



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

**Wednesday, June 18, 2025 – 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		John Orr	1:30 – 1:35
Minutes (May 21 <sup>st</sup> )	Approve	John Orr	1:35 – 1:40
Opening Remarks	Discuss	John Orr	1:40 – 1:45
Open Forum	Discuss	Participants	1:45 – 2:15
Reserve Study Overview	Update	Judy Bedford	2:15 – 2:35
Tanasi	Update	Scott Macrae	2:35 – 2:45
MPS Next Steps	Discuss	Matt Benoit	2:45 – 3:00
General Manager Report <ul style="list-style-type: none"> <li>Kahite Fire Coverage</li> </ul>	Update	Matt Benoit	3:00 – 3:15
Policy Revisions <ul style="list-style-type: none"> <li>Alcohol</li> </ul>	Review	Beth Kuberka	3:15 – 3:20
Balanced Scorecard	Update	Otto Stutz	3:20 – 3:35
May Finance Report	Update	Judy Bedford	3:35 – 3:50
Capital Requests	Approve	Matt Benoit	3:50 – 4:00
ITAC	Discuss	Ed Grollemond	4:00 – 4:20
Other			4:20
Hard Stop			4:30
Adjourn			



# Minutes

# Opening Remarks

# Voluntary Response Surveys or Polls

In survey research, a voluntary response survey or poll relies on participants who self-select to respond, potentially leading to biased results as those with strong opinions or specific characteristics are more likely to participate. This is considered a “Non-probability Sampling Method” and have a high risk of sampling bias.

## **How it Works:**

- Researchers often ask people to volunteer for a survey, and those who choose to respond form the sample.

## **Potential for Bias:**

- Voluntary response surveys can lead to biased results because the sample may not accurately represent the broader population.
- Voluntary response bias can seriously distort your data, especially when the loudest voices don't reflect the full spectrum of your population.
- Because the sample isn't representative, the results of the survey may not be generalizable to the entire population of interest.

# Constant Contact<sup>®</sup> Anti-Spam Guidelines

## What is Spam?

Here's our best explanation:

- **Spam**, as applied to email, means "Unsolicited Bulk Email".
- **Unsolicited** means that the recipient has not granted the sender **affirmative consent** (permission) to email them.
- **Bulk** means that the message is sent as part of a larger collection of messages, all having materially similar content.

If you believe you have received unwanted, unsolicited messages sent through our platform (or seemingly sent through our platform), please forward a copy of that message with your comments for review to [abuse@constantcontact.com](mailto:abuse@constantcontact.com)

# 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.

# Tellico Village POA



Water & Sewer Infrastructure and  
Reserve Study Update  
Presentation to TVPOA Board of Directors  
June 18, 2025



# Strategic Framework and Executive Purpose

Provide analysis for informed Board decision on status of WSIAF

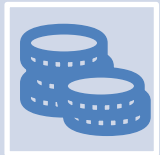


Provide Update on 2026 Reserve Study Plan and Funding Methodology

# What Has Changed?



Projecting reduction in project costs and extended timeline



Zero-funding assumption for significant asset categories in the updated reserve study



Improved operating cash flow projections vs prior 5-year forecast

# Reserve Study 2026 Update



POA Management + Facilities Advisors (FA) updated the detailed asset list & experience based useful lives



Zero Reserve Funding: roads, pipes, greens, fairways, TAP/Tanasi assets new construction (in for replacement)



Funding Goal Shift:

FROM: **Baseline Funding Approach:**  
\$10M minimum cash

TO: **Full Funding Plan:** 100% funded in  
5 years; 70% minimum in any future year

Coupled with a significant reduction in  
the portion of assets being actively  
funded within the reserve model.

Minimize risk for need to seek reliance  
on special assessments, loans, and  
deferred maintenance

# Risks & Realities

Cost escalation and  
bid environment  
uncertainty

Declining ACC and  
tank install revenues

Significant reliance on  
LUB/TASS to ensure  
feasible infrastructure  
solutions

Continued 'no new  
amenities' policy

Zero-funding =  
exposure outside  
Reserve Study

Robust maintenance  
standards must be  
sustained

# Key Assumptions & Planning Conditions


WSIAF: \$3.2M to be fully spent in 2025 on approved TAP projects; would otherwise be carried forward along with unspent TAP project expenditures

Operating cashflow projections include W/S rate margin targets to fund water/sewer projects

Options if water and sewer funding becomes insufficient:  
-WSIAF fee reinstatement, bank debt, special assessments, project deferral, user fee increases, cost reductions.

# FAC Recommendations


WSIAF suspension is cautiously recommended as of July 1, 2025. Catch up fee continues to apply for new construction.



Review annually; maintain fallback options



No refund of prior WSIAF fees; they will be applied to TAP projects



WSIAF suspension assumes maintaining W/S Margins

# TANASI Update

Scott R. Macrae, PE, PgMP, PMP

2025 June 18

# Tanasi Construction Update

- Placed over 200 cubic yards of concrete for the pro shop footers.
- Tied double layer of rebar for the cart barn walls.
- Installing forms for the pro shop walls, concrete scheduled for next week. Estimate 290 cubic yards are required.
- Completed boring under 444 for the new firewater line. Installing new 8-inch firewater line from supply line to 444.
- Installed guard rail along cart path between the pro shop and starter shack.
- Will install a similar guard rail along cart path from 9<sup>th</sup> green to the boat ramp.



# Installing Forms for Cart Barn Walls





# Boring Under 444 for New Firewater Line





# Boring Under 444 for New Firewater Line



# TAP Update

Scott R. Macrae, PE, PgMP, PMP

2025 June 11

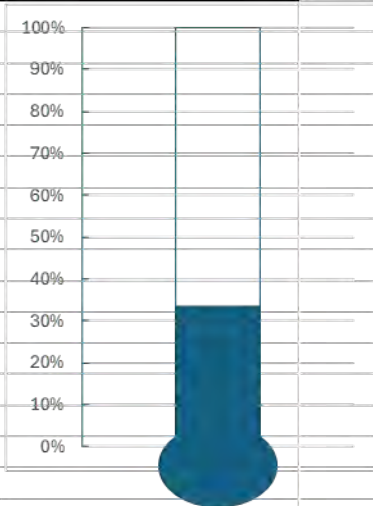
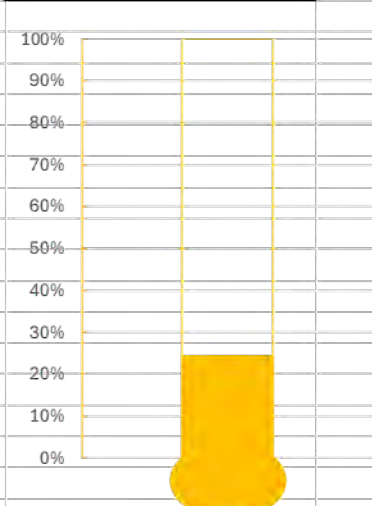
# MPS Status

- MPS Status
  - Met with SCI and JEG 11 June 2025.
  - Discussed options to reduce bid.
  - Anticipate update in approximately two weeks.

# RDII reduction efforts

- Analyzed RDII data from Kahite Pilot test.
  - Data is not conclusive, and some data shows no reduction.
- Inspections and remediation continues in the main village.
- Inspectors found twelve tanks with inoperable pumps and no high-level alarm.
- Inspectors found and are replacing damaged tank lids.
  - Potential RDII reduction.
  - Safety.

# RDII reduction efforts

WEEK ENDING	TOTAL HOMES INSPECTED	WEEK ENDING	TOTAL HOMES REMEDIATED
6/5/2025	1842	6/5/2025	430
6/13/2025	1966	6/13/2025	463
6/19/2025		6/19/2025	
6/26/2025		6/26/2025	
5/30/2025		5/30/2025	
GOAL	5872	GOAL	1879
TO DATE	1966	TO DATE	463
% COMPLETE	33%	% COMPLETE	25%
TARGET %	100%	TARGET %	100%
<b>INSPECTED %</b>		<b>REMEDIED %</b>	
			
<b>NOTE: Total Tanks with Risers from Previous Project = 89</b>			

# Main Pump Station Next Steps



# General Manager Report

- Kahite Fire Coverage

# Policy Revisions

- Alcohol

**TELLICO VILLAGE PROPERTY OWNERS ASSOCIATION  
ALCOHOL POLICY**

**YACHT CLUB**

- Brown bagging of beer, liquor or wine is not permitted at any time at the Yacht Club.

**TOQUA, TANASI & KAHITE GOLF COURSES**

- All beer consumed on the courses should be purchased from the current food service contractor.
- The TVPOA will not engage in any beer sales on the golf courses themselves.

**CHOTA RECREATION CENTER**

- The Chota Recreation Center is a family friendly environment. No alcohol may be brought in, sold or consumed during the regular hours of operation, which shall be set from time to time by management.
- Beer sales by the Recreation Department at Chota will only be made during special events that have been pre-approved by management in writing and are supervised by Recreation Department staff.
- All beer purchases at Chota must be made through the Recreation Department staff.
- The Recreation Department will not engage in the selling of liquor or wine.
- No brown bagging of beer will be allowed at any time.
- Brown bagging of liquor or wine will be permitted ONLY during after hours special events when the facility has been rented. Event must be pre-approved by management in writing and must be supervised by Recreation Department staff.

**TOQUA CLUBHOUSE, TANASI CLUBHOUSE & KAHITE ACTIVITY CENTER**

- Neither the Golf Department nor the Recreation Department will engage in the sale of any type of alcoholic beverage during or after the regular hours of operation at the Kahite Activity Center, Toqua or Tanasi Clubhouse.
- The dispensing and/or consumption of any type of alcoholic beverage must be approved by the current food service contractor.

# Balanced Scorecard Status Brief

***TVPOA BoD Meeting***

18 June 2025

# Balanced Scorecard

- What is it?

- A strategic framework for measuring organizational performance using a balanced set of performance measures
  - Four perspectives: *Customer, Financial, Internal Processes, Learning and Growth*

- Why implement it?








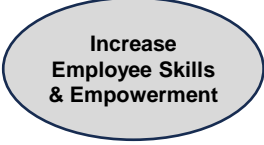


- To drive fundamental changes to the way an organization views and manages itself



# 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						
FINANCIAL						
INTERNAL PROCESS						
LEARNING & GROWTH						
VALUES	People	Service	Communication	Fiscal Responsibility	Aesthetics & Environment	

# Strategic Objective Definitions

## Customer:

**“Put Customers First”** – *Service with a smile in everything we do. Ensure Property Owners and external customers receive outstanding service in a timely manner on every level.*

**“Achieve High Property Owner Satisfaction”** – *Strive to respond to Property Owner needs, inquiries, requests, etc. accurately, quickly and as completely as possible. If unable to accommodate, ensure the Property Owner understands the reason why and offer alternatives available to them. If unsure of an answer, offer to get back to them and follow-through. Measure and maintain outstanding property owner satisfaction.*

## Financial:

**“Control Costs”** – *Be a good steward of POA funds. Identify and eliminate non-essential spending. Be vigilant in obtaining the best value. Smartly manage subsidies.*

**“Optimize Discretionary Revenue”** – *Increase revenue through non-assessment/utility revenue streams and fees: dollars that property owners **choose** to spend on POA amenities.*

# Strategic Objective Definitions

## Internal Processes:

**“Improve Operational Efficiency”** – *Continually explore opportunities to improve efficiency throughout the POA. Leverage areas where cross-department sharing or assistance can potentially increase revenue and/or decrease costs. Formally complete efficiency reviews of primary department processes with the goal to identify & eliminate inefficiency from our processes creating a culture of continuous improvement.*

**“Maintain High Quality, Reliable Infrastructure”** – *Maintain outstanding amenities and infrastructure. Maintain a keen focus on maximizing the lifespan and minimizing the downtime of all POA assets through preventative maintenance, timely upgrades, and the use of spares as deemed necessary, prudent and affordable.*

**“Innovate Amenities and Customer Services”** – *Look for innovative and affordable means to enhance and/or expand Tellico Village’s Amenities. Investigate improvements that would streamline, simplify and provide more efficient and affordable Customer Service.*



# Strategic Objective Definitions

## Learning & Growth:

**“Increase Employee Skills & Empowerment”** – *Invest in our Team Members by providing and/or offering training opportunities, for continual improvement and growth, to assist them in providing the highest quality product or service to our Property Owners. Empower and encourage Team Members to think “out of the box” to make the overall POA better, our processes more efficient and enhance the overall services we provide the Property Owner.*

**“Improve Employee Satisfaction & Retention”** – *Our Team Members are our greatest assets. Provide a path for upward mobility and growth. Continually monitor Team morale across all Departments and address issues immediately when discovered. Foster an environment of open communication and respect. Recognize and reward outstanding performance in a timely fashion.*

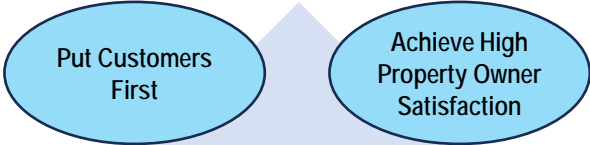
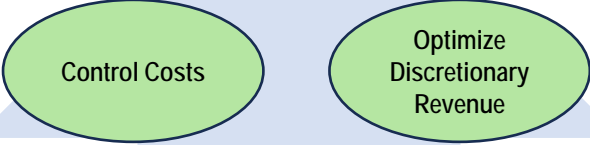
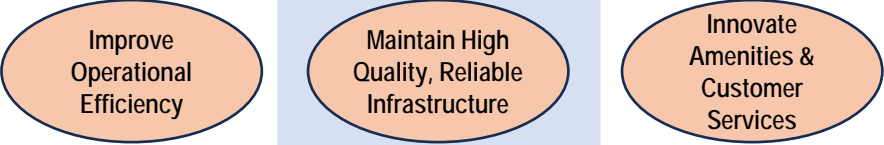

**“Link Employee Goals to Scorecard”** – *Periodic Team Member performance reviews shall reflect the members contribution in support of the POA and/or Department defined goals/measures/targets. Positive, constructive feedback, shall be provided to help enhance continual member growth and improvement.*



# TELLICO VILLAGE BALANCED SCORECARD

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	STRATEGIC OBJECTIVES			MEASURES	TARGETS	INITIATIVES
CUSTOMER				Establish periodic general customer satisfaction surveys		
				Customer service/experience follow-up survey (excluding HelpSpot)		
				HelpSpot response time		
FINANCIAL				Achieve expenses per budget		
				Increase non-assessment revenue <b>by increased activity</b>		
				Manage subsidies		
INTERNAL PROCESS				Identify Process Efficiency Improvements	<b>IN DEVELOPMENT</b>	
				Establish Preventative Maintenance (PM) program		
				Innovate discretionary revenue enhancing programs		
				Safety / Incident rate (OSHA cases) LTIR (Lost Time Case Rate)		
LEARNING & GROWTH				Establish annual employee satisfaction survey		
				Implement customer focused training		
				Employee retention		
				Establish performance reviews linked to Scorecard goals		
VALUES	People      Service      Communication			Fiscal Responsibility	Aesthetics & Environment	

# NEXT STEPS

- **With the GM, Refine Measures and Targets**
  - Standardize Organizational Strategy and Goals throughout the POA
- **Implementation is the key**
  - Departments constantly innovate internally but not always recognized for their efforts. Sharing of best practices throughout the POA helps all!
  - Introduce to the POA Department Heads to build understanding and support
    - Answer any questions and internalize feedback
  - Following the Department Heads, present to the next level of managers for their thoughts and ideas to better communicate the Strategy and Goals throughout the TEAM.
- **Refine and update the Balanced Scorecard annually**

***The Balanced Scorecard Team believes it will become a valuable tool toward affecting positive change for Property Owners, empowering POA Employees, and significantly improving overall organizational efficiency***

# Backups



The background of the slide is a photograph of the Tellico Village entrance. It features a large, multi-tiered stone fountain with a central water jet and cascading sides. To the left of the fountain is a stone wall with a circular emblem of a bird. To the right is another stone wall with the words 'Tellico Village' in large, gold letters. An American flag flies on a tall pole to the right of the fountain. The scene is set against a backdrop of dense green trees under a clear blue sky.

# Tellico Village POA May 2025 Financial Overview

Community-Conscious Fee Structure

Control Operational Costs

Contribute \$12.1M to Reserves



# Balance Sheet and Cashflow Highlights

\$ in Thousands

Balance Sheet	25-May	24-Dec	Other Balance Sheet Highlights	25-May	24-Dec
Operating Cash (ROI 3.5% Main Ops)	\$ 2,896	\$ 2,438	Accounts Receivable	\$ 2,027	\$ 2,115
Reserve Cash (Wgt Avg Effect ROI 4.45%)	29,293	\$ 27,267	Allowance for Doubtful Accounts ***	\$ (728)	\$ (866)
WSIAF Account Fund	\$ 3,159	\$ 1,113		36%	41%
Total Cash	\$ 35,348	\$ 30,818			
Total Assets	\$ 76,021	\$ 68,436	Suspended Account Information (90 Days Past Due):		
ST Portion of LT Debt	\$ 663	\$ 683	May 2025: 38 Lots /17 Homes	\$ 743	37%
Total LT Debt (incl Leases)	\$ 8,324	\$ 8,419	Dec 2024: 59 Lots /15 Homes	\$ 894	42%
Total Liabilities	\$ 21,250	\$ 17,451	May 2024: 125 Lots /53 Homes	\$ 1,109	
Equity **	\$ 54,771	\$ 50,985	Unearned Revenue:		
Debt to Equity Ratio	16%	18%	Utility Service Assessments	\$ 2,641	\$ 2,603
			Unearned Res Sewer Repairs Rev	703	653
			Golf Related Prepayments	1,393	437
			Unearned Revenue - WSIAF	3,123	1,109
			Other Prepay (Assess/Docks/Rec/FS)	1,810	1,688
			Unearned Revenue	\$ 9,671	\$ 6,491
**Equity = Retained Earnings, Contributed Capital, Current Earnings					
*** 100% of Delinquent Assessments one year or more past due					

# WSIAF Acct Fund Activity

## As of May 31, 2025

Type	Description	Date	WSIAF Acct Fund		Capital Project Elevated Water Tower		Capital Project Main Pump Station Wastewater Storage		Capital Project Odor Control Lift Station	
	Balance C/F	31-Dec-24	\$ 1,113,436	*	Asset # 0061632		Asset # 0071626		Asset # 0071628	
Deposit	0125 WSIAF Billing	31-Jan-25	\$ 453,200							
Deposit	0225 WSIAF Billing	28-Feb-25	\$ 458,880		1/31/2025	\$ 23,979	1/31/2025	\$ 67,445		
Deposit	0325 WSIAF Billing	31-Mar-25	\$ 459,440		2/28/2025	\$ 37,868	2/28/2025	\$ 23,141		
Deposit	0425 WSIAF Billing	30-Apr-25	\$ 465,360		3/31/2025	\$ 101,320		\$ -		
Deposit	0525 WSIAF Billing	31-May-25	\$ 479,920		4/30/2025	\$ 7,002	4/30/2025	\$ 40,977	4/30/2025	\$ 2,010
Withdrawal	Main Pump Station Storage	Jan - May 2025	\$ (131,563)							Total '25
Withdrawal	Elevated Water Tower	Jan - May 2025	\$ (170,169)			\$ 170,169		\$ 131,563		\$ 2,010
Withdrawal	Odor Control	Jan - May 2025	\$ (2,010)							\$ 303,742
Deposit	Interest Income	31-Jan-25	\$ 2,426							
Deposit	Interest Income	28-Feb-25	\$ 6,365							
Deposit	Interest Income	31-Mar-25	\$ 6,676							
Deposit	Interest Income	30-Apr-25	\$ 7,783							
Deposit	Interest Income	31-May-25	\$ 9,225							
		WSIAF Deposits 2025	\$ 2,316,800	*						
		Actual Expenditures = Earned Revenue 2025	\$ (303,742)	*						
		Unearned Revenue - 2025	\$ 2,013,058							
		Unearned Revenue - 2024	\$ 1,109,454							
		Total Unearned Revenue	\$ 3,122,512	*						
		Interest Income 2025	\$ 32,475	*						
		Interest Income 2024	\$ 3,982							
		Balance in Account	\$ 3,158,969	*						

Tellico Village POA Financial Presentation

Income Statement Highlights  
 As of May 31, 2025 (\$M)  
 Budget:

Revenue:  
 Total Revenue Var YTD = \$304K (Worse)  
 Source: Golf / Utility Tank Installs  
 Prior Yr:  
 Total Revenue Var = \$426K (Better)  
 Source: Assessments & Water/Sewer

Expenses (Excluding COS):  
 Variance to Budget = \$452K (Better)  
 Source: Maint Exp \$253K (Better)  
       Wages \$115K (Better)

Overall Net Surplus (Better) = \$1,454K  
 \$1,029K Better than PY  
 Sources: Gross Profit, Wages, Maintenance Exp  
 Rev from WSIAF Spending / Interest Income  
 Gain on Sale of Lots & Equip

Operating P&L Highlights \$ **	2025A	2025B	2024A	Act-Bud	%	Act-PY	%
Revenue	\$ 15,877	\$ 16,181	\$ 15,451	\$ (304)	-2%	\$ 426	3%
Cost of Sales (COS)	\$ (2,369)	\$ (2,974)	\$ (2,591)	\$ 606	20%	\$ 222	9%
Gross Profit	\$ 13,508	\$ 13,207	\$ 12,860	\$ 301	2%	\$ 648	5%
Gross Margin	85%	82%	83%				
T. Expense (Excludes COS)	\$ (9,550)	\$ (10,003)	\$ (9,479)	\$ 452	5%	\$ (71)	-1%
% of Revenue	60%	62%	61%				
Depreciation	\$ (1,029)	\$ (1,046)	\$ (943)	\$ 17	2%	\$ (85)	-9%
Other Income (Expenses)***	\$ 885	\$ 185	\$ 433	\$ 700	380%	\$ 452	104%
Net Income	\$ 3,814	\$ 2,343	\$ 2,871	\$ 1,471	63%	\$ 943	33%
% of Revenue	24%	14%	19%				
Net Surplus (Subsidy)*	\$ 4,843	\$ 3,389	\$ 3,814	\$ 1,454	43%	\$ 1,029	27%
% of Revenue	31%	21%	25%				
* Adding back depreciation / amortization							
** Highlights are % of Total Revenue; Gross Margin = (Revenue - COS) / Revenue							
*** Includes Gain (Loss) on Sale of Assets, WSIAF Revenue, Interest Income & Interest Expense							



<b>TVPOA</b> <b>Net Surplus / (Subsidy)</b> <b>For the 5 months ending May 2025</b> <b>\$ in Thousands</b>					
<b>Division</b>	<b>Operations Surplus / (Subsidy)</b>	<b>Reserve Spending (Capital &amp; Maintenance)</b>	<b>Net Surplus / (Subsidy)</b>		<b>Total 2024- 2025 Capital Reserve Budget- Authorized</b>
<b>ADMIN</b>	\$ 5,031	\$ -	\$ 5,031		\$ -
<b>ACC</b>	\$ 250	\$ -	\$ 250		\$ -
<b>GOLF</b>	\$ (635)	\$ 378	\$ (1,013)		\$ 491
<b>PARKS/REC</b>	\$ (52)	\$ -	\$ (52)		\$ 243
<b>PUB WRKS</b>	\$ (1,071)	\$ 398	\$ (1,468)		\$ 1,890
<b>WTR/SEWER</b>	\$ 1,421	\$ 648	\$ 773		\$ 2,237
<b>PUB SAFETY</b>	\$ (74)	\$ -	\$ (74)		\$ -
<b>FOOD SERV</b>	\$ (305)	\$ 34	\$ (340)		\$ 87
<b>DOCK / RV</b>	\$ 130	\$ 330	\$ (200)		\$ 624
<b>COMM</b>	\$ 148	\$ -	\$ 148		\$ -
<b>STRATEGIC</b>	\$ -	\$ 2,149	\$ (2,149)		\$ 10,393
<b>Total</b>	<b>\$ 4,843</b>	<b>\$ 3,937</b>	<b>\$ 906</b>		<b>\$ 15,965</b>

**Tellico Village POA**  
**Board Reserve Spending Report**  
**For the 5 months ending May 2025**  
**\$ in Thousands**

Division		Budget Carryover from 2024	2025 Budget	Authorized	2024 & Prior Yrs Paid	2025 Paid	Balance / (Excess)
Admin			\$ 322				\$ -
Golf		\$ 112	\$ 568	\$ 491	\$ 1	\$ 378	\$ 112
Parks			\$ 465	\$ 243		\$ -	\$ 243
Public Works	Maint		\$ 324	\$ 249		\$ 115	\$ 135
Public Works	Com Prop		\$ 426	\$ 440		\$ 255	\$ 185
Public Works	Roads		\$ 1,500	\$ 1,200		\$ 28	\$ 1,172
Public Works	Water	\$ 300	\$ 1,935	\$ 962	\$ 498	\$ 463	\$ 2
Public Works	Sewer		\$ 3,000	\$ 1,274	\$ 739	\$ 185	\$ 350
Food		\$ 34	\$ 71	\$ 87	\$ 34	\$ 34	\$ 18
Docks		\$ 600	\$ 160	\$ 624	\$ 282	\$ 330	\$ 12
Strategic		\$ 4,600	\$ 7,300	\$ 10,393	\$ 620	\$ 2,149	\$ 7,624
Reserve Spending Totals		\$ 5,647	\$ 16,071	\$ 15,965	\$ 2,175	\$ 3,937	\$ 9,853

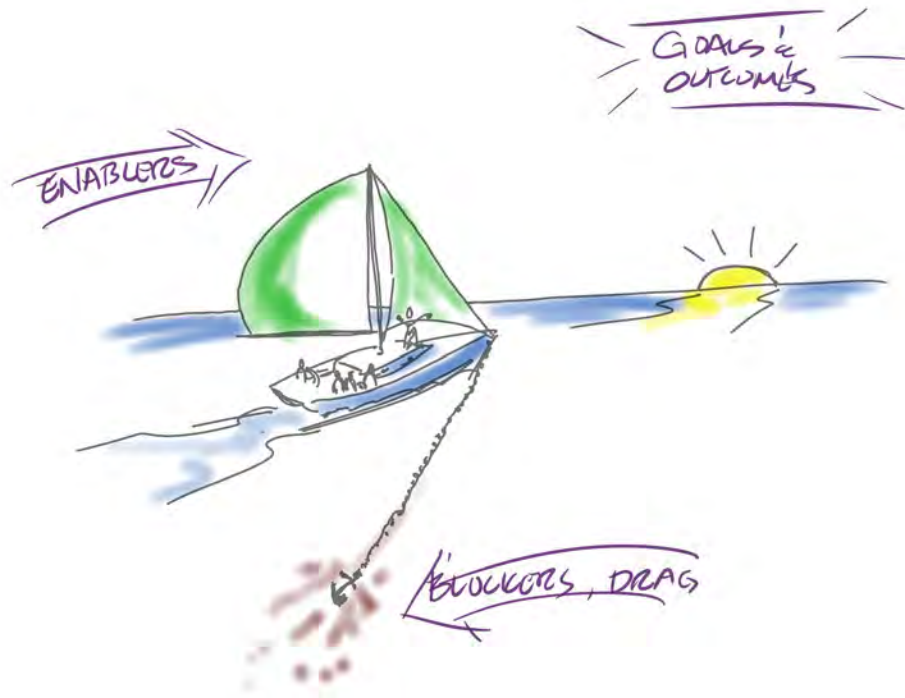
Tellico Village POA  
Capital Requests  
Reserve Capital and Maintenance Funding Requests  
06/18/25

Division		Project Description	Budget	Supplemental	Prior Request	Amount This Requested	Variance Under/(Over)	% Variance Under/(Over)
Requests Requiring Vote:								
PW - SEWER		LUB Partnership - PER for WW Pipe Under the River	-			32,375	(32,375)	100%
			-	-	-	32,375	(32,375)	

# Capital Funding Requests

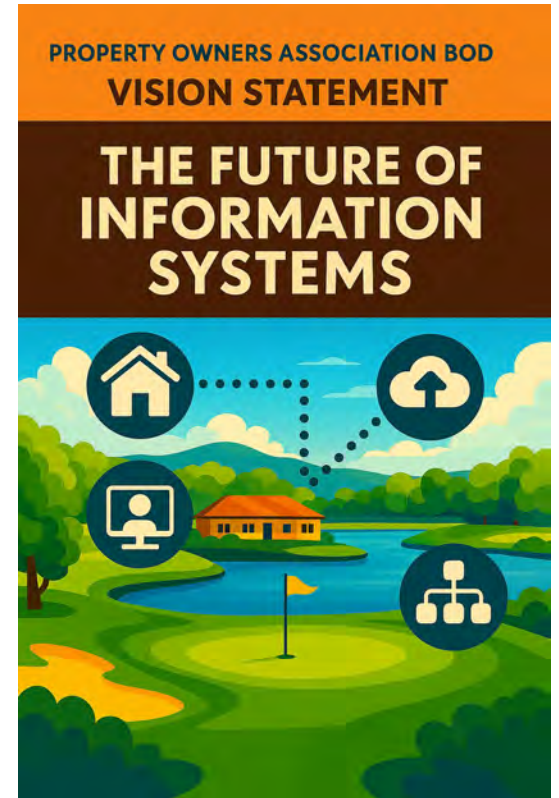
# Tellico Village Information Systems

## A Path to the Future



# Vision: One Community. One System. One Experience

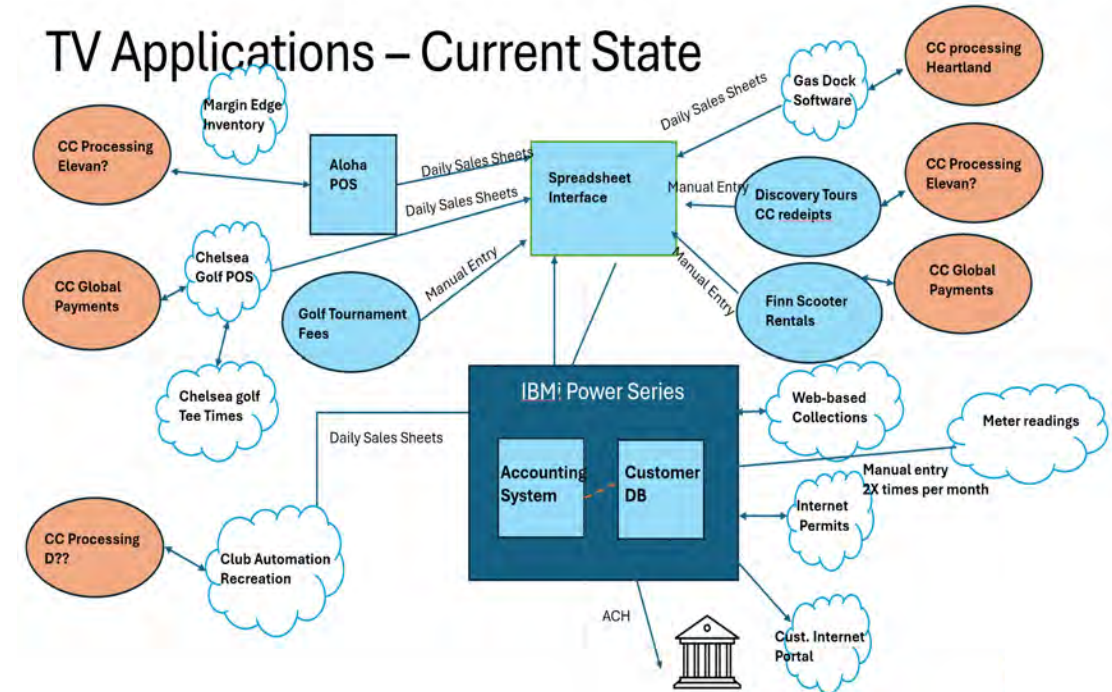
- **Single Login:** Access all POA services with one ID/password
- **Resident Portal:** Centralized portal for billing, reservations, and notifications
- **Mobile First:** Easy mobile access for all services and communications
- **Integrated Systems:** Seamless data sharing between golf, dining, recreation, utilities
- **Integrated Resident Account:** One account for golf, restaurant, recreation and utilities
- **Streamlined Operations:** Fewer manual processes, more efficiency
- **Improved Member Experience:** One place to go for answers, bookings, and payments
- **Real-Time Access:** Up-to-date account balances, utility usage, event calendars
- **Secure & Reliable:** Modern data security and encrypted access
- **Supports Volunteers & Clubs:** Tools for community groups, directories and calendars
- **Scalable Platform:** Designed to grow with the Village



# Current State Summary

- **Accounting: Sage Intacct** – Installation nearly complete. Go live July 1. Project on track.
- **Restaurants: Toast** – Will replace Aloha POS, contract signed. Plan is to start with Kahite and expand to Toqua next, then Yacht Club. Target completion when Tanasi is back open.
- **Golf: Chelsea** – System is functional but is aging. No update since 2019. Very small support staff.
- **Recreation: Club Automation** – Lightly used, not integrated with anything. Similar functionality to Chelsea.
- **Utilities:** Custom AS/400 system – nearing obsolescence?
- **Manual Spreadsheet Interfaces:** Still required for most systems
- **Web Presence:** WordPress site not integrated with other systems. Interfaces are mostly web links to other internal and external websites. Heavy marketing orientation.
- **Mobile App:** None
- **Resident Experience:** Multiple logins, or passwords required. No single access point. Club calendars in TellicoLife.

## TV Applications – Current State



# Strategy to Achieve the Vision

## Strategic Goals

- **Build on Sage Intacct Foundation**
  - Leverage Sage for accounting and purchasing, expand automation of interfaces
- **Replace Fragmented Interfaces**
  - Retire spreadsheets, reduce duplicate data entry
- **Implement a Digital Resident Portal**
  - Provide one-stop access for all community services
- **Phase Out Obsolete Systems**
  - Assess current systems and begin a replacement plan based on functionality, cost and risk
  - Consistent visuals and usability across platforms

## Strategic Goals

- **Consolidate POS & Amenity Management**
  - Replace Aloha with Toast for restaurants
  - Investigate replacing Chelsea and Club Automation with a single app, integrated with new portal
- **Plan for a Mobile App**
  - Make all services mobile-friendly
- **Ensure Cybersecurity & Compliance**
  - Protect data with modern standards
- **Create a Unified Brand Experience**
  - Consistent visuals and usability across platforms



# Phased Action Plan

## **Phase 1 – 2025 (In Progress)**

- Complete Sage Intacct rollout
- Transition from Aloha to Toast
- Assess data flow between systems
- Document the total IT spend for all systems
- Perform a complete applications assessment including cost, functionality, long term viability and risk. Prioritize for replacement.
- Gather requirements for the new portal and do RFIs with potential vendors

## **Phase 2 – 2026**

- Design mobile app UI
- Launch unified resident portal (web & mobile)
- Replace top candidate application (AS/400?) based on application assessment
- Pilot integration of Chelsea, Club Automation, and Toast with Sage and new portal.

## **Phase 3 – 2027**

- Full integration with accounting
- Single sign-on implementation
- Replace remaining applications that are to be retired.
- Board dashboard and real-time reporting tools
- Integrate volunteer club tools, community calendar into portal

## **Phase 4 – 2028 and Beyond**

- AI tools for support, data analysis
- Expand volunteer & club tools
- Continuous UX improvements

# Budgeting and Next Steps

## 2026 Budget Request

- Funding for integration of selected apps to Sage Intacct
- Funding for portal development
- Funding to replace top candidate application (AS/400?) based on application assessment

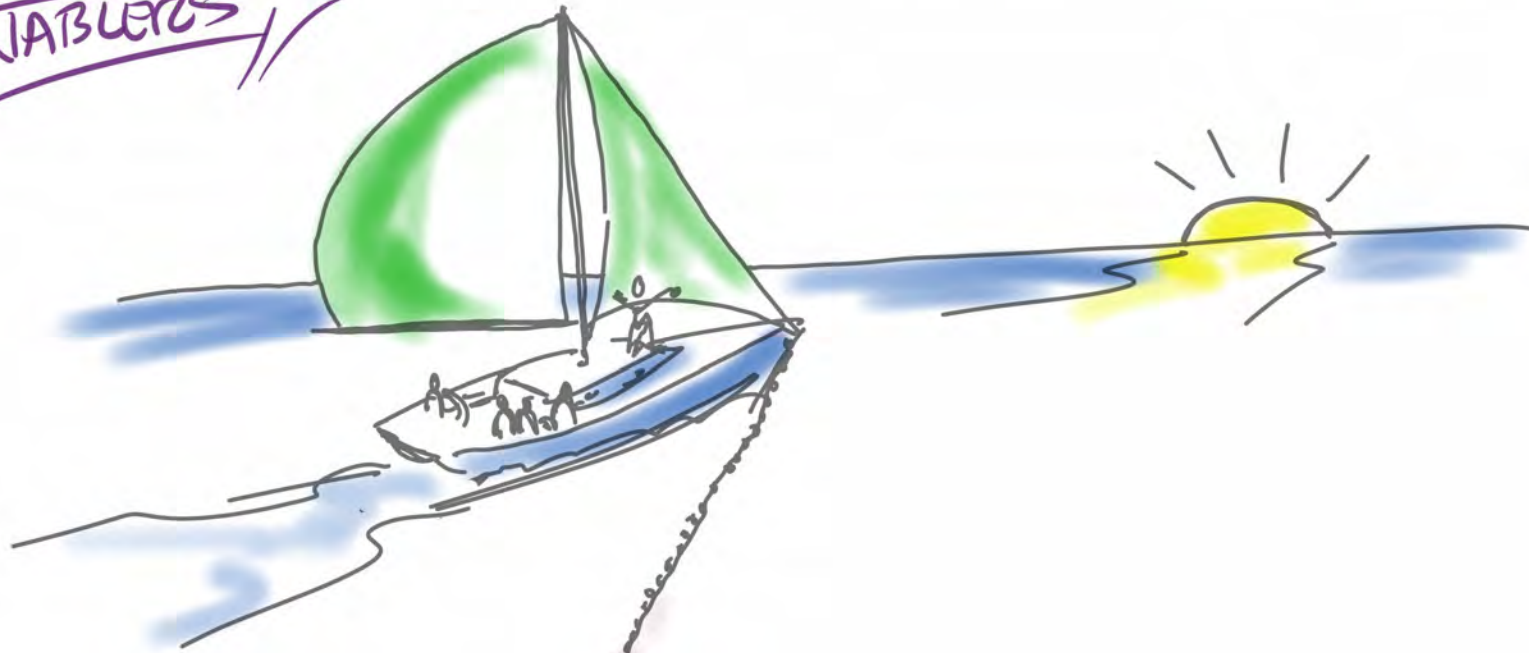
## Next Steps

- Confirm vision with BOD
- Conduct POA Staff input sessions
- Conduct resident input sessions
- Finalize strategic architecture plan
- Engage vendors for demos & quotes
- Begin phased implementation

**Success Metric:** A single digital platform that improves resident experience, staff efficiency, and long-term sustainability

GOALS & OUTCOMES

ENABLERS



BLOCKERS, DRAG