

Be Engaged. Be Informed. Be Heard.



HOMEOWNERS ASSOCIATION  
OF TELlico VILLAGE INC

Your Voice in the Village



2025  
STATE OF THE VILLAGE

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Tellico Village

WELCOME!



**Lavonne Mitchell**  
HOA Vice President - Programs  
Forum Moderator

# A FEW THINGS BEFORE WE GET STARTED...

**Please remember to mute or turn off your cellular phones.**

**You can submit questions in person by coming up to the microphone provided.**

- When you do submit a question, please provide your first name and provide the name of the person/s the question is directed to.
- Questions should be pertinent to today's program.

**All questions held until the end**

- We will get through as many questions as we can during our allocated time.
- Run out of time? Please submit your questions to me at [Programs@hoatelicovillage.com](mailto:Programs@hoatelicovillage.com)
- Responses will be published in the upcoming edition of the **HOA Voice** newsletter.

- ***This meeting is being recorded and will be available for replay***
  - ***on the TVN-Tellico Village Network Website***

# HOA OPEN VILLAGE MEETING - AGENDA

## 2024 RESULTS / 2025 PLANS

**HOA: HomeOwners Association**

**Harry Rucker**, HOA Past President

**Linda Garza**, HOA Current President

**POA: Property Owners Association**

**John Orr**, POA Board President

**Tellico Village**

**Matt Benoit**, Tellico Village Interim  
General Manager

**Q&A**



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The logo for the Homeowners Association of Tellico Village, Inc. It features the letters "HOA" in a large, blue, sans-serif font. The letter "O" is replaced by a circular icon containing a white house silhouette on a green hill. Below "HOA" is the text "HOMEOWNERS ASSOCIATION OF TELLICO VILLAGE, INC" in a smaller, green, sans-serif font.

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**Harry Rucker**  
**2024 HOA PRESIDENT**



**Linda Garza**  
**2025 HOA PRESIDENT**

# HOA – 2024 Accomplishments

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- Maintained high attendance at monthly Socials, providing live entertainment, better prizes, and fun for everyone
- Coordinated 120 events-theater, sports, wine, dinner, book/game grp and picnic
- Hosted the State of the Village, Monroe County Elections, and POA Candidate Forum
- Transitioned Neighborhood Watch and Highway Safety Programs to POA to improve communication to all villagers, TDOT & counties
- Litter Angels – won Tennessee state award for highway cleanup
- A&E (Aesthetics & Environment) Committee – Stood up annual Tennessee Tree Day; distributed 500 trees in Tellico Village
- Collaboration with POA & NV – Established monthly POA/HOA leadership mtg, continued joint Village Orientation and events with New Villagers
- Membership – Year end households 1753 (-137); individuals 3198 (-292)
- Costs – Ended year with small surplus

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## HOA - 2025 Goals

- Build upon our advocacy history of success
- Enhanced two-way communications
- Increase membership engagement opportunities
- Continue collaboration with POA, NV and other community organizations
- Deliver new events and enhance existing favorites
- Fun & informative monthly Socials
- Support ongoing efforts of our HOA Litter Angels
- Continue Open Village Meetings
- Increase membership value
- Grow membership

## HOA – Support Needs

- Tellico Life
  - Business Lead
  - Operations Lead
  - Admins
- Aesthetic & Environment Chair/Committee members
- Event Coordinators



**To learn more and join the HOA, visit our website:**

**[www.hoatellikovillage.com](http://www.hoatellikovillage.com)**

**Contact us at: [hoatv.org@gmail.com](mailto:hoatv.org@gmail.com)**

# 2025 State of the Village

- **POA Board Update**



**JOHN ORR**  
**POA BOARD PRESIDENT**

# 2024 Key Goals

Goal	Target
Reserve Contribution	>\$10M
Business Planning	Implement planning for all departments
Food Service Integration	Fully integrate operations
Continuous Improvement Savings	\$500K in cost savings

# 2024 Results

## Reserve Contribution

- Goal >\$10M
- Result = \$12.5M (\$14.2M less \$1.7M from insurance proceeds)
  - Administration      \$2.4M better than budget (including \$1.7M from insurance)
  - Public Works          \$1.3M better
  - Golf                      \$506K better

# 2024 Results

## Continuous Improvement

- Goal: Verified cost out of the business of at least \$500,000
- Result = \$956,000
  - Utility Division      \$480,000
  - Public Works          \$101,000
  - ACC                      \$145,000

# 2024 Results

## Food Service Integration

- Goal: Successfully integrate food service into POA
  - Deliver revenue growth of at least 10%
  - Deliver budgeted net subsidy \$300,000
- Result:
  - Successful integration
  - Revenue growth 11.1%
  - Net subsidy \$475,000 (43% subsidy reduction)

# 2024 Results

## Business Planning

- Goal: Develop detailed business plans for all departments
- Result: All 11 departments completed full business plans
  - SWOT
  - Mission / Vision statements
  - Short term objectives/action plans
  - Long term goals
  - Key Performance Indicators

# 2025 Strategic Goals

## Financial Strength

- Deliver **\$12M** in net surplus
- Achieve **\$500K** in Continuous Improvement (CI) savings

## Operational Excellence

- Develop a **balanced scorecard** for the organization
- Identify **key performance indicators (KPIs)** for each department
- Successfully complete **Phase 1** of business system implementation

## Capital Project Management

- **Tanasi Reconstruction:** Ensure construction stays **on budget** and opens **Q1 2026**

# 2025 Major Projects

- Reserve Study Update
- Pilot Study to Address RDII
- Tanasi Rebuild
- Infrastructure Projects
- Accounting Software Implementation Phase 1
- Policy and Procedure Review and Update
- POA Strategic Plan

# 2025 State of the Village

- **POA Update**



**MATT BENOIT**  
**INTERIM GENERAL MANAGER, POA**

# First 30 Days – Observations, Actions & Next Steps

- Strategic Planning Process
- Continuous Improvement Element in the 2025 Budget
- Ensure Staff Continuity
- Thoughtful Hiring Decisions
- Commitment to Learning All Areas of the POA

# Questions from the audience?

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*\*Any unanswered questions, please send via email to [Programs@hoatellicovillage.com](mailto:Programs@hoatellicovillage.com)*

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THANK YOU

