

POA Candidate Forum, October 30th



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Introduction Agenda

- 1. Why I'm running for the board**
- 2. Tellico Village costs are increasing faster than average**
- 3. How we can fix this problem**

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Why I'm running for the board

Tellico Village dues are increasing at double the cost of living and there are no plans to reduce / control costs

TV has a \$40M spending plan for 2024 and does not have a **business plan** or SMART goals to reduce / control costs

ACCOUNTABILITY is very difficult without **business plan** and SMART goals

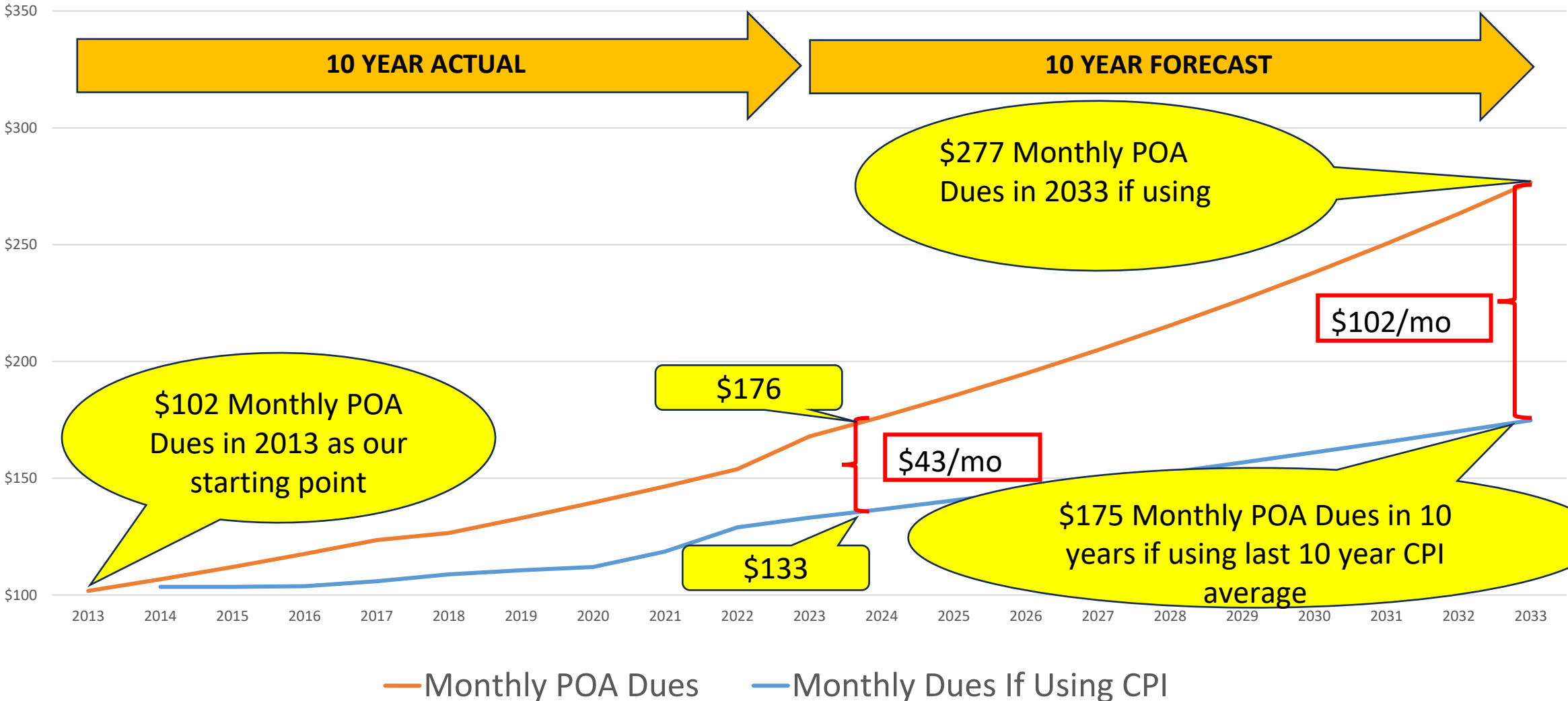
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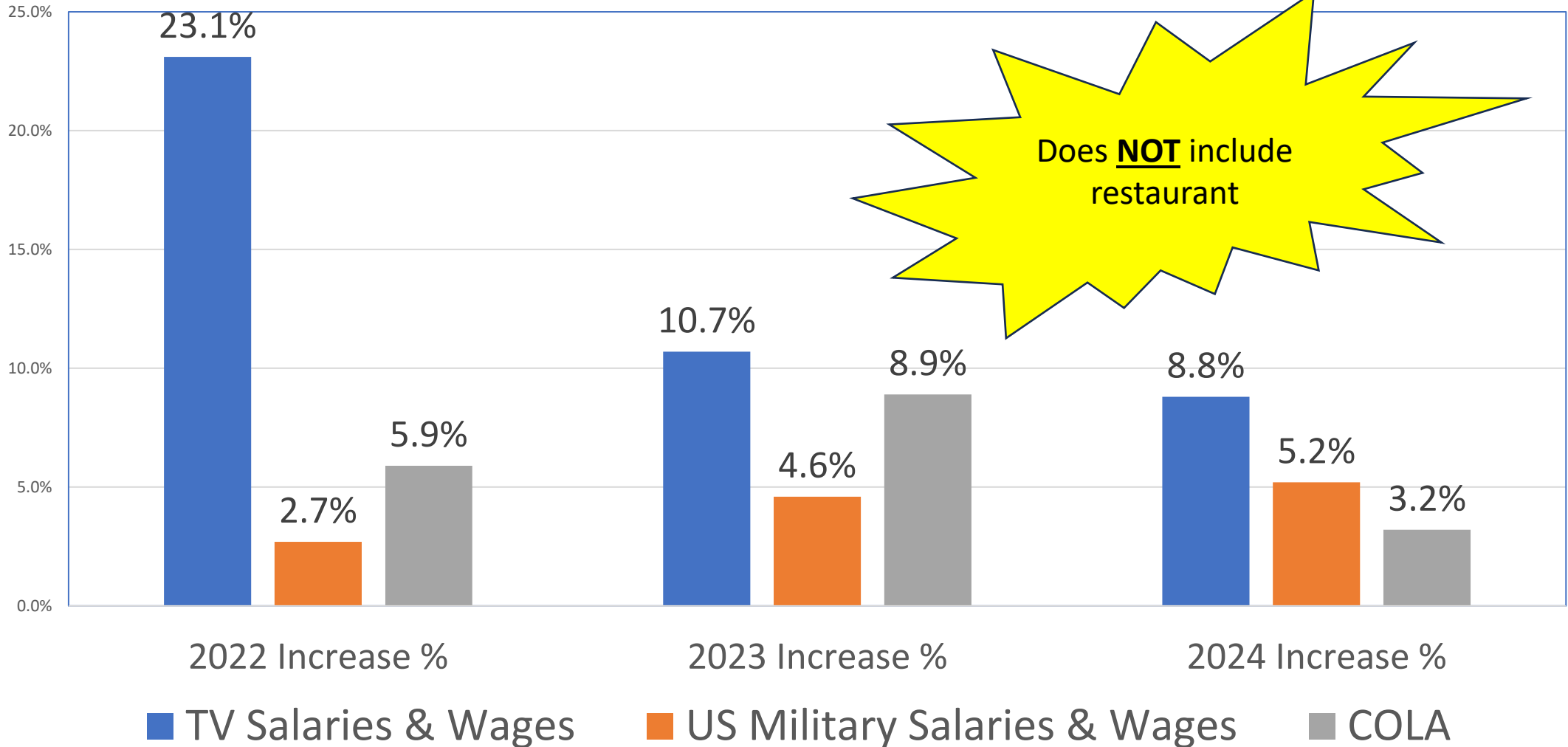
POA dues vs CPI 20 years

POA Increase vs CPI Increase



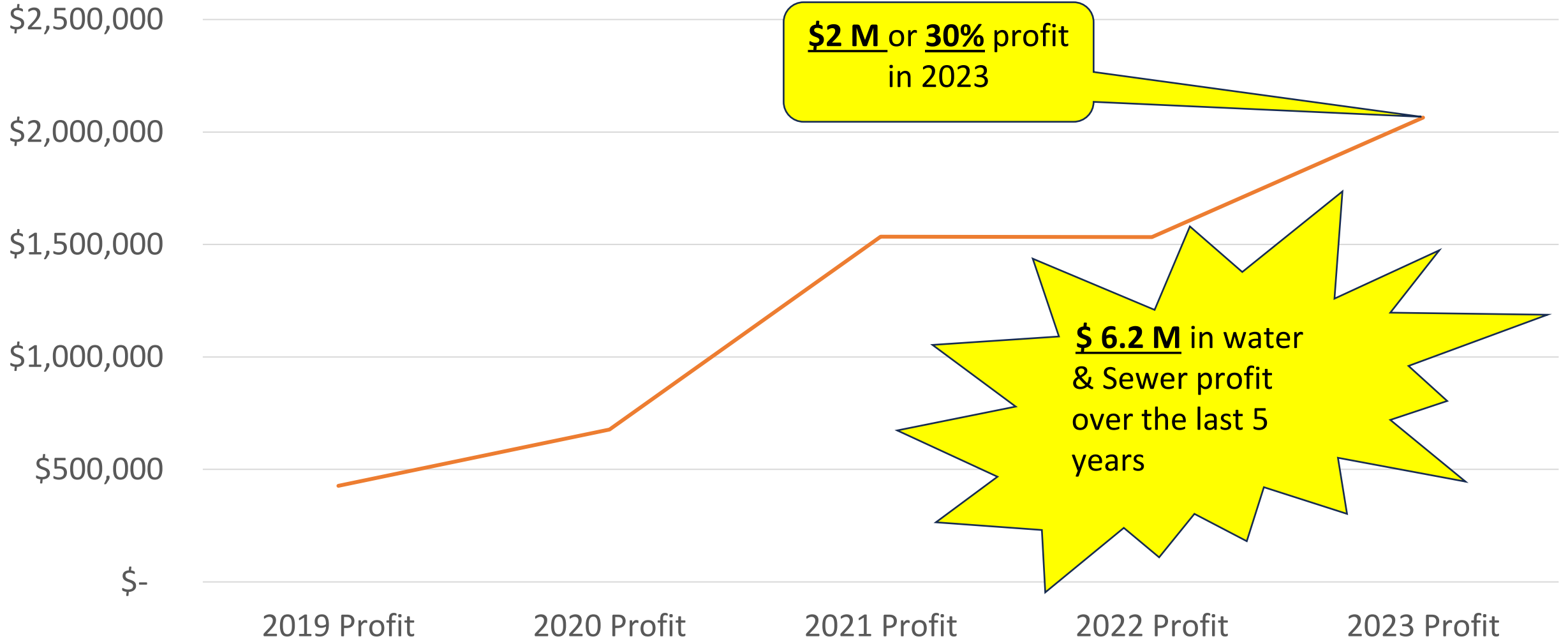
TV POA wage increases vs US Military vs COLA

Tellico Village vs US Military vs COLA



POA Water & Sewer Mark Up Profit

\$ of Water & Sewer Profit



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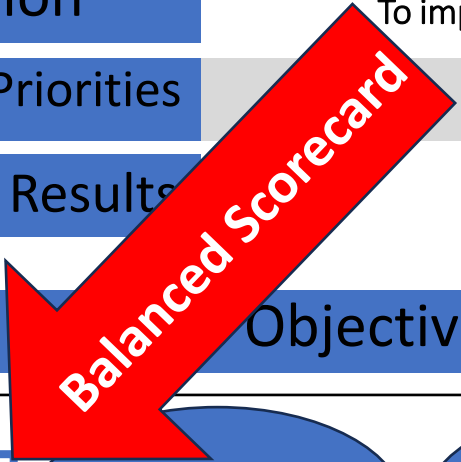
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How we can fix this problem

Presented complete
Balanced Scorecard to POA
CEO August 1, 2023 for 2024
implementation

Vision	Transform Tellico Village into the most desirable community because of it's outstanding value, incredible amenities, & awesome employees resulting in a waiting list for purchasing homes in Tellico Village
Mission	To improve the enjoyment & quality of life for our residents, employees & guests through effective POA management
Strategic Priorities	Excellent quality & customer service with outstanding value
Strategic Results	Increased revenue & ever increasing customer satisfaction

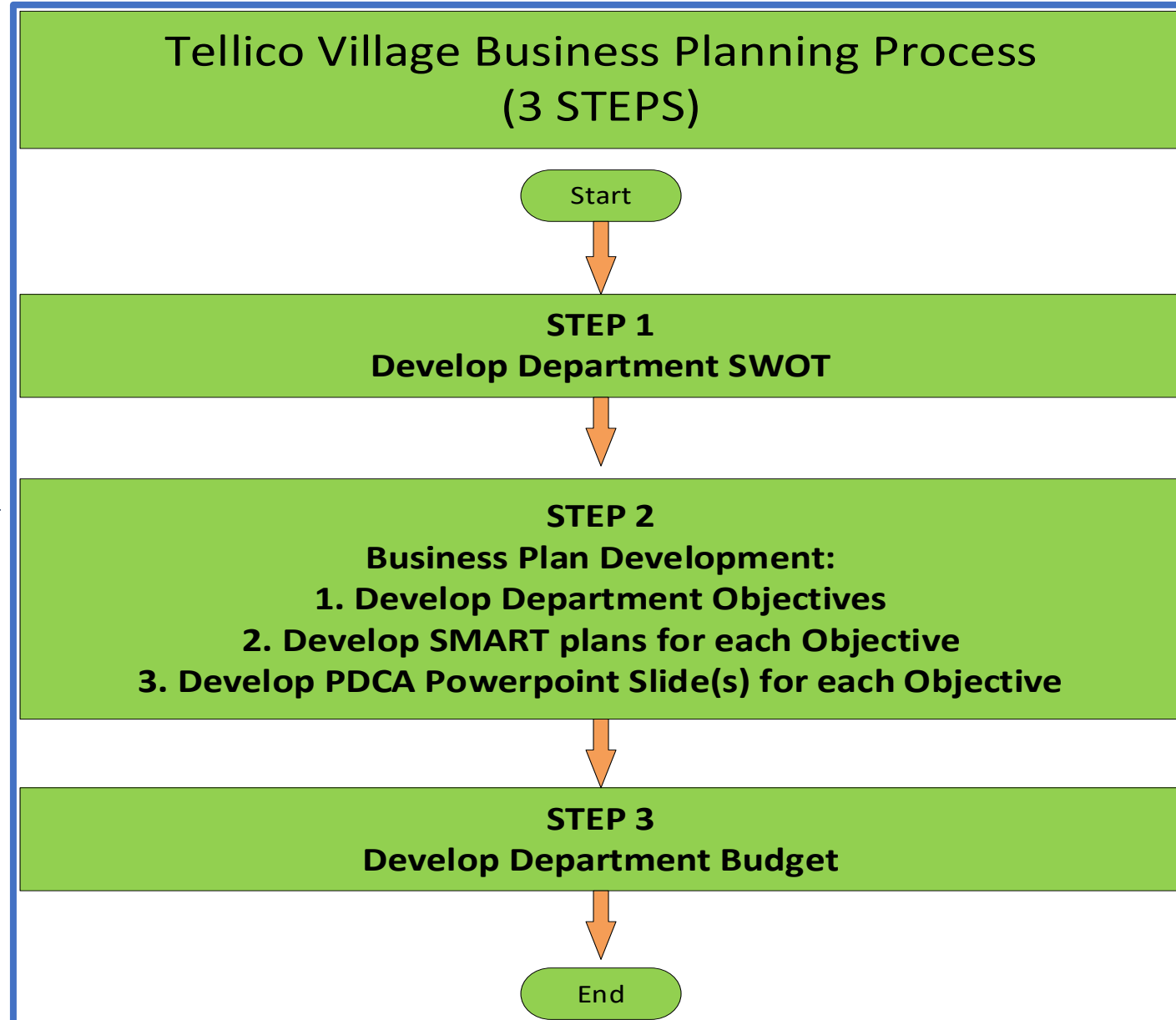
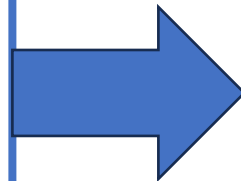


Objectives & Strategy Map	Measures	Targets	Initiatives
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Financial	<ul style="list-style-type: none"> Increase Revenue Increase Profitability Decrease Operating Cost 	<ul style="list-style-type: none"> Revenue Growth Net Profit Operating Costs 	<ul style="list-style-type: none"> ↑ 10% / year ↑ 10% / year ↓ 5% / year 	<ul style="list-style-type: none"> Set revenue growth targets Hiring Freeze KPI Accountability
Customer	<ul style="list-style-type: none"> Improve Customer Satisfaction Maintain Current Costs 	<ul style="list-style-type: none"> % customer satisfaction index Freeze POA increase 	<ul style="list-style-type: none"> ↑ 3% CS increase per qtr ↔ 0% POA increase 	<ul style="list-style-type: none"> Implement survey 0 based budget 2024 5% budget reduction 2024
Internal Processes	<ul style="list-style-type: none"> Improve Amenity Quality & Utilization Improve Labor Tracking & Efficiency Innovate Amenities & Service 	<ul style="list-style-type: none"> Kaizen top 3 Establish KPIs Innovate amenities/service 	<ul style="list-style-type: none"> Golf, PW, & Restaurants 80% of hourly Implement 2 plans/yr 	<ul style="list-style-type: none"> Process map Launch KPI team ↑ 5% NET revenue growth
Learning & Growth	<ul style="list-style-type: none"> Improve Employee Knowledge & Skills Improve Tellico Village Cleanliness 	<ul style="list-style-type: none"> Create training plans & matrix Implement housekeeping scorecard 	<ul style="list-style-type: none"> 90% training complete 2024 80% Q1, 85% Q2, 90% Q3, & 93% Q4 	<ul style="list-style-type: none"> ID top Golf & PW competencies Training Kiosks Monthly audit

How we can fix this problem

Presented to:
CEO,
13 POA
Executives &
Managers on
June 21,
2024



Summary

- 30 year Honda Engineer & Facility / Plant Manager
- Troubleshooter
- Lean process / efficiency expert
- Extremely passionate problem solver
- Patriotic
- Dedicated TV resident

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