

Be Engaged. Be Informed. Be Heard.

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HOMEOWNERS ASSOCIATION  
OF TELlico VILLAGE, INC

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**Your Voice in the Village**

**General Meeting  
January 23, 2020**

**Ken Litke**  
**President HOA**



# Today's Meeting is Being Recorded & Streamed Live

The meeting is available for playback on the HOA Website - [www.loatv.org](http://www.loatv.org)  
CCTV is live streaming video to [www.Tellicochurch.com](http://www.Tellicochurch.com)



# **For Your Safety, Please Locate the *Two Exits Closest to You***



*In the event of an emergency, please exit the building  
in an orderly fashion*

# Agenda

**Call to Order**

Ken Litke, President HOA

**Welcome HOA Members and Visitors**

Ken Litke

**Invocation**

Ken Litke

**HOA Update**

Ken Litke & Linda Klein, HOA Treasurer

- *2019 Accomplishments & Financial Summary*
- *2020 Goals & Objectives*

**State of the Village**

Rick Blough, President POA & POA Execs

**Long Range Strategic Plan Highlights**

Wayne Ederle, Chairman LRPAC & LRPAC Team

**Public Comments & Questions**

All

**Closing Comments & Adjourn to Narthex**

Ken Litke

**Meet the HOA Board & Presenters**

*Narthex with Light Refreshments*



# Invocation



**The HOA extends a special thanks to the  
Community Church at Tellico Village**

# HOA Update



**Ken Litke, HOA President**  
**2019 Accomplishments**  
**2020 Goals & Objectives**



**Linda Klein, HOA Treasurer**  
**Financial Summary**

# **2019 Accomplishments**

## **Be Engaged Be Informed Be Heard**

**Significantly reduced volunteer hours required for HOA administration**

**Created two new Board positions - VP Advocacy & VP Event Planning**

**Celebrated the HOA's 30<sup>th</sup> Anniversary**

**Offered 105 different social events**

**Formed small groups for Wine, Cocktails & Games, Dinners for 6,  
Gourmet Dinners for 6, and Golf**



# **2019 Accomplishments** *continued*

**Be Engaged Be Informed Be Heard**

## **Worked jointly with the POA to:**

- Develop and award the Tellico Village Humanitarian Award
- Shared accurate resident information for Loudon Utility Smart Meter rollout
- Provided a platform for the Long-Range Planning vision to be communicated

**Continued as an active member of Lenoir City Committee of 100**

**Refocused Neighborhood Watch to home security**

**Highway Safety Committee engaged with State Rep. Lowell Russell for continued advocacy for Tellico Village**

**Welcome Orientation was offered six times throughout the year**

# 2019 Accomplishments *continued*

**Be Engaged Be Informed Be Heard**

## **Conducted surveys on homeowner preferences and experiences**

- How you want to receive communications
- Your home security experiences

## **TellicoLife**

- Vision continues as – *One Place, One Website, One Calendar* to find out what's happening in Tellico Village
- Launched in 2017
- 47 clubs participating with more to come
- LRPAC is using to communicate their 2019 report and answer questions from Villagers

# Financial Summary

## January 1, 2019 – December 31, 2019

Income	
Membership Dues	\$ 17,882.00
Social Activities	\$153,556.47
TellicoLife	\$ 7,207.00
<b>Total Income</b>	<b>\$178,645.47</b>
Expenses	
Administration	\$ 14,005.76
Communication	\$ 2,088.34
Social Activities	\$145,261.13
TellicoLife	\$ 7,252.19
<b>Total Expenses</b>	<b>\$168,607.42</b>
<b>Year to Date Net Income</b>	<b>\$10,038.05</b>



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Your Voice in the Village

# 2020 HOA Board

## Executive Council

**President**

**Ken Litke**

**Past President**

**Ellen Fox**

**VP Programs**

**Dennis Dougherty**

**VP Advocacy**

**Mark Pantley**

**VP Membership**

**Penny Manczko**

**VP Communications & Mktg**

**George Curran**

**VP of Technology**

**Marsha Herzog**

**VP of Event Planning**

**Jack McElligott**

**VP of Social Planning**

**Steve Turkewitz**

**Secretary**

**Lynda Narwold**

**Treasurer**

**Linda Klein**



## Standing Committee Chairs

**Chair at Large**

**John Bologna**

**Neighborhood Watch**

**Mark Kovar**

**Welcome Orientation**

**Christie Bruns**



# HOA 2020 Budget

## Income

Membership Dues

\$20,000

Social Activities

\$100,000

Tellico Life

\$9,000

**Total Income**

**\$129,000**

## Expenses

Administration

\$13,000

Communication

\$3,500

Social Activities

\$100,000

TellicoLife

\$9,000

Miscellaneous

\$3,500

**Total Expenses**

**\$129,000**



# 2020 Operational Goals

## Be Engaged Be Informed Be Heard

### **Implement Advocacy Strategies**

- Identify and prioritize issues having current or future impact on HOA members
- Work effectively with appropriate parties to help ensure positive, timely resolutions

### **Keep HOA Members Informed**

- Especially on high impact and controversial topics
- Work closely with the POA and select Village organizations

### **Improve Efficiency of HOA Roles**

- Reduce non-essential activities and automate efforts as available and appropriate

### **Promote the Implementation of *Community Management Business Best Practices*...**

...to the benefit of all residents/homeowners



# 2020 Strategic Goals\*

Be Engaged Be Informed Be Heard

Focus on *Advocacy* for key homeowner issues

Improve *Communications* to reach more homeowners

Continue promoting a sense of community through a wide selection of *Social Activities*

*Increase Membership* by delivering additional value to the HOA  
Membership

\*Goal details are on the [HOA Website](#)

# HOA 2020 Advocacy

## Be Engaged Be Informed Be Heard



### Develop and Implement a new HOA Advocacy Program

- Goals
- Advocacy Issue Selection Criteria
- Advocacy Process

### Implement appropriate internal and external communication strategies

### Add capability to TellicoLife for HOA to take questions and provide feedback

### Achieve HOA Board approval and launch (at least) three Advocacy initiatives in 2020

# HOA 2020 Advocacy

## First Project

### Water Pressure Improvement Through Management of Irrigation Watering Times

*Genesis for this project was from the POA Public Services Advisory Committee (PSAC) meeting September 2019*



*“Need to educate residents and irrigations companies on the importance of watering times”.*

#### Project Status

HOA Ad Hoc Committee Formed  
Fact Finding Stages Underway  
Rollout Spring 2020





# Tellico Village Property Owners Association State of the Village



**Rick Blough**  
POA Board President



**Winston Blazer**  
CEO



**Parker Owen**  
CFO



# POA Update

1/23/2020



# 2020 Board Responsibilities



**POA Board Officers**

**President: Rick Blough (2020)**

**Vice-President: Carla Johnson (2021)**

**Secretary: Pat White (2020)**

**Treasurer: Steve Schneider (2022)**



### **Board Liaison to Advisory Committees**

**ACC** – All Board Members

**Communications** – Carla Johnson

**Finance** – Marty Inkrott

**Golf** – Sue English-Kovar

**Governmental Affairs Committee**- Pat White

**Tellico Village Townhouse Association** – Sue English-Kovar

**Tellico Village Volunteer Fire Department**- Rick Blough

**Honor Awards** – Carla Johnson (2020/2021)

**Long Range Planning** – Rick Blough

**Public Service** – Bruce Johnson

**Recreation** – Steve Schneider

**Marketing**





# 2019 Highlights CEO Report



**2019**

**Was a Great Year!!!**



# 2019 Finances



## Many Projects and Enhancements Completed in 2019

Toqua Clubhouse

Kahite Clubhouse

Dehumidifier replacement



## Studies

Road Study

Sewer System Study

Water System Study

Finance/Reserve Study





# Golf Transition

# Financial Highlights from 2019

- \$21.3 Million Revenue
- \$20.0 Million Expense
- \$ 1.3 Million Net Income
- Net Income \$1.0 Million Better than Budget
  - Due to HA5 savings, \$150K;
  - Salaries and Benefits, \$388K unfilled positions;
  - Depreciation, \$156K capital timing later in Year;
  - Portico Donation \$148K;
  - High volume property transfers \$75K
  - Tank Installations \$44K

# 2019 Capital Program Summary

- Toqua Golf Clubhouse                      \$2.38 M; \$ 23K Under Budget
  - Kahite Community Center                \$ 701 K; \$ 80K Under Budget
  - Wellness Center Dehumidifier        \$ 281K; \$ 4K Over Budget
  - 21 Other Projects; Avg. \$29K        \$ 608K; \$ 16K Under Budget
  - Total Capital Plan                      \$4.68 M authorized; \$ 20K Under Budget
- 
- NOTE: Wellness Center Roof as approved was \$309K over budget for a longer-lived metal roof and additional interior repairs. This project carried over \$305K into the 2020 Capital Plan.

## 2019 Changes to Operating Cash and Reserves

- Operating Cash Up \$1 M over 2018
- Amenity Reserve Draw Down \$1.47 M
- R&M Reserve Down \$306 K
- Water & Sewer Reserve Up \$313 K
- Other Reserves Up \$83 K  
(TRDA, Safety, Docks, CAF Fee)
- Total Cash \$4.374 M Down \$354K

## 2019 Changes to Debt Levels

- \$1.158M New Debt for Toqua Clubhouse
- \$325 K Payments to Principal Long-Term Debt
- \$131 K Payments to Principal TRDA Capital Lease
  
- Net Change \$ 703K Increase in Long Term Debt

# 2020 Budget and 2021 to 2030 Ten Year Plan

- Begin Rebuilding Reserves following 2019 Capital Plan and Major Maintenance
- 5% Increase in Assessment Rate
- \$2.8M Capital Plan
- \$1.0M New Water Tank Coyatee Hills
- \$220K Wave Attenuator Yacht Club Basin
- \$1.4M Equipment Replacements
- Wellness Center Debt Paid Off August 2020



# Long Range Planning Advisory Committee (LRPAC)

## Strategic Plan Highlights



Wayne Enderle  
LRPAC Chairman 2020

# Tellico Village Long Range Strategic Plan



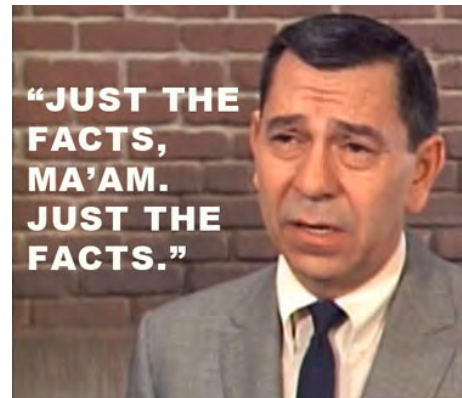
Prepared by  
Long Range Planning Advisory Committee  
HOA General Meeting January 23, 2020





# Impartial, Fact-Based, Data-Driven

- ✓ Data, metrics, surveys, focus groups & benchmarking
- ✓ Partner with HOA & New Villagers, capture needs & gain support
- ✓ Accepted by the BOD
- ✓ Communicate regularly





# 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.



# Key Findings and Observations



Transitioning from  
← “*Build & Enhance*”  
to “*Maintain & Sustain*” →  
A



+

Amenities  
benchmarked as “Best  
in Class”

No new amenities recommended at this time

# Recommendations – Near Term



## Focus

## Near Term Recommendations

### Financial Integrity

- Documented Capital & Budget process
- POA Operational excellence review



### Village Appeal

- Tanasi Boat Slips
- Aesthetics & Environment Advisory Committee
- Meeting room reservation system
- Virtual meeting capability
- Community Center feasibility study



### Enable the Plan

- Plan, Act, Check, Review Process
- POA Departmental Long Range Plans
- Establish balanced scorecard
- Recreation Dept data automation
- Ongoing data collection
  - Tellico Village Census
- Develop Mission Statement



# Recommendations – Longer Term



## Focus

## Longer Term Recommendations

### Maintain & Sustain

- Road resurfacing (underway & ongoing)
- Sewer & Water upgrades
- Reserves for Tanasi & Kahite Greens



### Village Appeal

- Tanasi kitchen expansion
- New TVB facility
- IT infrastructure
- Offsite shuttle & parking system
- Offsite boat storage
- Wellness Center / Pickleball Expansion
- High Density & Patio Housing
- Chota Center Renovation / Replacement
- Kahite Kitchen Expansion
- Facility Parking Plans
- Firehouse Expansion
- Tanasi Clubhouse Renovation / Replacement
- Lakefront Casual Dining



### Further Data & Analysis

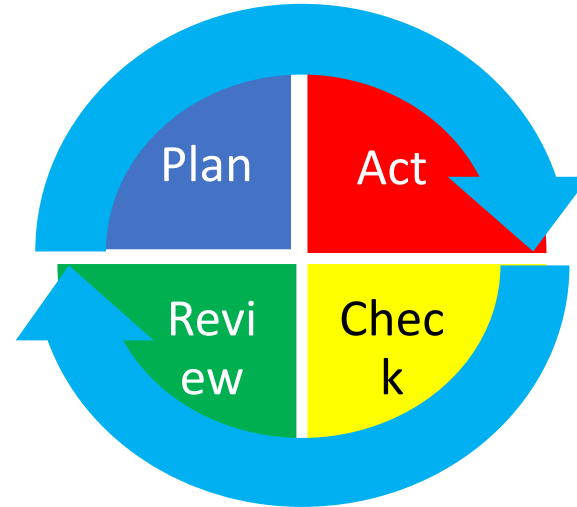


# Keeping the Plan Alive

Plan, Act, Check & Review  
Process includes:

- Semi Annual Review of Plan & Metrics
- TVBOD & LRPAC Annual Planning & Review Workshop
- TVBOD, LRPAC, & POA Department Biennial Review & Update

*The Plan is a living, breathing document to be reviewed & updated based on new data & future needs*



# Tellico Village Long Range Strategic Plan



## Q & A



# Next HOA General Meeting

## March 26<sup>th</sup>

### Topics Under Consideration

- **Upcoming Elections: *Get Out and Vote!***
  - Dates and Issues in Federal and Local Elections
  - How to Register to Vote
  - How to Vote: In-person, absentee, early voting
- **National Census**
  - What it's all about and what it means
  - Why its important
  - How you will be asked to participate
- **Other topics TBD**





**If you have questions or  
comments, please raise your hand.**

**An usher will bring a microphone  
to you.**

# Meet & Greet



**Please adjourn to the Narthex where you can meet with the HOA Board members and today's speakers. Enjoy the refreshments!**

# Thank You!



**Join us for our next  
HOA General Meeting on  
March 26th**

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