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By Teresa Reed, HOA VP of Advocacy

March is a big month for news. During the HOA/POA Town Hall, John Orr presented an outline for changes in the Village. He acknowledged 2024 was the first year the department heads within the POA operations had submitted a business plan. In 2025 the board has plans to further strengthen the Village operations by adding a balanced scorecard with KPI's (key production indicators) and steering the POA departments to be working together to support the best service and experience for the residence from all our amenities. This is exciting news!

Last month we informed you of how to get help and the importance of getting your questions to the right people. The POA has an in-house process to answer questions and get problems resolved. Please use the Help Spot. More news about the Help Spot is they will be launching a name change. The process will be the same, but the new name is the **Answer Desk**. If you are looking for help with any challenge here in the Village, please use tvpoa.helpspot.com/. When the name change is complete that URL may change but the links within the Tell E Gram and on the POA website should provide a path to the help you are looking for.

Annually the ACC reviews our Blue Book and evaluates any necessary changes or updates that will help the Village expand without regrets. At the POA Board Meeting, 3/19/25, Kevin Stevens covered the proposed changes:

- Landscaping and draining on new builds be completed before the close of a home
- Require permit for landscape alterations that change the grade or drainage of a lot
- Require a permit for any landscaping of anytime within 6' of the sewer storage tank
- Create standards for rock or fabric used in and around lot drainage
- Require permits for demolition/tear down for rebuilds
- Require permits for generators and solar panel installation

The proposed changes are on the POA website on the drop-down menu listed UNDER BOARD REVIEW

March 22, WATeR organized a lakeside clean up event! Close to 300 volunteers were out and about the lake in and around Tellico Village picking up trash. The dumpsters used to collect the unwanted trash were filled due to all the effort! Thank you to all those that volunteered! Let's keep Tellico Village, Tennessee and America clean and beautiful!!