



## Tellico Village Strategic Plan Development Questions & Answers As of July 3, 2018

*The following is a list of the Questions/Comments received by the Long Range Planning Committee (LRPAC) from village residents. It is a compilation of questions received at our meetings and through TellicoLife. We will periodically update this document as new information becomes available. [Click here](#) to make a comment or question through TellicoLife (TellicoLife sign in is not required).*

*With a few exceptions, questions and comments that do not pertain to the Long Range Strategic Plan (LRSP) will not be published. The LRSP is addressing Tellico Village property owners' needs for the long range future. That is defined as 6-20 years out.*

*Some questions will be edited or paraphrased when questions are repeated by several residents.*

### Questions

#### **Theme: Vision**

Q. What would be an example of "best in class" that would not have to be justified? (6.23.18)

A. Good question. All our expenditures need to be financially justified. The LRPAC benchmarks communities similar to ours on a regular basis. We identify the highest rated communities and search for amenities or ideas that are unique and contribute to their high ratings. The LRPAC will then conduct a thorough review and analysis before the amenity is added or not added into the Long Range Strategic Plan. An example of a best in class amenity would be a third party proposing to finance a new "best in class" boutique hotel such as a Four Seasons or Ritz.

#### **Theme: Waterfront**

Q. Has any thought been given to partnering with a boat sharing company to meet the needs of Tellico residents while minimizing the need for additional dockage and potentially providing additional revenue to the Village. (6/6/2018)

A. This is the kind of creative idea and suggestion we are seeking from our Villagers. As mentioned during the Town Hall, we will have a shortage of docks in the future. We will definitely look into the feasibility of boat sharing in Tellico Village. Thank you for your suggestion.

Q. At the meeting of June 4th it was stated that LRSP was looking at how many docks we need in the future. It could be 700 etc. When I was on the Board we were told that the TVA limited us to so many docks at the Yacht Club and Tanasi and no other sites were available in the Village. We are full at the Yacht Club and maybe at Tanasi too or close to it. What is the number of slips TVA will give us in the Village? (6/6/2018)

A. You are correct that the TVA limits the number of docks we can have and where they are placed. Expanding the number of docks will require working with the TVA to find a solution. The dock shortage is a critical issue to solve because our lake is our most important resource and impacts our quality of life and social fabric. There are other potential solutions that we will consider. If you have any ideas, please let us know.

Q. We recently moved to Tellico Village and our home is located next to Tellico Parkway and the Clear Creek landing. The traffic on Tellico Parkway is heavy and starts at 4:00am. The noise is incredible loud. Can anything be done to reduce the noise? Also, since we've been here, there have been at least 2 dozen close calls where boaters ignore the no wake markers and have almost collided with boats coming in the opposite direction or run over paddle boarders (ME!!)or kayakers. This area needs to be more closely monitored and additional NO WAKE bouys added to both sides of the bridge near Clear Creek and Tellico Pkwy. This is a serious safety issue that needs to be addressed immediately. Please let me know who to call and what Tellico POA can do to assist. (6/7/2018)

A. We definitely understand that there are safety issues on the lake and at times the road noise on 444 disturbs those residents living adjacent to 444. Unfortunately the POA have no authority to control either of these issues. We suggest you contact the TVA and TN department of Transportation. Sorry we cannot be of more help.

Q. How do we help keep Tellico Lake healthy? (6/18/18)

A. Tellico Lake is a precious resource that contributes in making Tellico Village a great place to live and play. The Long Range Planning Advisory Committee is considering how to protect our environment on land and in the water. (6/18/18)

Q. What is the status of covered docks and is there a plan to add more docks. (6/18/18)

A. Adding covered docks at this time is temporarily off the table. It has been documented by the Dock Captains and the LRPAC that we will need additional docks in the near future and beyond. We are studying this issue and recommendations about how to increase the number of docks will be in the LRSP.

Q. The TVA has limited the number of docks we can build. What is that number? (6/23/18)

A. The TVA grants dock space (total length and total width) not number of slips. If we built the smallest slips we rent, we could install ~80 more slips (2 docks with 40 slips each) in Tanasi and ~62 slips in Kahiti with the space currently permitted by the TVA. If we built large slips of course these numbers would be reduced. In the next 5 years we anticipate needing ~230 more slips in the Loudon Village Neighborhoods alone. The major problem at Tanasi would be parking for these additional slips.

Q. Are you considering a new marina at Clear Creek or Poplar Springs? (6/23/18)

A. The dock captain committee has developed a 5 year plan that is currently being reviewed by the Board. There are several options on the table to be considered. The two locations you specifically mention are owned by the TRDA and would require negotiations.

## **Theme: Growth**

Q. We have received many questions about Village growth and how were are going to manage this growth. (6/23/18)

A. Some individuals embrace growth, others are against growth, others want controlled growth. This is a very complicated issue. Growth's impact has its positives and negatives. Growth creates a revenue stream for the Village which helps fund maintenance and add new amenities for our Villagers. Growth also creates a demand

for our houses and lots which increases property values. On the other hand, growth creates congestion and the need to expand or add to our existing facilities. There are many other potential positives and negatives of growth. There will be questions on the upcoming survey that will address your concerns so please fill out the survey and tell all your friends to do the same. Thank you for your comment.

Q. With limited future revenue (revenue from lots are limited), and increased growth to support the added residents (administrative needs, expanded amenities, etc.), does the LRSP intend to analysis future growth potential with our ability to financially support this growth? I am a believer that we need to accommodate this growth and stay competitive, but I would like to see the financial analysis of how we can provide this competitive posture with the limited revenue streams the future holds. (6/62018)

A. Yes, we are working closely with our finance department. They will be using our growth projection, capacity and utilization analyses, and recommendations to anticipate future revenues and costs. Thank you for your question.

Q. How does the Village change after all lots are sold and built on? (6/18/18)

A. Data from a recent Marketing Study revealed that the median age of new Villagers is 62.5 which is younger than existing residents. Older residents are selling their homes and younger people are buying them. Younger residents' needs have to be considered for our future.

Q. How is death impacting the total number of villagers and housing? (6/18/18)

A. Because statistics on exact mortality rates for Tellico Village residents are not readily available, we have not tried to quantify the direct impact of mortality on Tellico Village housing and population.

Our correlations are based upon historical Tellico Village metrics such as total households, new households, and home resales over the past 5 to 7 years. These metrics have naturally been impacted by many things including mortality rates.

So by using metrics influenced by mortality rates to project the future, we are indirectly accounting for Village mortality in our projections.

Q. What are the top 3 issues related to growth? (6/18/18)

A. We are still analyzing the data so we don't have a definitive answer but we believe growth will: impact the utilization vs. capacity of our existing amenities; increase maintenance costs due to increased utilization; and changing demographics will create new "needs" for the younger residents coming in to TV.

Q. How many buildable lots are available? (6/18/18)

A. There are currently approximately 2600 empty lots. Some of these are less desirable than others. We are in the process of identifying the least desirable lots.

Q. We continue to have more people coming into TV which taxes our facilities and will require us to build or expand more facilities to accommodate the growth. How are we going to address this issue? (6/18/18)

A. This issue is one of the main reasons why the LRPAC has spent a lot of time forecasting growth and studying utilization and capacity for all of our facilities and amenities. Our recommendations will be based on real data, facts, and Villager input. We will prioritize our recommendations based on need and the timing of the need.

Q. What metrics are in place to help determine when it's time to expand amenities? (6/18/18)

A. We are collecting historical utilization metrics and current amenity capacity and then by using our growth projections we will be able to estimate when utilization will exceed capacity.

Q. Can Villagers provide input into the bigger projects planned within 5 years? (6/20/18)

A. Capital projects are discussed during the POA General Board Meetings and POA Board Workshop. They are also communicated in the Telegram and other publications. Attending these meeting provides you with the opportunity to express your views.

Q. Will “The Neighborhood” be expanded to handle future growth? (6/20/18)

A. The growth projections and recommendations will be shared with The Neighborhood. After that it is a business decision for 5 Star.

Q. Clarify the difference between New residents vs. additional residents in your planning process? (6/23/18)

A. Additional Residents are defined as residents who increase the population. New Residents are defined as the total of Additional Residents (new population) and residents who have bought existing homes (number of resales). Another term for new residents is New Households. New Households (New Residents) are the sum of New Home Permits plus the Number of Resales. We are assuming that New Permits are Additional Residents resulting in an increase in population. Home Resales result in New Residents but not an increase in population.

Q. In your growth calculations how are you distinguishing between new additional Villagers vs. existing Villagers moving into a newly built home? (6/23/18)

A. We are counting New Home Permits and assuming these are increases in population. We are also counting Home Resales as new residents replacing older residents that are not counted as population increases. When an existing villager builds a new house, a relative rare event, we record it as a new villager and additional population even though they aren't new population. The household that purchases their house is in fact new population but isn't counted as new population. So the net effect is one new household, the one who bought the existing home, with an increase in population, which is as it should be evaluated. Using our methodology, we don't need to distinguish between the two situations you describe. Our methodology takes care of it automatically.

Q. Should you overweight input from the last few New Villagers classes because they are younger and will reflect future needs? (6/23/18)

A. We will weight all Villagers' input equally but we also need to understand younger residents' future needs.

Q. What Gen X and Millennial expectations are being used in your growth projections? (6/23/18)

A. We are in the same position as AARP, real estate companies, financial institutions, and others. They are studying this issue to answer the question you asked. As of yet we do not know the answer. The impact of Gen X'ers won't occur until about 2040 so we will know more in a few years than we know now.

Q. What is the expected maximum number of residents without the acquisition of additional land? Will we become just like the suburbs and cities we came from? (6/23/18)

A. The current projection is that the total population of Tellico Village at “build out” is approximately 13,000 residents. We currently have approximately 8,000. One of the drivers of our growth has been our Village's characteristics. The Tellico Village growth should be carefully managed so that we don't lose the character we moved here for.

Q. Would it make sense to question those leaving TV to determine why they are leaving? (6/27/18)

A. Anecdotally the 2 most common reasons for people leaving the Village are: to be nearer to family and health reasons requiring assisted living care. I do believe that we should look into gathering more information on this topic. It may give us insights we haven't considered.

## **Theme: Social Fabric**

Q. Solve the Tanasi parking problem by keeping the Yacht Club open on days that clubs use Tanasi. Concentrate on raising revenue not just controlling cost. Can't save enough to be rich! Raise revenue by keeping Yacht Club open all weekend and later than 10pm on Tiki nights. Keep Toqua open for dinner or at least until golfers have finished their game. Sometimes it's closed at 4pm. Raise revenue by charging non resident golfers significantly more, i.e. \$60. Thank you for what you do! (6/6/2018)

A. The Board of Directors and the Long Range Planning Advisory Committee (LRPAC) are working on the parking issue. The Board of Directors is looking for short term solutions and the LRPAC is working on longer term solutions. As you suggest, dining and golf both contribute to the parking problem. Thank you for your suggestion.

Q. We received several questions similar to this one. I'm wondering what plans are in place to address our growth and the need for a larger venue for large group activities. The crowds at tiki night have become quite large, so I'd be interested in what potential solutions are being considered. Thanks! (6/6/2018)

A. Absolutely. We have data that confirms we have an issue today and in the future in accommodating large gathering. Some of the options we are considering are: expanding our current facilities, using existing nearby facilities, and building a community center. If you have other suggestions, please let us know. Thank you for your question.

Q. What are the plans for expanding the Yacht Club? (6/18/18)

A. We are studying this issue and will have recommendations in our final report.

Q. Will the Long Range Strategic Plan consider activities for Singles as well as couples? (6/18/18)

A. The Long Range Planning Advisory Committee (LRPAC) will assess the needs of our singles population primarily through the upcoming questionnaire and through focus groups. I would encourage the chairperson of the 2 singles clubs identify the specific needs of Singles and send the recommendations to the LRPAC.

Q. The Bridge Club is forced to meet in small groups due to a lack of meeting room space large enough to accommodate larger games. What is being done about this? (6/18/18)

A. The POA and Long Range Planning Advisory Committee (LRPAC) are studying the meeting space issue and there will be short term and long term recommendations. It would be helpful for your club and others with similar challenges to provide the LRPAC with the following information: number of club members over the past 5 years, average attendance, and anticipated optimal number of tables or space requested.

Q. Several individuals asked about the status of the Toqua clubhouse and Kahite projects. (6/18/18)

A. The Toqua and Kahite projects are in the short term 5 year plan. The Long Range Strategic Plan project is examining Tellico Village's needs 6-20 years out. Please access the latest communications by clicking on the link below.

This link briefly discusses Kahite: <http://www.tellicovillagepoa.org/images/tellico/Gram2018/tg20180501.pdf>

This link briefly discusses Toqua:

<http://www.tellicovillagepoa.org/images/tellico/Gram2018/tg20180522.pdf>

Q. Do we need more assisted living capacity and what are our plans to accommodate older residents coming in to TV? (6/18/18)

A. The LRPAC is looking at aging in place issues. This includes projecting future capacity needs. StayinTV will provide input into our Plan recommendations.

Q. What are the plans to add more meeting spaces? (6/18/18)

A. The LRPAC and POA are collecting data to assess the need for more meeting space. This includes small and large gatherings. Once that data is obtained and analyzed short and long term solutions will be considered.

Q. Has Loudon County been asked to build a senior center in TV? (6/18/18)

A. Not that we know of. The questionnaire will include questions about a multipurpose building for events, meeting spaces, and a senior center. Please be sure to fill out the questionnaire and ask you friends and neighbors to do the same. Asking Loudon County to fund or help fund the multipurpose building may be included in the final recommendations.

Q. Are you planning to look at the social fabric needs of new residents retiring in 20 years and moving the TV. For example this group of retirees are not that interested in golf. (6/18/18)

A. The short answer is yes. Through our population forecasting we know that around 2027 Baby Boomers moving here will decline and GenX and Millennials will be moving in. We are studying the recreational profiles and other interests of these populations.

Q. Do we need more dining venues? (6/18/18)

A. We are working with AWE to determine how best to plan for the future. With the expanded Toqua Clubhouse and restaurant, additional capacity will become available. We will continue to review dining options for the future.

## **Theme: Housing**

Q. Can the POA purchase additional acreage so that we might have “lock and leave” condo development? (6/18/18)

A. The upcoming questionnaire, to be released on August 6<sup>th</sup>. will assess the demand for more lock and leave options. The POA can purchase additional acreage but this could be a very expensive proposition. At the moment there are no plans to purchase additional acreage. Please be sure to fill out the questionnaire and ask your friends and neighbors to do the same.

Q. How much have property values increased? (6/18/18)

A. According to the Marketing report residential property values for 2017 are up 6% compared to 2016

Q. The majority of new homes being built today are lower end homes which will pull down all the real estate values. (6/18/18)

A. The recent ACC report that can be found on the Telegram website suggests that square footage between January and May of this has actually increased. The impact of the smaller house neighborhoods is still to be determined.

<http://www.tellicovillagepoa.org/images/tellico/Gram2018/tg20180605.pdf>

Q. Are there restrictions for the various housing options? (6/20/18)

A. The vast majority of land available for multi-housing units is owned by Cooper so Cooper would have to develop these areas or the POA would have to purchase the land from Cooper. The ACC “Blue Book” has some specifications for the number of stories that can be built and size of homes. The ACC would have to change their specifications. Market demand also drives these options. There is an increasing demand for homes with a lower square footage that are selling very

well. Many of these homes have been built in specific areas with neighborhood "enhancements" such as sidewalks.

Q. Are you considering that there may be a housing glut as current Villagers depart our community? (6/21/18)

A. The Baby Boomer generation and the economy are two of the most important drivers of growth. As the current baby boomers leave the Village over the next 5-10 years Gen X and Millennials will reach retirement age and will be prospects for resales.

Q. Are you considering limiting the number of new homes being built to offset the impact of these new homes on infrastructure, amenities, etc.? (6/21/18)

A. Limiting new home permits may be an option to limit growth but its practicality and impact would need to be seriously examined.

## **Theme: Finance**

Q. As a retiree we must live on a budget. Why can't the POA budget remain at a fixed amount? (6/2018)

A. This is really a question for the POA but the simple answer is that our infrastructure is aging, maintenance costs are rising, and there is general inflation. The POA budget does remain at a fixed amount which is determined each year, approved in an open meeting by the POA Board. As with our personal lives, events such as medical emergencies, unexpected repairs for critical systems such as our personal heating and air conditioning, personal automobiles, etc. are also planned by maintaining adequate reserves to pay for these needs without relying on loans and credit costs. This community is constantly evolving and changing, as are our personal lives. Failure to plan for known and unknown economic demands would not be prudent.

Q. Is there any consideration of a special assessment to fund improvements? (6/2018)

A. The BOD and finance department do their best to fund maintenance, infrastructure, and amenities through the monthly assessment. So far they have been able to balance the budget every year. Special assessments can only be used, if approved by a majority of property owners, for a specific project.

Q. Please look at funding options that align with those who directly benefit from the amenities. Are you considering private investors or naming rights for large investors? (6/2018)

A. On our questionnaire, which will be available on August 6<sup>th</sup>, there is a question that addresses your suggestion. Please be sure to complete the questionnaire and ask your friends to do the same so that you can provide input into this issue.

Q. Does the Long Range Planning Advisory Committee have a fall back plan in case there is a market crash or another recession? (6/2018)

A. The BOD has a 5 year plan but a definitive budget is for only one year. The Long Range Strategic Plan is planning for the future, 6-20 years out. It will be updated regularly. Both the 5 year plan and the LRSP can react quickly to any economic changes should they occur.

Q. Given that the economy is strong has any thought be given to expanding and adding amenities now by raising assessments? Should we be building facilities based on future growth estimates so that they are not obsolete before they are completed? (6/23/18)

A. There is always a risk of over building now for anticipated growth in the future. There are costs associated by building too early in anticipation of growth, such as staffing and overhead. Through our data analysis and forecasting we will be better able to project when expansion and/or new amenities will be needed. That way we can plan well ahead of time.

Q. What are the estimated costs associated with Long Range Strategic Plan? (6/23/18)

A. The LRPAC is focusing on the future needs of Tellico Village. We will provide a road map for the next 6-20 years. Costs so far in the future are very difficult to estimate. The cost, affordability, and funding for accepted projects will be determined by the Board and Finance.

Q. Has the Board considered charging current residents a lower monthly assessment if they purchase an empty lot adjacent to their house to protect green space? (7.2.18)

A. No. Taking an empty lot off the market or reducing the monthly assessment on some lots would reduce POA revenue that is used for maintenance, infrastructure and other needs. Lowering the assessment rate on some lots could result in raising the assessment rate for all property owners and reduce the potential for future assessment income for those lots.

Q. Since builders profit from our marketing program should developers pay a fee to cover the costs for infrastructure improvements related to growth? (7.2.18)

A. In 2017 the POA Board approved increasing permit fees and water and sewer connection fees. Preferred builder partners already pay a fee for the privilege of receiving some advertising and discounts on building permits. If the original developer, Cooper Communities, expands the number of platted lots from their reserve property, they will be expected to bear the cost of additional infrastructure to support that expansion.

Q. Are subsidies being paid to operate the Tanasi Restaurant and other amenities? (7.2.18)

A. The Tanasi and Toqua Restaurants' operations are under contract with AWE Hospitality. They do not receive a cash subsidy, but are provided their building occupancy and minimal utilities without charge. The Yacht Club operations are also under contract with AWE Hospitality and receive a cash subsidy limited by contract and variable with the performance of the operation. The Kahite restaurant is operated by TVPOA with the assistance of AWE Hospitality on a contract consulting basis. Golf and Recreation also receive POA subsidies. The use of a portion of the assessment fee to provide access to the various amenities is a key part of the Tellico Village concept and business model. The Board reviews subsidies and user fees during each budget cycle and attempts to keep them as low as possible while maintaining the quality of programs and services that our members expect.

Q. Are Tellico Village's finances and operations audited? (7.2.18)

A. Yes. The financial statements of TVPOA, Inc. are audited each year by an independent CPA accounting firm. Currently our independent audit firm is Coulter & Justus, P.C. of Knoxville. We routinely receive clean audit opinions on our financial statements.

Q. Why is the POA undervaluing POA owned lots which compete with current lot owners? (7.2.18)

A. The POA has obtained a large number of lots through various foreclosures and legal settlements. These lots were delinquent in their POA assessments and many were also delinquent in their county tax assessments. The POA owned lots represent lost assessment income until such time as we can sell them and get them back into paying status. It is in the best interests of the Village to return these lots to performing status as a means of increasing future revenue to help cover our long term costs of operations and possibly reduce future increases in the assessment rate.

Q. As we grow will subsidy costs decline due to economies of scale? (7.2.18)

A. There is a long term relationship between growth in the Village, as measured in terms of housing starts and population, and long term maintenance costs. More residents equals more wear and tear on facilities and infrastructure, hence more cost. But an offset to that is more residents equals more revenue in terms of user fees and maybe more assessment income as previously non-performing POA



owned lots are sold to new property owners who build newhomes. It is a very complex set of dynamics, but economies of scale do apply to a residential community like Tellico Village.

Q. Can the monthly assessment be increased at a fixed amount over a certain number of years to address our immediate needs? (7.2.18)

A. The Board of Directors has the discretion to increase the monthly assessment up to 5% each year without a vote of the membership and without a special assessment. The rate of increase has varied over time, but has been adequate to meet our needs without any special assessment.

Q. What percent of the operating budget is projected to be needed by 2025 to fund maintenance such as building repairs, roads, sewers, and ditches? (7.2.18)

A. An extensive study of our historical and projected maintenance costs was conducted last year as a Board sponsored project, and will be updated this year going into the Budget process. Broadly-defined to include all maintenance-type activities and replacement capital projects, maintenance spending accounts for about 50% of every dollar spent by TVPOA. The rest is for program delivery, administration and debt service, including the TRDA lease. These costs have grown over time as the Village has grown, facilities have aged, and inflation has had an impact. There is no reason to expect that these trends will diminish over time. But, our needs are within our capabilities to fund them through a combination of assessment increases, user fees, return of POA owned lots to performing status and volume related growth.

Q. How will we pay for necessary improvement and maintenance over the next 5 years? (7.2.18)

A. The same way we have paid for improvements and maintenance historically, which is through a combination of assessments, user fees, reserve funds and the prudent use of debt. Our reserves are currently fully funded, debt levels are low and being paid down, POA owned lots are being returned to performing status and new property owners are bringing their financial resources and new energy to Tellico Village. Our financial condition is sound and our challenges are manageable. We have every reason to believe that we can continue this performance in the future.

Q. What percentage of the budget is marketing? And it's analyzed for effectiveness? It seems money on bill boards and other methods could be better spent on amenities and infrastructure..most incoming new residents are associated with those already living here by word of mouth. There's not enough quality contractors to provide service to new growth and home improvement needs... we should slow down growth through marketing, to a manageable level. (8/8/18)

A. Page 3 in the April, 2018 POA Quarterly Report has a good discussion on the costs and value of the marketing program. (<http://www.tellicovillagepoa.org/images/tellico/pdfs/newsletters/news-2018-04.pdf>). The recently released Long Range Strategic Plan Questionnaire has some questions about Village growth. Please be sure to complete the Questionnaire so your thoughts can be heard. Thank you for the question and comment.

## **Theme: Recreation**

Q. We received many questions about expanding the Pickleball courts, covered courts, bathrooms near the pickle ball courts, bocci ball, outdoor pools, upgrading Chota facilities, etc. (6/18/18)

A. The LRPAC, in conjunction with the Recreation department, is studying the Wellness center complex utilization and capacity as well as updating the Recreation Master Plan. The recommendations will be based on Villager input, facts, data, benchmarking, among other inputs.

Q. Can we add a practice facility at Tanasi? (6/18/18)

A. In the future this may be a reasonable suggestion but at the moment adding a Tanasi practice facility is not economically feasible.

Q. Will there ever be a bike path off 444 the length of the Village? (6/18/18)

A. A proposal in 2017 for a multipurpose bike path was deemed too expensive to develop. There are other options that need to be explored and a question or two will be included in the upcoming Questionnaire that is coming out on August 6<sup>th</sup>. Please be sure to fill out the questionnaire and ask your friends and neighbors to do the same.

Q. Are there plans for a 4<sup>th</sup> golf course? (6/20/18).

A. There are no plans to add another course. A POA subcommittee will be reviewing golf utilization and ideas to reduce the current subsidy for the 3 courses we now have.

Q. Has the wellness center considered a low cost option for visiting family members such as a weekly visitor membership? (6/20/18)

A. Currently you can purchase day passes or up to 25 visit passes. The recreation advisory committee is open to additional suggestions.

Q. Does the potential cost of a new amenity include overhead and maintenance costs? (6/20/18)

A. Yes, when assessing the ongoing costs for a new amenity or expansion of an existing facility, overhead and maintenance costs are calculated.

## **Theme: Aesthetics**

Q. As you consider the aesthetics of the Village, please think about updating the signage at the neighborhood entrances, etc. Our signs and the typefaces have a decidedly 80s/90s look, and in general seem more appropriate for a Boy Scout camp or Dollywood than for a modern community. The gigantic Tellico Village/Cooper sign at the traffic light is tacky, in my opinion. (6/6/2018)

A. There are several aspects in the aesthetics theme that we are investigating. Signage is definitely one of them. Others include landscaping, maintaining our buildings and common property, and more.

Q. Why can't green spaces be used for gathering areas, kayak storage and launch areas? (6/18/18)

A. Many Villagers want to preserve our natural environment. The questionnaire will include aesthetic and environment questions. Please be sure to fill out the questionnaire and ask your friends and neighbors to do the same.

Q. Are there plans for "in-house" POA provided maintenance programs to do lawns, landscaping, painting, etc. to control quality at a reasonable cost? (6/20/18)

A. At the moment there are no such plans. There are many private suppliers for these services. Adding additional POA employees would not be cost effective.

Q. There used to be a natural green buffer between Tellico Pkwy (444) and the Tugaloo beach, picnic area pavilion, and playground, but it was all whacked down a few years ago for no apparent reason. The shrub/tree buffer did not interfere with traffic or power lines - we were told it was cut down so the people promoting Tellico Village to potential buyers would not have to go through the trouble of actually having to drive down Tugaloo to show the beach!! Now this area has no sense of privacy, is subjected to the road noise and traffic dirt, and is unpleasant as a result. I have heard people say that they would never go to a beach next to the busy road. Can this green barrier be restored, or some sort of buffer be created from the traffic, noise and dirt? (6/20/18)

A: We are well aware of the Tugaloo issue. As part of the Long Range Strategic Plan we have some volunteers who are helping us come up with recommendations so that our environment and natural beauty are maintain and enhanced. There will be a question or two about Village aesthetics so please be sure to fill out the questionnaire and ask your friends to do the same.

Q. Should we require that new commercial structures have sloped metal roofs and the exterior should be concrete or brick to save on long term maintenance. Wood use should only be on the interior as needed. (7.22.18)

A. Bob, thank you for your question. The LRPAC has discussed strengthening the Red Book (Commercial development guide). Some of the recommendations from the Long Range Planning Advisory Committee include just what you suggested. The Architectural Control Committee has agreed to review these recommendations and revise the Red Book as appropriate.

## **Theme: Infrastructure**

Q. Bruce J mentioned that Pickleball would not exist without a decision by a previous board. What was that decision? I have heard many suggestions for small additions to facilities in the village that make good sense and won't be expensive. Would they be in the LRPC's realm? If a parking lot stall costs 10,000\$, the village needs to create a construction department, perhaps with volunteers. As things age, they need maintenance. Volunteers maintain the neighborhood displays and I believe would be willing to level the substrate for asphalt parking lot expansion. We have talents that are extensive. The village has the equipment necessary. (6/7/2018)

A. The Board decision was to build the Pickleball courts. They started with converting a tennis court at Chota into two PB courts. As participation in PB increased the Board realized more courts were necessary and they approved funding and built 8 of them. Your idea about developing a construction department and using volunteers is a complex one. The issue is to own or contract. For intermittent construction projects such as paving which require special equipment and expertise it is better to contract for these services. Recently our Public Works department decided that it would be more cost effective and provide better service if we insource our yard waste. This was approved and now we have yard waste pick up year round at a lower cost. Volunteers have been used to build many of the new walking paths but using volunteers for complex construction projects probably not feasible. Thank you for your comment.

Q. Several questions were received about 444 such as controlling traffic, traffic noise, pot holes, and speed limits. (6/18/18)

A. 444 is a state road and not owned by Tellico Village like our side streets.

Q. Several questions were received about water pressure. (6/18/18)

A. As part of the Long Range Strategic Plan, we will be using TV growth projections to be sure that our infrastructure will be able to support future residents. Please communicate with the POA to address your current concerns.

Q. We received several questions and comments about internet service in Kahite. (6/23/18)

A. Thank you for your note. Ed Grollemond (a Kahite resident and member of the LRPAC) is working closely with the POA General Manager Winston Blazer and the Village IT Manager Kevin Alfont. Ed has generously volunteered to take the lead on upgrading the Kahite because he has the knowledge and expertise.

Last year the POA and Ed were able to get TDS to upgrade the DSL infrastructure in Kahite. Unfortunately, due to the limitations of the technology not all residents of Kahite benefited from this upgrade. The POA and Ed are working with TDS to improve this service as we research other better solutions

Unfortunately, the major providers such as Comcast, Charter and AT&T cannot or will not invest in Kahite. So, the POA is investigating a private solution that includes fiber or wireless Internet to your home. Both these solutions require a significant investment in capital and time.

The POA president and board realize this is a significant issue for the residents of Kahite. The POA board president, Bruce Johnson, is working closely with Ed and the Kevin to resolve this issue.

While we don't have a solution today we have focused in on several vendors and are reviewing our options for Kahite.

## **Theme: Miscellaneous**

Q. Regarding the Questionnaire: Are you looking for one per household or one per person? (6/23/18)

A. One per person. We want all members of the household to complete the questionnaire so that we receive input and perspectives from as many Villagers as possible.

Q. I attended the meeting last night. I expect there were several questions about the liquor store but not answered due time restraints. Please let me know where this project it at this time. (6/6/2018)

A. Here is a link to the most recent information on the liquor store:

<http://www.tellicolife.org/assets/News/HOA-NV%20Liquor%20Store%20Update%20&%20Survey%202018-05-30.pdf>

Q. In your logo, why did you put "You" on the bottom instead of on the top? (6/18/18)

A. That's a great question. We considered both locations and placed "You" at the bottom for this reason. All Tellico Villagers, "You", are and will be the foundation of the Long Range Strategic Plan. Property owner input is foundational to our success.

Q. What is the possibility of adding a car wash, fast food restaurant or coffee shop to TV? (6/18/18)

A. There is a separate initiative that is working on commercial development in TV. For more information please click on this link: <http://www.tellicovillagepoa.org/images/tellico/Gram2018/tq20180522.pdf>

Q. The LRPAC is looking 6-20 years in the future. Wouldn't a 10 year timeframe be more meaningful? (6/18/18)

A. Yes, our recommendations for the 10 year timeframe will be more meaningful and will consist of the most urgent recommendations. BUT, we have to anticipate longer term needs. We will be updating the LRSP

Q. How do you prioritize your recommendations? (6/18/18)

A. Our prioritization process will be based on Villager input, facts, and data. The recommendations that meet the criteria for "greatest and most immediate need" will be our top priorities.

Q. How will the Board integrate the most highly prioritized initiatives into the long range and 5 year plans?

Q. Is the Board looking into increasing trailer, RV, and boat storage capacity? (6/20/18)

A. According to Jeff Gagley, “ we currently do not have the land to build a good storage lot on, if we were to find any nearby we would build now”. (6/20/18)

Q. Will we test the LRSP conclusions with people in their 40s and 50s who will inherit the Long Range Strategic Plan? (6/20/18)

A. Yes, we plan to conduct focus groups, one of which will be individuals in the age group you referenced.

Q. Will the POA BOD accept and implement the LRSP report? (6/20/18)

A. As Bruce Johnson mentioned during the town hall, the Board of Directors asked the LRPAC to update the LRSP. They cannot promise that every recommendation will be completed in the timeframe recommended but they have committed to using the report in their deliberations. Remember this is a plan 6-20 years in the future and things can change dramatically in that time frame. Some of the recommendations may no longer be relevant.

Q. Will the POA invest in existing commercial real estate to facilitate a more appealing city center? (6/20/18)

A. The POA has the ability to purchase existing commercial properties if available for sale but the timing and cost needs to be addressed.

Q. What are the ways the POA is trying to sell POA lots so that we get assessments? This is a big opportunity for added income. (6/20/18)

A. The two primary strategies to sell lots is through the marketing of Tellico Village and promoting the construction of the small local neighborhoods such as Cheeyo Place.

Q. What were the major projects that were recommended in the previous long range plans that were not acted upon and why? (6/23/18)

A. The recommendation acted upon were: Medical Clinic, walking paths, Wellness Center, Firehouse expansion phase 1, Tennis courts, PWC lifts, Pickleball courts, RV and boat storage, and Kayak storage. These are the recommendations that were not acted upon: Kahite Pickleball, multipurpose paths, Public Works training and storage facilities, Wellness Center expansion, Auditorium, additional docks, Firehouse phase 2 expansion, Community Center, Wellness Center snack bar. We don't know exactly why these were not acted upon but the usual reasons are finances, changing priorities, or changing needs.

Q. What does “leading edge” mean? It was used several times in the townhall but never defined. (6/23/18)

A. Cutting-edge” and “leading-edge” are similar and used to mean “At the forefront or most advanced stage of development; highly innovative or pioneering.

Q. Have project volunteers been asked if they have experience in long range planning? (6/23/18)

A All of the members of the LRPAC have had long range strategic planning experience in their business lives. We encourage any Villagers who have community or other long range planning experience to participate in our general meetings or apply for an open position on the LRPAC when a position becomes available.

## Comments

### **Theme: Growth**

With the need to address and update aging infrastructure, especially in light of increased maintenance costs, it does not make sense to overextend the Village with additional (speciality) amenities. (6/18/18)

We are spending too much on marketing and growing too much, too fast. (6/2018)

Stop recruiting younger families in TV. We moved here because it was a retirement community. (6/23/18)

I'm not a fan of uncontrolled growth. We don't have major traffic issues on village streets but the volume on 444 we can't control so the only option to avoid this becoming a problem is to slow growth.

We can't spend our way to prosperity so we have to manage our spending & our POA management team. We need to be better stewards of our resources & the team spending them because our fixed costs in salaries & benefits as well as subsidies are growing faster than our revenue streams that support them.

I'm just as guilty of wanting "more" & wanting "better" but my wallet is only so deep.

While housing prices & new construction costs have been rising the equity &/or net worth of the next gen TV'ers isn't the same as many of the folks that preceded us ..... so much of the growth may well be a bubble.

It's well documented that retirement savings & pensions are no longer what they once were.

Better to be full & in demand than to be over extended when that bubble pops. (8/10/18)

### **Theme: Miscellaneous**

We need to include solar panels to begin reducing maintenance costs in the future. (6/18/18)

My wife and I would be in favor of the middle approach -- adequately maintain what we have and vote on need for new amenities. while some feel the POA assessment small, by increasing 3-5% per year, it becomes a financial burden on those of us on fixed income and in the 75-85 yr old bracket. we love it here and think the Stay in TV effort very worthwhile. nice to see that Mashburn has listened to what people said they wanted in surveys taken several years ago (6/27/18)

### **Theme: Social Fabric**

Farfield Glades has a town center with a post office, pharmacy restaurant, and shops. It is a great place to meeting new people. Our Town Square is not inviting and is a "dead zone". (6/18/18)

We need to upscale the look in our dining and gathering spots. We also need more places to meet informally like a coffee shop. We also need for housing options. (6/18/18)

### **Theme: Infrastructure**

Aesthetically we need to upgrade our streets. Widen our streets, have curbs, improve drainage, sidewalks, and golf cart lanes. (6/18/18)

### **Theme: Finance**

C. Help hold the line on yearly assessment increases. (6/20/18)

### **Theme: Miscellaneous**

### **Theme: Housing**

We need more Patio Homes. (6/23/18)

### **Theme: Recreation**

C: The Wellness Center and Chota look dated and in need of repair. We need a new outdoor pool, more walking areas on local roads and the Wellness Center fitness room is too small. A traffic light at the intersection of Sloans and Food Lion is needed. (6/18/18)

C: I vote to freeze our dues where they are, and only raise them for an amenity that is VOTED on by the property owners. I believe Tellico Village is a nice place to live but does not have ANY amenities included in our dues. We cannot even use a seasonal outdoor swimming pool. The rec center should be included with our dues. (6/18/18)