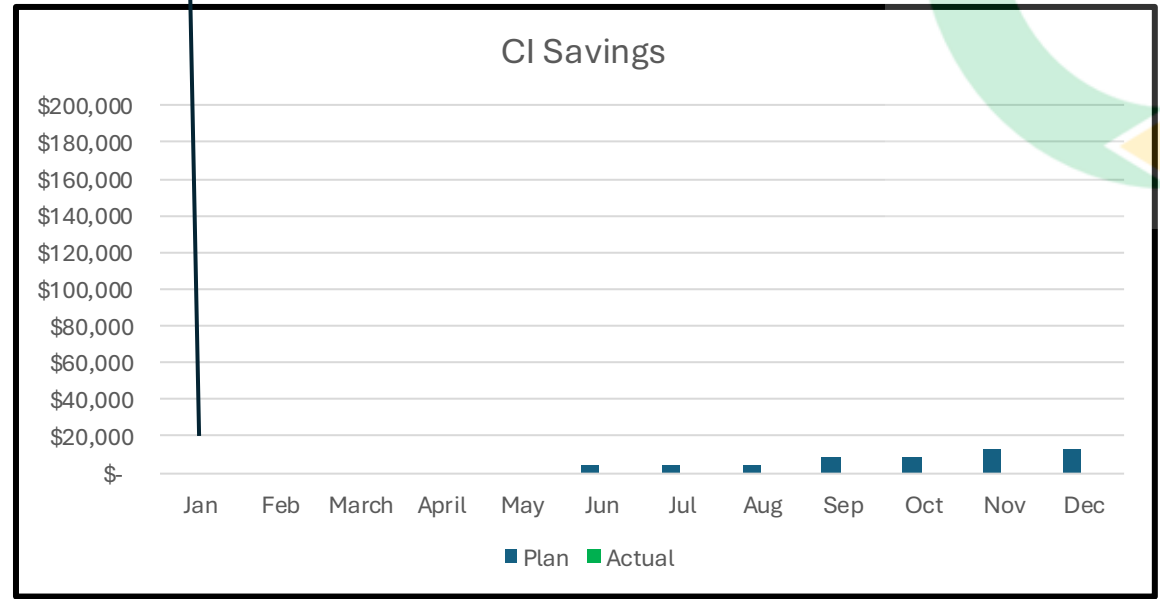
- Establish Ad-Hoc Continuous Improvement (CI) team to partner with POA to map out the current processes looking for lean efficiency improvements
- Determine minimum of 3 processes for CI process efficiency studies to achieve \$150,000 in annualized net savings
- Develop schedule for conducting lean CI process efficiency improvements for 2026
- CI team select lean best process / quality circle for performing efficiency study
- Conduct lean CI efficiency process per schedule
- Test new lean process improvements and test for quality, cost and cycle time improvements
- Check results, adjust as necessary, and document new lean best practices
- Track actual cost improvement savings and report monthly

Continuous Improvement

DO

- ✓ GM & BOD establish volunteer CI team plus minimum 3 processes for study 1/16/26
- CI team develops CI schedule, lean process and presents at March BOD meeting 3/18/26
- CI team updates PDCA deck monthly the 2nd Friday of every month showing project progress plus results 4/10/26

CHECK



ACT

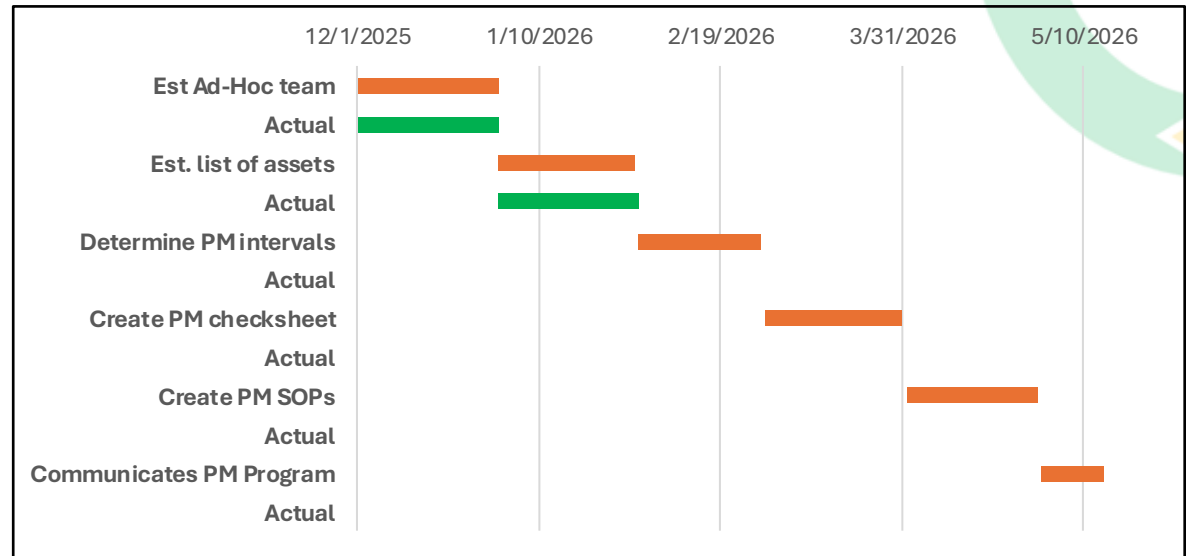
Countermeasure(s):
Required if YTD results fall below plan

Expected Results:
Insert planned recovery graph(s)

- Establish Ad-Hoc CS Committee
- POA establishes a list of assets (building, vehicle, equipment, etc.) for Preventative Maintenance (PM) program
- POA determines maint. Task, description, and frequency based on Original Equipment Manufactures (OEM) recommended maintenance intervals and own maintenance history for every asset
- POA creates PM checklist or matrix to plan and track actual PM and unscheduled repairs
- POA ensures they have capable and dedicated PM team
- POA creates PM Standard Operation Procedures (SOP) for all asset PMs
- GM communicates to all POA staff and TV residents

PLAN

CHECK

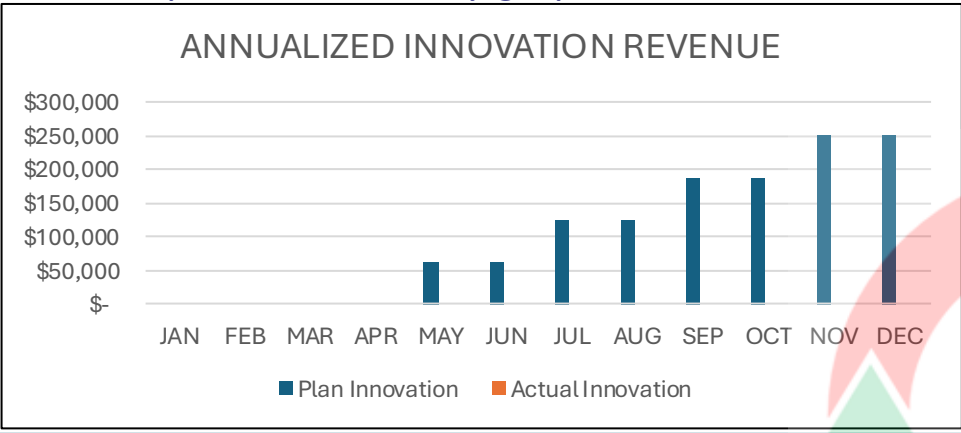


Continuous Improvement

- ✓ BOD gets PM team volunteers 1/1/26
- ✓ POA establishes a list of assets for PM program 1/31/26
- POA determines PM intervals for every asset 2/28/26
- POA creates PM checklist or matrix and ensures they have capable and dedicated PM team 3/31/26
- POA creates PM Standard Operation Procedures for all asset PMs 4/30/26
- GM communicates to all POA staff and TV residents 5/20/26

DO

ACT Countermeasure(s):
 Required if YTD results fall below plan
 Expected Results:
 Insert planned recovery graph(s)

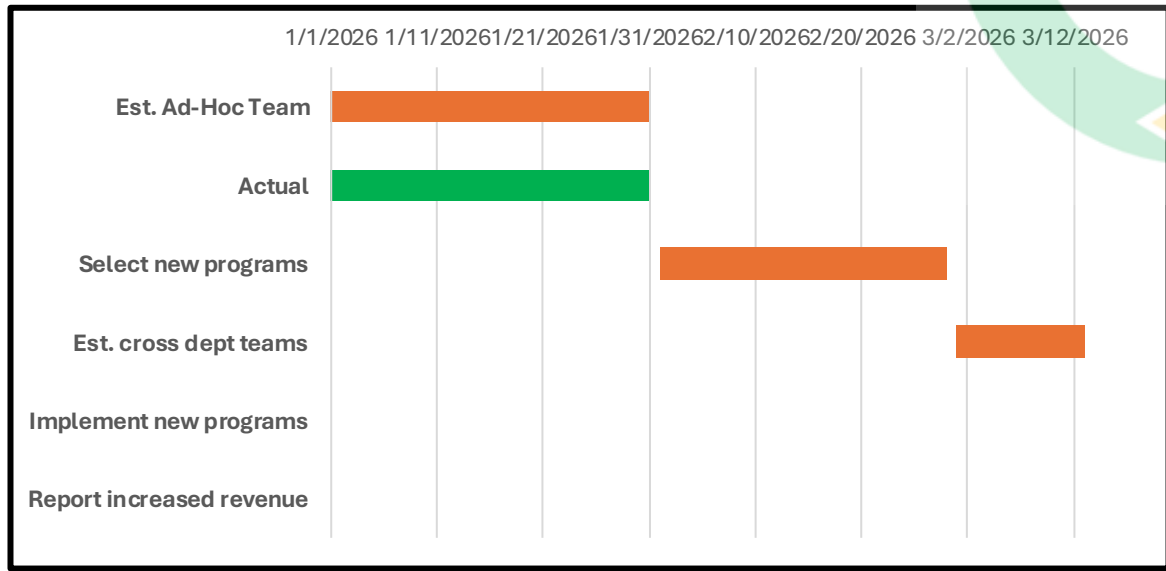


PLAN

- Establish Ad-Hoc POA revenue team to innovate discretionary revenue enhancing programs
- Brainstorm multiple discretionary revenue enhancing programs
- Rank the feasibility of success for each program including estimated net revenue target
- Select 4 program(s) that each will meet or exceed \$62,500 in net increased revenue
- Engage Directors to assign Ad-Hoc cross department employees to create PDCAs for each new program
- Implement and test new programs checking for net cost improvement and customer satisfaction
- Adjust program as necessary and standardize or pursue new innovation idea
- Report annualized net revenue dollars and track actuals monthly

Continuous Improvement

CHECK



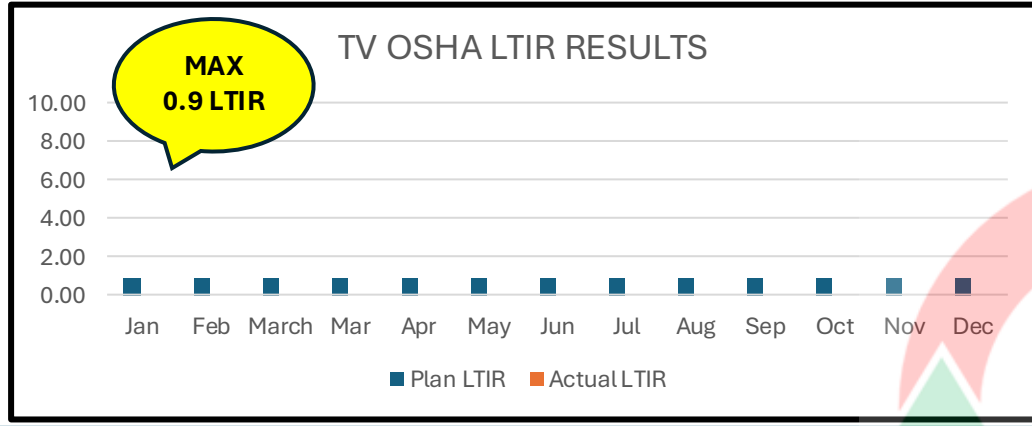
DO

- ✓ Establish Ad-Hoc Revenue team 1/30/26
- Brainstorm, rank & select new revenue enhancing programs 2/28/26
- Engage Directors to assign Ad-Hoc teams to create PDCAs for each new program 3/12/26
- Implement & test new programs checking for net cost improvement and customer satisfaction 5/1/26 – 7/1/26
- Report annualized net revenue dollars for each new program 6/12/26
- Track actual savings & adjust programs as necessary and standardize or pursue new innovation idea 7/1/26

ACT

Countermeasure(s):
Required if YTD results fall below plan

Expected Results:
Insert planned recovery graph(s)

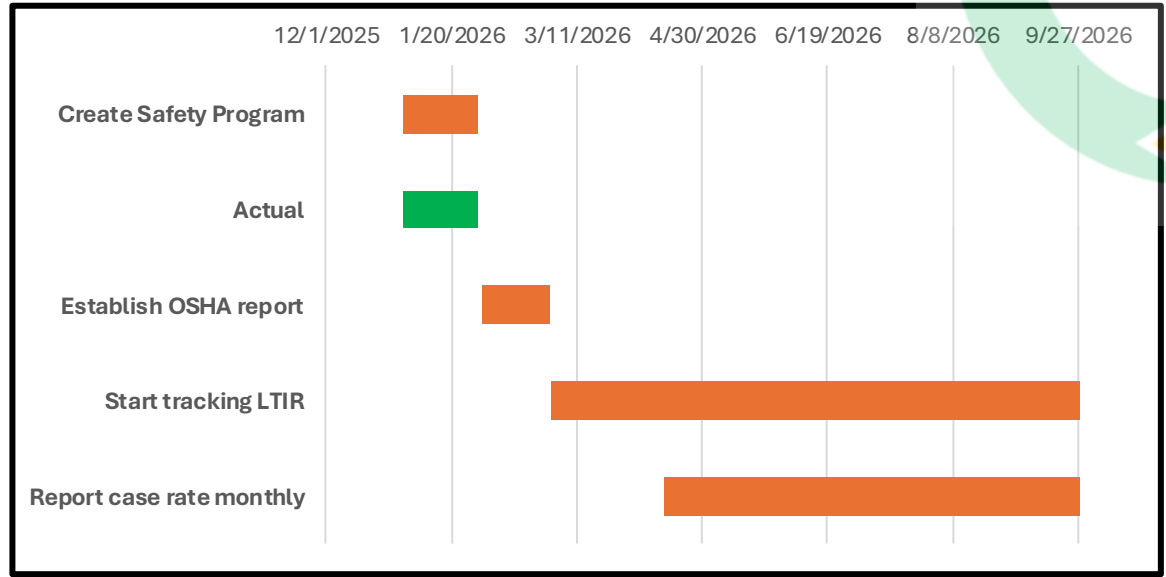


PLAN

- Create safety program while ensuring all employees have Personal Protective Equipment (PPE)
- Create tracking and reporting mechanism for Safety/Incident Rate (OSHA cases) based on LTIR (Lost Time Incident Rate)
- Report LTIR monthly

Continuous Improvement

CHECK



DO

- ✓ HR Creates safety program 1/30/26
- HR establishes tracking and reporting mechanism for Safety/Incident Rate (OSHA cases) based on LTIR (Lost Time Incident Rate) 2/28/26
- GM reports LTIR monthly 4/15/26

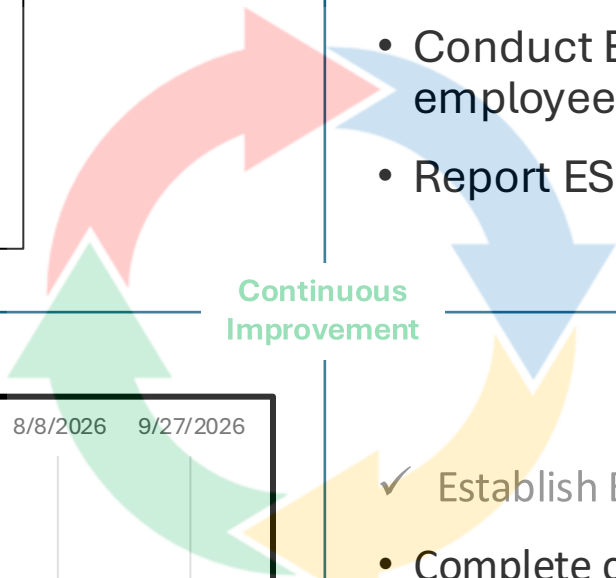
ACT



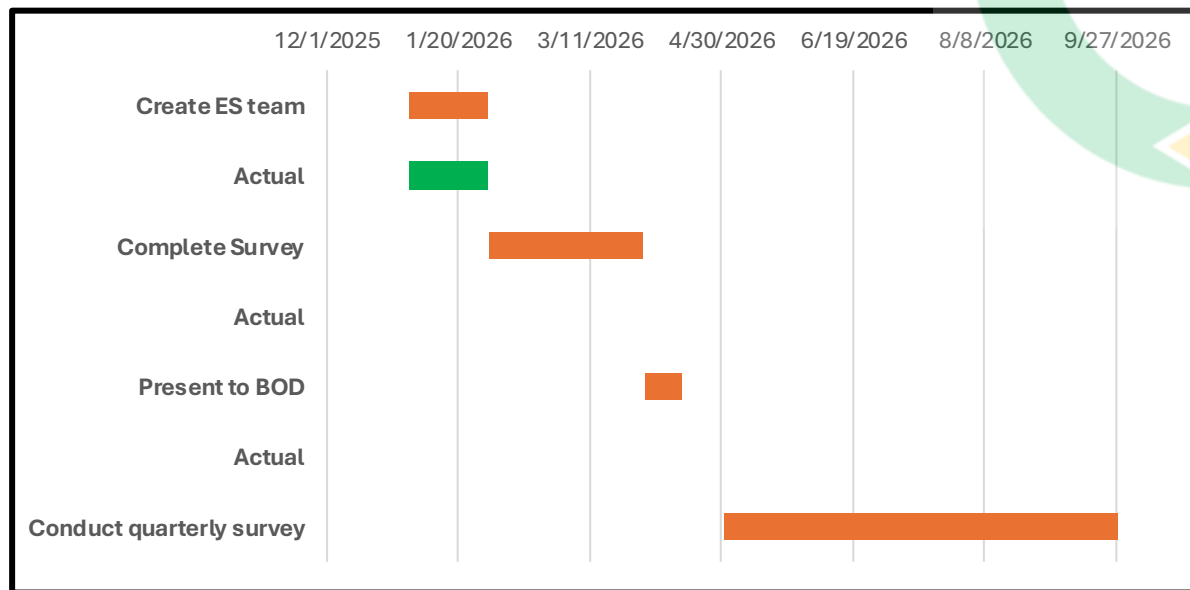
PLAN

- Establish Employee Satisfaction (ES) team
- Complete confidential ES Survey and present to BOD for approval
- Conduct ES Survey for 50% of full time POA employees 3 months apart
- Report ES results at BOD meeting

Continuous Improvement



CHECK



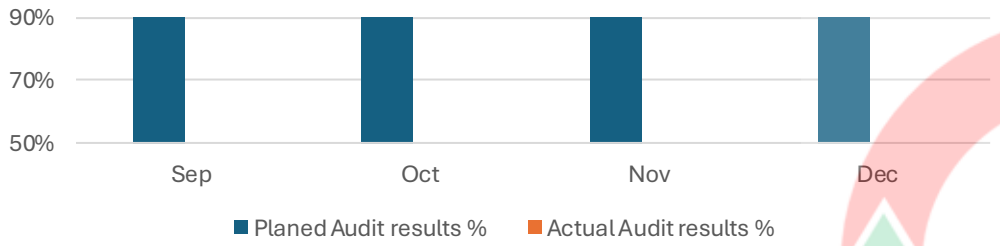
DO

- ✓ Establish ES team headed by HR 1/31/26
- Complete confidential ES Survey 3/31/26
- Present and request BOD approval 4/15/26
- Survey 50% unique full time POA employees 5/1/26 8/1/26

ACT Countermeasure(s):
 Required if YTD results fall below plan
 Expected Results:
 Insert planned recovery graph(s)

PLAN

CUSTOMER FOCUS RESULTS

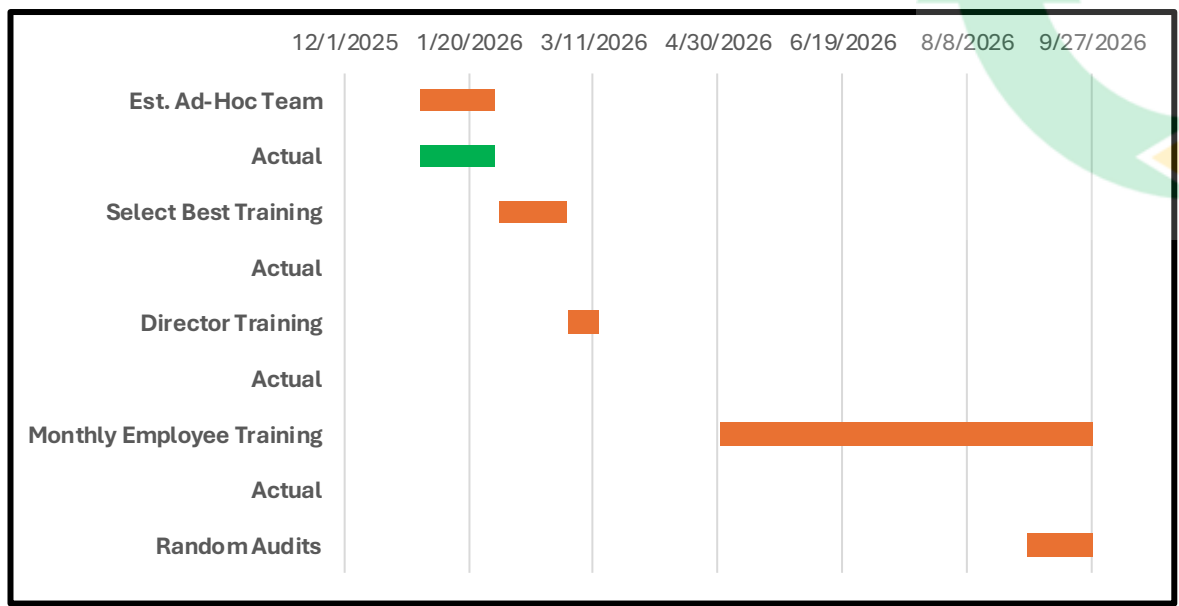


- Establish Ad-Hoc customer focused training team
- Research best customer focused on-line training programs
- Select best customer focused training programs
- POA Directors complete customer focused training and meets with Ad-Hoc customer focused training team to select best employee training programs and communicates with employees
- Recommend customer focused training programs
- Perform customer focused training for 15% of employees monthly until all employees have completed training
- Conduct random monthly audits for effectiveness of the customer focused training with goal of 90% effective

Continuous Improvement

CHECK

DO



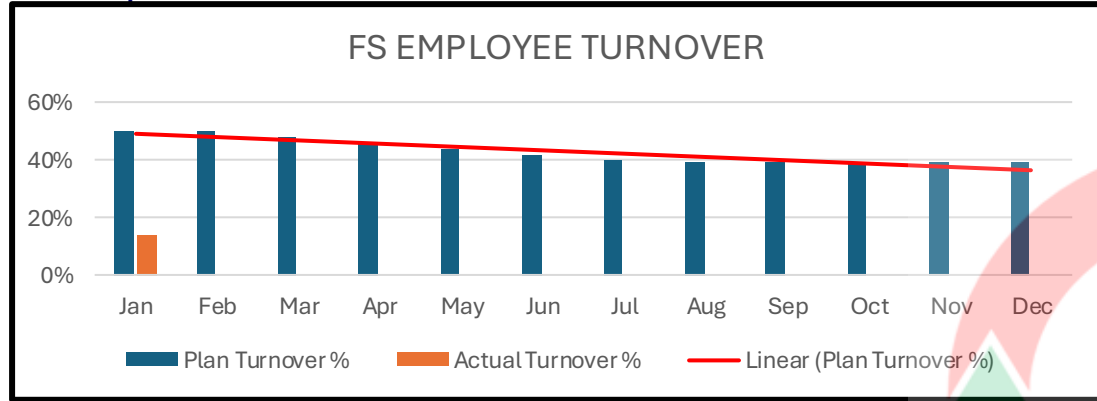
- ✓ Establish Ad-Hoc customer focused training team 1/31/26
- Select best customer focused training programs 2/28/26
- POA Directors complete customer focused training 3/31/26 and select best employee training programs with Ad-Hoc training team and communicates
- Recommend customer focused training monthly for 15% of employees 5/1/26
- Conduct random monthly customer focused audits with goal of 90% effective 9/1/26

ACT

PLAN

Countermeasure(s):
Required if YTD results fall
below plan

Expected Results:
Insert planned recovery graph(s)

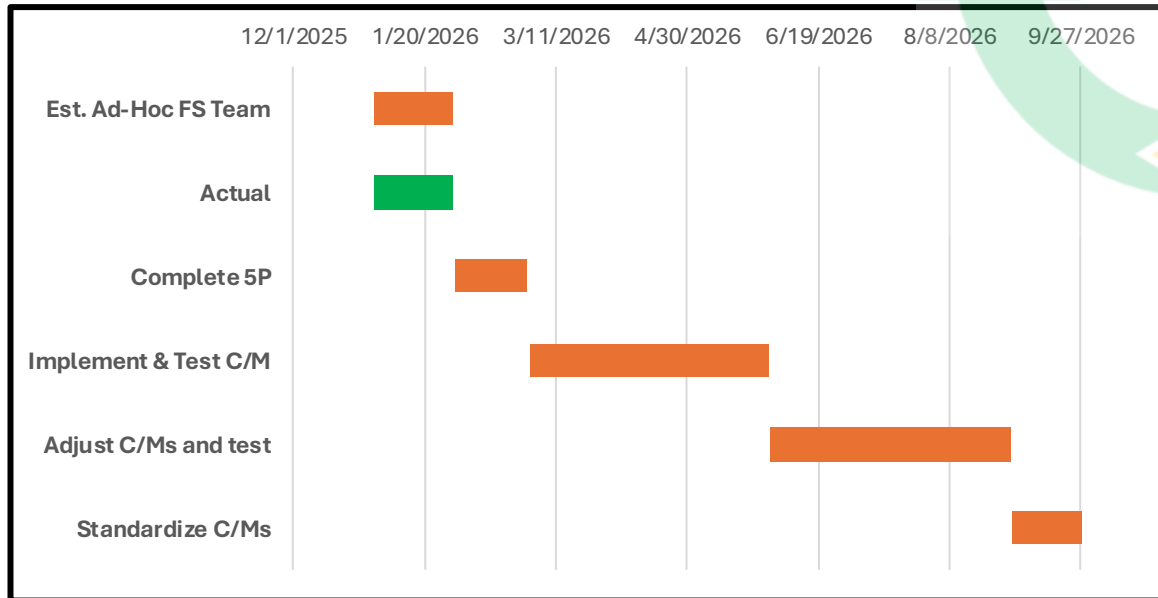


- Establish Ad-Hoc Food Service (FS) employee retention team (4-6 people) plus facilitator
- Complete 5 Principles of Problem Solving (5P) for high FS turnover to determine ROOT CAUSE & COUNTERMEASURES (C/M) to lower combined FTE turnover to under 40%
- Implement corrective action C/Ms and test for 3 months
- Adjust C/Ms as necessary and test for another 3 months
- Standardize C/Ms to maintain lower FS turnover

Continuous Improvement

CHECK

DO



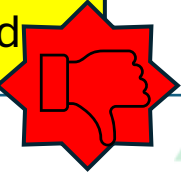
- ✓ Establish Ad-Hoc Food Service (FS) employee retention team 1/31/26
- Complete 5 Principles of Problem Solving (5P) for high FS turnover 2/28/26
- Implement corrective action C/Ms and test for 3 months 3/1/26
- Adjust C/Ms as necessary and test for another 3 months 6/1/26
- Standardize C/Ms to maintain lower FS turnover 9/1/26

ACT

Countermeasure(s):
Required if YTD results fall below plan

Expected Results:
Insert planned recovery graph(s)

Project has not been started



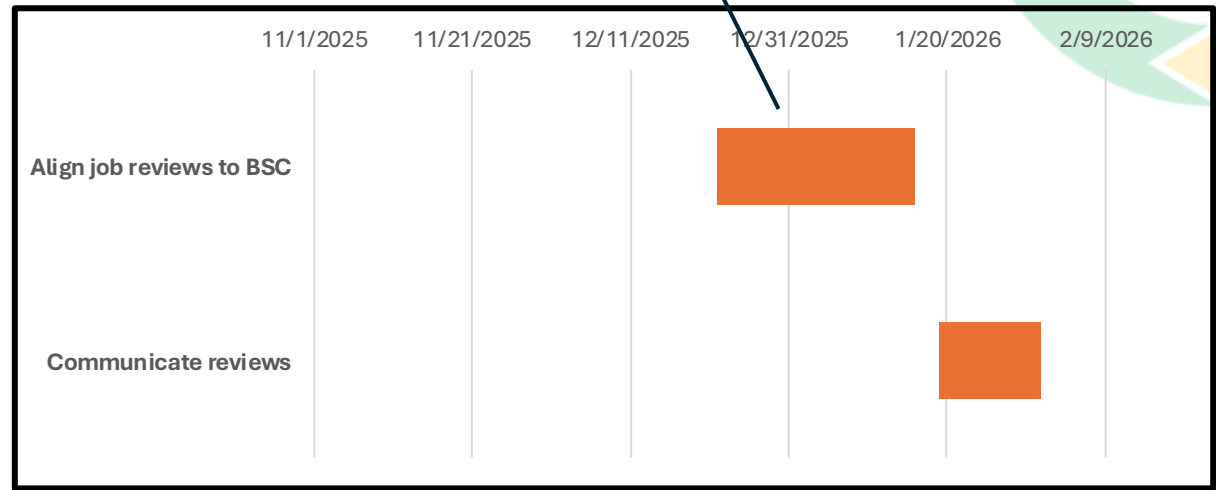
Continuous Improvement

PLAN

- Align all employee annual merit reviews to Balanced Scorecard (BSC)
- Explain BSC to employees and the linkage to employee evaluations

CHECK

DO



- Align all employee annual merit reviews to Balanced Scorecard (BSC)
- Explain BSC to employees and the linkage to employee evaluations

1/16/26

2/1/26

2026 Tellico Village POA Balanced Scorecard



Overall Month or YTD BSC Results



Questions?

ACT

PLAN

Countermeasure(s):
Required if YTD results fall below plan

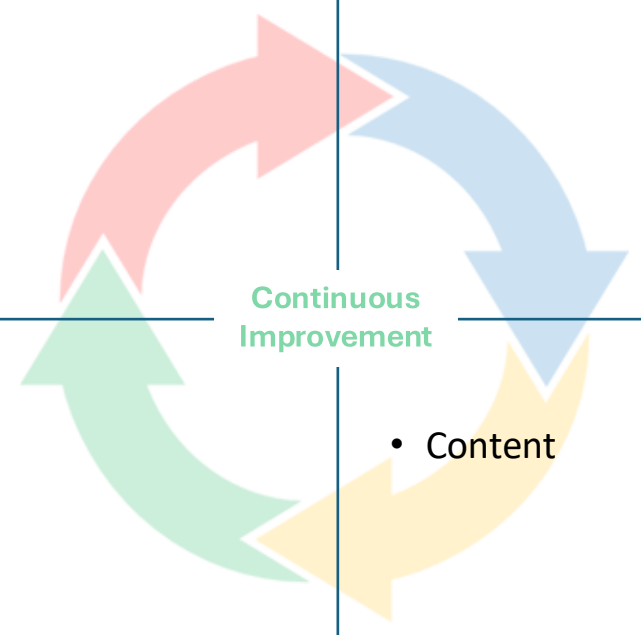
Expected Results:
Insert planned recovery graph(s)

- Content

CHECK

DO

- Content





Capital Requests

Tellico Village POA
 Capital Requests
 Reserve Capital and Maintenance Funding Requests
 01/21/26

Division	Project Description	Budget	Supplemental	Prior Request	Amount This Requested	Variance Under/(Over)	% Variance Under/(Over)
Requests Requiring Vote:							
Public Works - Maint	HVAC Unit for Room A - Chota Rec Center	15,000			24,850	(9,850)	-66%
Public Works - Water	Water Meter Changeouts & Replacements	135,240			135,229	11	0%
Development / Kahite Golf Maint	Relocation of Main Kahite Irrigation Line	-			54,103	(54,103)	-100%
GM Authorized Funding Approvals							
Kahite Golf Maintenance	Turbine Blower - Buffalo KB7	13,225			11,840	1,385	10%
Kahite Golf Maintenance	Secondary Rough Mower w/Deck & Blower	50,985			46,350	4,635	9%
Toqua Golf Maintenance	2 - Medium Duty Utility Vehicles	34,688			35,501	(813)	-2%
Toqua Golf Maintenance	Hole 13 Cartpath Relocation	51,500			47,700	3,800	7%
Toqua Golf Maintenance	2 - Light Duty Utility Vehicles	32,000			29,876	2,125	7%

332,638	-	-	385,449	(52,811)
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February Public Works Funding Request

Matt Benoit, Interim General Manager/Director of Public Works

Replacement of 7.5-ton HVAC Unit for Chota Recreation Center

- Public work is requesting funding for the replacement of a 7.5-ton HVAC unit in Room-A at the Chota Recreation Center.
- Room A is the biggest activity room, approximately 1,800 square feet.
- It hosts several groups from quilting, painting, and more. This unit also heats and cools the front desk foyer just outside room A.
- ***This unit is currently not functioning.***
- The unit is now relying on emergency heat which uses heat strips to heat the room.
- Typical temperature in the mid to high 50 degrees range.
- This unit was scheduled for a funding request in March.
- Given the recent failure, Public Works staff elected to seek approval as soon as bids could be received.

Replacement of 7.5-ton HVAC Unit for Chota Recreation Center (continued)

- Public work sent out request for bids to three contractors: Interstate Mechanical, East TN HVAC and Plumbing, & EZ Heat and Cool.
- Two bids were received: one each from Interstate Mechanical and East TN HVAC and Plumbing. EZ Heat and Cool elected not to bid on the job after doing a site evaluation. The bid tabulation is as follows:

Interstate Mechanical	\$25,095.35
East TN HVAC & Plumbing	\$24,850
EZ heat and cool	No Bid

Replacement of 7.5-ton HVAC Unit for Chota Recreation Center (continued)

- The Adopted 2026 capital budget includes \$15,000 for the replacement of this unit. The inventory of all HVAC units had this unit labeled as a 5-ton unit.
- However, after doing a site evaluation prior to seeking bids, it was discovered this is a 7.5-ton unit.
- Hence, there is a deficit of \$9,850 between the low bid from East TN HVAC and Plumbing and the adopted budget.
- The scope of work included in PSAC's agenda packet also included Room B.
- Given this unit is not functioning, the procurement process was fast-tracked to the February meetings to ensure replacement.

Replacement of 7.5-ton HVAC Unit for Chota Recreation Center (continued)

- The air handler for this unit is located in the attic space in Room-A closet.
- This makes for a difficult installation process to include ceiling demolition and repair, as well as removal and reinstallation of some roof truss material to install the new air handler.
- During the site visit with East TN HVAC it was determined that the air handle could fit in part of the closet space below.
- Installing the air handler in the closet space below would greatly benefit the installation process and be more accessible for maintenance.

Replacement of 7.5-ton HVAC Unit for Chota Recreation Center (continued)

- The condenser unit is a model year 2011.
- The air handler unit is a model year 2012.
- Compared to recent HVAC unit replacements, this unit is a little young (14-15 years old).
- Previous approach to budgeting.
- When compared to the previous approach to budgeting, we're a lot closer to "just in time."
- Maintenance records provided by IMS indicated it was experiencing intermittent outages in the summer months due to high head pressure, which causes the compressor unit to shut down when it is trying to cool.
- Room B is still projected to be in front of PSAC in March.
- This unit stopped functioning approximately 45 days prior to when it was scheduled for replacement.

Recommended Motion - Recommend the replacement of a 7-ton HVAC unit for Room A at the Chota Recreation Center with the low bid of \$24,850 to East TN HVAC & Plumbing.

2026 Water Meter Replacement

- In 2024, Public Works staff completed a pilot study to assess the performance of digital meters.
- This sort of study is typical in that utilities generally sole-source water meters because it ensures one meter-reading software license, hardware and one interface with the Utility Billing System.
- The results of the pilot study in 2024 indicated the selected meter more accurately recorded water consumption by 7%.
- The comparison occurred between mechanical and meters that are presently used (Kamstrup digital meters). ***I have those slides as well if PSAC wishes to review them.***

2026 Water Meter Replacement (continued)

- In 2025, all meters in the Main Village were converted to digital, drive-by meters.
- Kahite is a different story.
- The present effort has us addressing mechanical, drive-by meters that are 10 years old as well as 40 commercial meters that need to be replaced due to being over 10-15 years old or manually read.
- This year, our distributor for Kamstrup meters was changed. It is now Eco-Tech in Canton, Georgia.

2026 Water Meter Replacement (continued)

- The Adopted 2026 Budget includes \$135,240 for meter replacement. The chart below illustrates the quantity, size and meter type (replacement or spare) for each that totals the funding request in the amount of \$135,229.

<u>Quantity</u>	<u>Size</u>	<u>Meter Type</u>	<u>Unit Cost (Inclusive of Sales Tax)</u>	<u>Total</u>
160	3/4"	Replacement	\$345.68	\$55,308.80
100	3/4"	Spare	\$345.68	\$34,568.00
20	1"	Replacement	\$620.08	\$12,401.60
20	2"	Replacement	\$1,647.53	<u>\$32,950.60</u>
				\$135,229

2026 Water Meter Replacement (continued)

Recommended Motion-Approve the purchase of 260, 3/4” Kamstrup Flow IQ 2250 AMR/AMI meters, 20, 1” Kamstrup Flow IQ 2200 AMR/AMI meters and 20, 2” Kamstrup Flow IQ 3200 AMR/AMI meters at a cost of \$135,229.

PSAC Meeting April 1, 2024

Overview of Meter Pilot Program

- A total of 167 meters were installed in 2 different neighborhoods including Chota Hills and Toqua. They are primarily in townhome neighborhoods to ensure a quick, efficient installation.
- Meters were installed in two phases. January 4th and 5th and January 11th and 12th.

	Purchase A		
	unit cost	qty.	total
meters	\$ 301.26	167	\$ 50,310.42
hardware/software			\$ 8,611.57
installation support			\$ 7,228.00
sales tax			\$ 5,030.01
refund			\$(71,180.00)
			\$ -

- Value of meters - \$50,310
- These are 20-year meters. Warranty is full for 10 years and prorated for years 11-20.
- Meters are AMR (“drive-by”) and AMI (“radio transmit”) capable. AMI is a story for another day.
- These meters come with “leak detection” technology. They have to “learn” their environment before that can be relied upon.

Overview of Meter Pilot Program

- Since the decision of which households were the recipients of meters for the pilot program was based on efficient installation and ease of training, the meters that were replaced were of different ages:

Year	Qty.
2006	1
2009	4
2010	7
2011	62
2012	28
2013	11
2014	2
2015	6
2016	2
2017	0
2018	6
2019	0
2020	3
2021	16
2022	9
2023	9
	166

123 of the meters are within the replacement window

Baseline Data (December 2023 consumption)

illustrated with January 2024 rates:

- Total w/s revenue for 166 meters totals \$14,223
- 62 (37%) of the meters had less than 2,000 gallons of consumption in 12/2023.
- 44 of the meters (26%) were not of replacement age.
- You can already see that the data does not lend itself well to a strict financial analysis.

February Analysis No. 1

- February analysis No. 1 compares January 2023 consumption vs. January 2024 consumption (month/year to month/year comparison).
- None of the pilot meters reflect a full month of consumption. Half of them reflect about 75% of the month and half of them reflect about 50% of the month.
 - Total Consumption increased 26,304 (6.9%).
 - 53 of the 167 meters that showed <2,000 gallons of usage in both months have been removed from this analysis because there is no financial comparison to be had (minimum bills).
- The remaining 114 meters is the place for review:
 - Total consumption increased 23,308 (7%).
 - Total dollars increase on consumption increase (23,308 gallons, 7%) - \$207.88 (1.86%)
 - There's only one meter with a reading in the third tier of water consumption (15,000 gallons @ \$15/1,000).
 - Sewer and sewer maintenance fee is capped at 5,000 gallons of consumption.
 - ROI on the meters we used for pilot program:
 - 114 meters x (unit cost of \$301) is \$34,314/\$207.88 is 165 months or 13.7 years.
 - 167 meters x (unit cost of \$301) is \$50,434/\$207.88 is 241 months or 20 years.
 - ROI on alternate meters (drive-by only with no leak detection monitoring):
 - 114 meters x (unit cost of \$203) is \$23,142/\$207.88 is 111 months or 9.3 years.
 - 167 meters x (unit cost of \$301) is \$ 33,901.00 /\$207.88 is 163 months or 13.6 years.

February Analysis No. 2

- February analysis No. 2 compares December 2023 consumption vs. January 2024 consumption (consecutive months). None of the pilot meters reflect a full month of consumption.
- Half of them reflect about 75% of the month and half of them reflect about 50% of the month.
 - Total consumption decreased – 437,549 to 407,258 (-7.43%).

March Analysis No. 1

- March Analysis No. 1 compares February 2023 consumption to February 2024 consumption (month/year to month/year comparison).
- For this data set, only 1 of the 2 meter cycles is available, so the data set is 82 meters. However, pilot meters were in the ground for a full month.
- Total Consumption increased 43,855 gallons (26%).
- 31 of the 82 meters that showed <2,000 gallons of usage in both months have been removed from this analysis.
- The remaining 51 meters is the place for review:
 - Total consumption increased 38,698 (27.39%).
 - Total dollars increase on consumption increase \$385.01 (7.8%).
- ROI on the meters we used for pilot program:
 - 51 meters x (unit cost of \$301) is \$15,351/\$385.01 is 39.9 months or 3.3 years.
 - 81 meters x (unit cost of \$301) is \$24,381/\$385.01 is 63.3 months or 5.3 years.
- ROI on alternate meters (drive-by only with no leak detection monitoring):
 - 51 meters x (unit cost of \$203) is \$10,353/\$385.01 is 26.9 months or 2.2 years.
 - 81 meters x (unit cost of \$203) is \$16,443/\$385.01 is 42.7 months or 3.6 years.

March Analysis No. 2

- March Analysis No. 2 compares February 2024 consumption to January 2023 consumption..
- For this data set, only 1 of 2 meter cycles is available, so the data set is 82 meters. However, pilot meters were in the ground for a full month.
- Total Consumption increased 23,580 gallons (12.5%).
- 19 of the 82 meters that showed <2,000 gallons of usage in both months have been removed from this analysis.
- The remaining 63 meters is the place for review:
 - Total consumption increased 21,460 (12.3%).
 - Total dollars increase on consumption increase \$164.27 (2.72%).
- ROI on the meters we used for pilot program:
 - 63 meters x (unit cost of \$301) is \$ \$18,963/\$164.27 is 115 months or 9.6 years.
 - 81 meters x (unit cost of \$301) is \$24,381/\$164.27 is 148 months or 12.3 years.
- ROI on alternate meters (drive-by only with no leak detection monitoring):
 - 63 meters x (unit cost of \$203) is \$12,789/\$164.27 is 77.8 months or 6.5 years.
 - 81 meters x (unit cost of \$203) is \$16,443/\$164.27 is 100 months or 8.3 years.

Kahite Golf Irrigation Line

Beth Kuberka, Wells McClure

Project Overview

Kahite Main Irrigation Line Relocation – Parcel P-1

- Main golf course irrigation line located on Parcel P-1
- Line was not within an easement and not shown in POA GIS
- Construction activities have directly impacted the line
- Immediate action required to avoid irrigation disruption

How the Issue Arose

- January 5: South Oak Construction notified POA that line would be cut due to excavation
- Irrigation line needed to be shut off prior to removal which took place on January 7th.
- Original expectation: late Feb / early March resolution
- Timeline accelerated due to imminent excavation

Due Diligence & Coordination

- Multiple parties involved: POA staff, Sterling Engineering, South Oak, Golf Maintenance, POA Utilities
- Irrigation line not identified during utility review
- Line was never added to plats by CCI
- Miscommunication occurred; no single party solely responsible
- Staff recommends a cooperative, solution-focused approach

Routing Options Reviewed

Two alternatives evaluated onsite

- Existing utility easement
- TRDA common property behind new lots (**preferred**)

Preferred Route Benefits:

- Reduces risk of future utility conflicts
- Minimizes long-term maintenance issues
- New line location will be added to plats



Kahite

Write a description for your map.

Legend

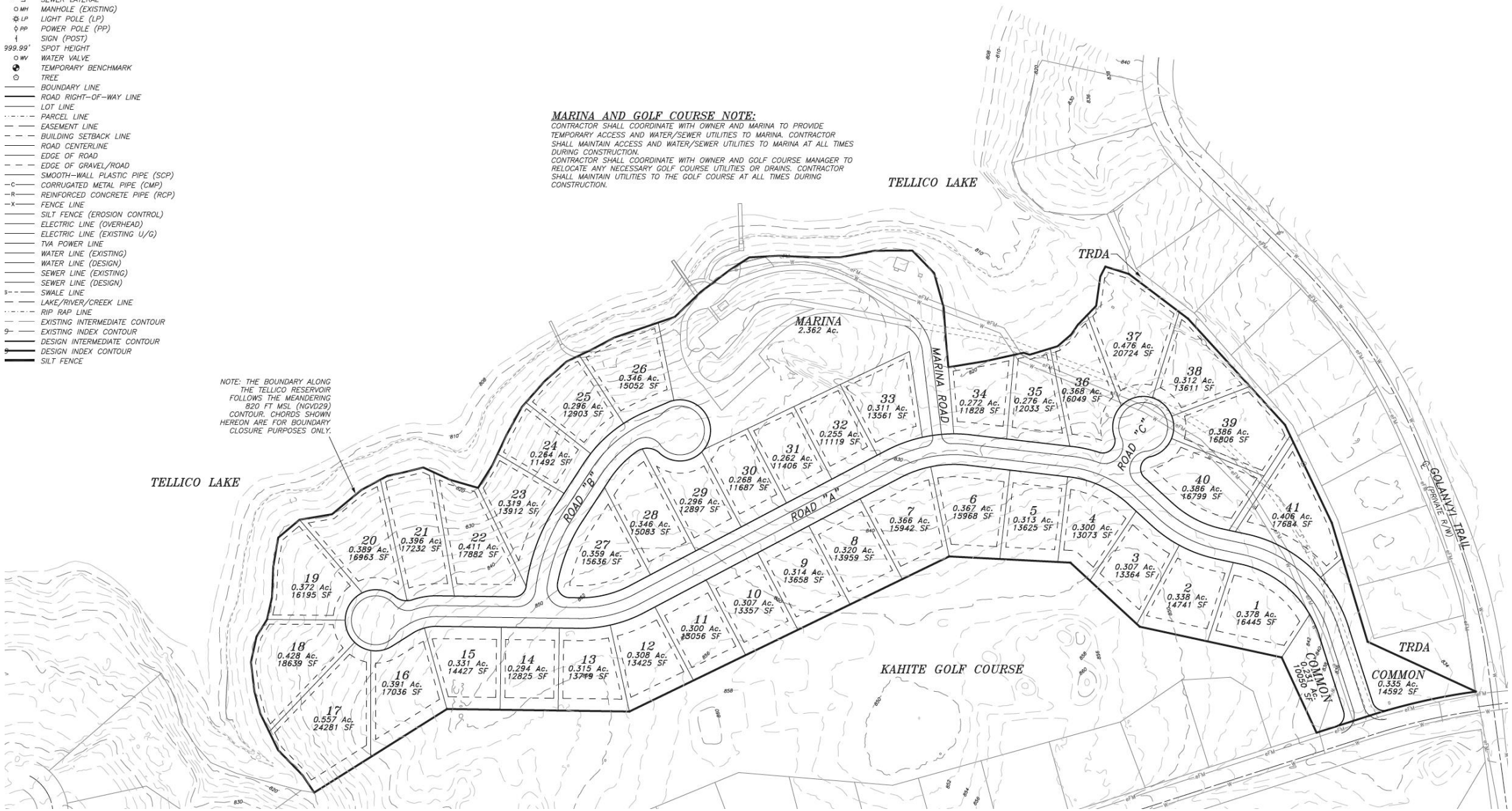
- #8
- 12"
- 12" HDPE
- 6" HDPE
- Existing 12" PVC
- Kahite Helicopter Landing Area



- POLE GUY ANCHOR
- S— SEWER LATERAL
- MH MANHOLE (EXISTING)
- ⊗ LP LIGHT POLE (LP)
- ⊕ PP POWER POLE (PP)
- ↑ SIGN (POST)
- 999.99' SPOT HEIGHT
- WV WATER VALVE
- TEMPORARY BENCHMARK
- TREE
- BOUNDARY LINE
- ROAD RIGHT-OF-WAY LINE
- LOT LINE
- PARCEL LINE
- - - EASEMENT LINE
- - - BUILDING SETBACK LINE
- - - ROAD CENTERLINE
- - - EDGE OF ROAD
- - - EDGE OF GRAVEL/ROAD
- - - SMOOTH-WALL PLASTIC PIPE (SCP)
- - - CORRUGATED METAL PIPE (CMP)
- - - REINFORCED CONCRETE PIPE (RCP)
- - - FENCE LINE
- - - SILT FENCE (EROSION CONTROL)
- - - ELECTRIC LINE (OVERHEAD)
- - - ELECTRIC LINE (EXISTING U/G)
- - - TVA POWER LINE
- - - WATER LINE (EXISTING)
- - - WATER LINE (DESIGN)
- - - SEWER LINE (EXISTING)
- - - SEWER LINE (DESIGN)
- - - SWALE LINE
- - - LAKE/RIVER/CREEK LINE
- - - RIP RAP LINE
- - - EXISTING INTERMEDIATE CONTOUR
- - - EXISTING INDEX CONTOUR
- - - DESIGN INTERMEDIATE CONTOUR
- - - DESIGN INDEX CONTOUR
- - - SILT FENCE

MARINA AND GOLF COURSE NOTE:
 CONTRACTOR SHALL COORDINATE WITH OWNER AND MARINA TO PROVIDE TEMPORARY ACCESS AND WATER/SEWER UTILITIES TO MARINA. CONTRACTOR SHALL MAINTAIN ACCESS AND WATER/SEWER UTILITIES TO MARINA AT ALL TIMES DURING CONSTRUCTION.
 CONTRACTOR SHALL COORDINATE WITH OWNER AND GOLF COURSE MANAGER TO RELOCATE ANY NECESSARY GOLF COURSE UTILITIES OR DRAINS. CONTRACTOR SHALL MAINTAIN UTILITIES TO THE GOLF COURSE AT ALL TIMES DURING CONSTRUCTION.

NOTE: THE BOUNDARY ALONG THE TELLICO RESERVOIR FOLLOWS THE MEANDERING 820 FT MSL (NGVD29) CONTOUR. CHORDS SHOWN HEREON ARE FOR BOUNDARY CLOSURE PURPOSES ONLY.



Bidding & Procurement Strategy

- Multiple vendors solicited
- Same scope of equipment for all bidders
- Supplies recommended for in-house purchase
- Ensures consistency and cost control
- **Supplies**
 - **(Keeling Co.):** \$30,322.80, plus tax
 - **(STL):** \$35,881.93, plus tax

Labor Pricing Comparison

- Foothills Excavating, LLC: **\$20,900**
- Hawk Brothers Excavating: \$37,000
- Equipment On-Call: \$38,229.20

Staff Recommendation:

- Foothills Excavating (labor only)
- Supplies purchased separately through Keeling Co.

Cost Summary

- Supplies (Keeling Co.): \$30,322.80 + Tax \$2,880.67
- Labor (Foothills Excavating): \$20,900
- **Total Project Cost: \$54,103.47**
- Unbudgeted expenditure
- Must be completed prior to March irrigation season

Funding Source

- \$1.9M proceeds generated from the sale of Parcel P-1, proceeds applied to CCI loan principal
- Two additional CCI parcel sales closed:
- \$130,000 total revenue
- Project funded from these sales
- Development will generate additional revenues.
 - Over \$205,000 in ACC revenues
 - Ongoing POA Assessments from 41 new lots

Developer Coordination

- No direct financial contribution from South Oak
- Developer contributions include:
 - Removal and disposal of existing irrigation line
 - Site grading and tree removal
 - Plat updates for new irrigation location
 - Coordinating with Foothills Excavating
 - Avoided additional mobilization costs
 - Prioritized irrigation work to protect golf operations

**Tellico Village POA
Funding Request
Fact Sheet**

POA042 Date 1/1/2002 Revised 1/25/2023

Project Number : _____

Date: 02/02/26 Department: Development/Golf Manager: Beth Kuberka & Wells McClure

Budget Amount: \$ _____ Request Amount: \$ 54,103.47

Equipment or project being requested: Relocation of Main Kahite Irrigation Line

Is this project classified as Capital or as Maintenance? _____

Purpose & Project Justification: (Describe in adequate detail why we need this, what it does, who uses it. If less than three bids, explain why. If requesting other than the lowest bid, explain why.)

See attached detailed memo

Internal Rate of Return _____% (for projects with direct economic justification) Project Economic Life 80+ Years
This is a new item, a replacement item or an addition to existing item. (State what will happen to the item this replaces.)

Relocation of main irrigation line with new piping and fittings

Source of Funds: \$ 54,103.47 Unrestricted Operating Cash; \$ _____ Budgeted From _____ Reserve Fund
\$ _____ Bank Loan/LOC; \$ _____ Leasing (Describe results of Lease vs. Buy Analysis, if applicable.)

Paid from development proceeds generated by the sale of CCI lands

If project varies significantly from budget, explain why. If over budget, describe how you will balance your overall budget.

Approvals: Manager _____ Director _____ Chief Financial Officer _____ CEO/COO _____

Has this project been reviewed by FAC? Yes No Recommended Not Recommended

Is this project included in the Long Range Plan? Yes No

Requested Board Action: Funding Approval of \$ _____ Funding From _____

Other Board Action Requested _____

Date Placed in Service _____ Date Capitalized _____

Amount Capitalized: \$ _____ POA Asset number _____

*****Has this project been reviewed by Advisory Committee? Yes _____ No _____ Recommend _____ Not Recommend _____

Recommended Motion

Motion to Approve:

- Relocation of Kahite main irrigation line using PVC
- Purchase of equipment from Keeling Co. for \$30,322.80
- Award labor to Foothills Excavating for \$20,900
- Authorization for staff to proceed to meet irrigation timelines
- Funding from development proceeds



2026 Board Election Calendar

Updated Board Code of Ethics

2026 Board Election Calendar

- February 18, 2026 Election Committee and Nominating Committee select officers and review mission and upcoming work for year. On this date, the Election Committee selects the date in December for the annual Board Election Day.
- February 18, 2026 Board of Directors approves the Board Election Day.
- July 10, 2026 Board position openings will be communicated using all available media outlets.
- August 3, 2026 TVPOA will start accepting applications for the Board position openings.
- August 14, 2026 Reminder notice will be communicated using all available media outlets.
- September 4, 2026 Last day for applications, petitions, and resumes to be submitted (TVPOA office must receive candidate information by 3:00 p.m.) Potential candidates are requested to provide a brief biography with current photo; this information will be included with the election mailing and notifications to *The Connection*.
- September 16, 2026 Joint Meeting with Nominating Committee at which Election Committee reviews and certifies nomination petitions, presents all qualified nominees to Board and notifies Nominating Committee of same. Nominating Committee then decides whether additional nominations are needed.

- September 16, 2026 Nominating Committee issues report to Board of Directors and Election Committee listing any additional nominations or reports no action. The Board of Directors will also decide on whether to vote the POA owned lots.
- October 15, 2025 Reports to determine voter eligibility will be generated based on property owner records as of 12:00 noon on this date (or following business day).
- October 23, 2026 All election materials to be mailed on this date (or the following business day) as stated in the election rules.
- November 1, 2026 Election officially opens on VoteNet or by Paper Ballot at 12:01 a.m.
- November 19, 2026 Ballots (Electronic and Paper) must be received by VoteNet by 12:00 p.m. Eastern Standard Time. Polls CLOSE at noon.
- November 20, 2026 Official announcement of election results begins at 2:00 p.m. Election committee sends report of election results to Board of Directors for certification.
- December 16, 2026 December Board Meeting – Certification of Election Results and Announcement of new Board members.



Code of Ethics for Members of the Board of Directors

In promoting high standards of public service and ethical conduct, members of the Tellico Village Property Owners Association (the "POA") Board of Directors:

Shall conduct themselves professionally, with truth, accuracy, fairness, and responsibility to the public.

Shall not represent conflicting or competing interests, nor place themselves in such a position where the member's interest may be in conflict, or appear to be in conflict, with the interests, purposes and administration of the POA or its governance process.

Shall safeguard the confidence of all parties involved in the conduct of personnel and proprietary matters.

Shall not offer confidential information (as described below) to third parties nor intentionally communicate false or misleading information that may exploit the integrity of the POA's governance process or decisions rendered thereby. In accordance with Article IV, Section 6 of the By-Laws, confidential information includes contract negotiations, personnel matters, legal matters and security matters.

Shall not exploit opportunities for personal gain, including the establishment of a business or a consulting relationship in conflict with the POA's interests or mission.

Shall not engage in any conduct that constitutes a direct or indirect conflict of interest as defined under the Tennessee Nonprofit Corporation Act unless (i) the transaction was fair to the POA at the time it was entered into or (ii) the material facts of the transaction and the member's interest are disclosed or known to the Board of Directors and the Board authorizes, approves or ratifies the transaction as required under law.

Furthermore, it is pledged that as a member in good standing of the POA Board of Directors, the member shall strive to enhance and advance Tellico Village as it serves to stimulate organizations and individuals to improve the quality of life in the community and assure effective overall performance of the POA.

Adopted by the POA Board of Directors on 02/18/26

I hereby attest that I have read and understand the above-stated code of ethics and conflict of interest policy for the POA Board of Directors and agree to abide by the same.



American Flags Discussion Regarding Display at Neighborhood Entrances