

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024

The following is a list of Policies currently approved by the Board. These are to be reviewed and followed by all HOA volunteers.

HOA Policy Table of Contents

HOA Board Policies & General Guidelines	Page 2
General Board Policies	Page 3
Advocacy Policy	Page 5
Communication Policy	Page 7
Social Media Policy	Page 12
Facebook Policy	Page 14
Finance Policies	Page 16
Record Retention Policy	Page 17
Event Planning Policy	Page 18
Social Planning Policy	Page 20
Meeting Management Policy	Page 22
TellicoLife Policies	Page 23
Transportation for HOA Events	Page 24

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024

HOA Board Policies & General Guidelines

HOA Mission

Deliver value to Tellico Village homeowners through informative and engaging programs, while promoting social fellowship, civic responsibility and providing a 'voice' for homeowner concerns.

Bylaws

All actions of the HOA must follow the written "HomeOwners Association of Tellico Village, Inc. Bylaws" which may be updated, approved by the HOA Board of Directors, and voted/ approved by the HOA Membership.

Policies and Guidelines

HOA Policies expand upon and provide operating guidelines which support HOA Bylaws. If a policy conflicts with the By-Laws, the By-Laws will take precedence. Policies may be updated, approved by the HOA Board of Directors, but do not require approval of the HOA membership.

Policy Changes: Any proposed changes to the HOA Policies shall take two HOA BOD or HOA Executive Council meetings (face-to-face or electronic) to implement. The first meeting will introduce the policy with discussion. A vote (in person or electronic) shall be taken at the second meeting. All HOA Board or HOA Executive members must be notified of the final proposed change at least one week prior to the vote.

Enforcement of Policies

Violations of approved HOA policies can result in being asked to resign from the HOA Board.

As Revised/Approved by HOA Board as of October 14, 2024
HOA General Board Policies

Board Meetings: Board meetings will be held on a regularly scheduled day of the month (e.g., second Monday) unless the calendar dictates otherwise. Except in cases of natural disaster or national emergency, a monthly board meeting may only be cancelled by a vote of the full Board. The President, in his or her discretion, may convene an electronic meeting of the Board to discuss and finalize matters that occur during or between regular meetings.

HOA Board Attendance at POA Meetings: An HOA Board member or designated representative shall attend POA Board and Advisory committee meetings. Such assignments shall be made by the President with due consideration of the wishes of individual Board members.

Participation in POA Board Elections: Prior to each POA election, the HOA Board shall identify issues important to HOA members and shall distribute questions regarding those issues to each candidate. Candidate answers will be communicated to Villagers in a manner specified by the HOA Board.

Monetary Donations: The HOA shall not make monetary donations. **(Duplicated from Finance Policy)**

Policy Changes: Any proposed change to the HOA policies shall take two meetings to implement. The first meeting will introduce the policy with discussion. A vote shall be taken at the second meeting. All HOA Board members must be notified of the proposed change at least one week prior to the vote.

If a policy conflicts with the By-Laws, the By-Laws will take precedence.

Other Organization's Fund Raising: Historically, HOA does not endorse (or allow at their functions) a specific organization's fund raising or ticket sales because it would show favoritism. However, as time and space permits, HOA may allow for informing our members as to what a specific non-profit organization is doing.

Solicitation of Gifts: HOA will not solicit gifts except for charitable events or as member giveaways at Socials and other HOA events,

When a Board Vote is Needed/Decisions: A vote is required if a decision results in a new and unbudgeted and not an event related expenditure that has a bottom-line impact of over \$500 or is a significant change in our operating procedures. All decisions shall be made by the HOA Board except those that cannot be deferred to the next Board meeting. In which case, the Executive Council shall make the decision. For major decisions, the HOA Board may survey the membership or ask for feedback at a General Meeting or through its electronic communications.

Disciplinary Action:

In the event that a member acts in an unacceptable manner towards HOA Board members, HOA volunteers, other HOA members, the HOA in general or venue staff, it is the prerogative of the HOA Board to discontinue the member's membership with the Tellico Village HOA.

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024

Actions that may constitute unacceptable behavior include (but are not limited to):

- 1) Verbal or non-verbal communication that is confrontational, aggressive, or deemed inappropriate.
- 2) Cheating or other behavior deemed inappropriate during HOA events where games are in play.
- 3) Inappropriate behavior in the form of language or interpersonal interaction when a complaint has been filed with the HOA.
- 4) Stealing from the HOA in the form of monetary funds or materials/food items that the member removes above what is intended for each member.

If unacceptable behavior occurs, the circumstances will be documented by the applicable HOA VP and then submitted to the President for action. The President and the submitting VP will together determine the appropriate steps to take – e.g., verbal or written warning, request to the Board for termination of membership, etc.

If a person's membership is terminated, they will not be allowed to attend HOA functions or events going forward including as a guest of another member. The member may request reinstatement after a period of two (2) years. Reinstatement will be subject to HOA Board approval. If the member is reinstated, and has another occurrence, the member will be banned for life.

As Revised/Approved by HOA Board as of October 14, 2024

HOA Advocacy Policy

Purpose: This policy governs the activities related to Advocacy by Board Members of the **HomeOwners Association of Tellico Village Inc. (HOA)**. In general, advocacy is defined as “the public support for or recommendation of a particular cause or policy” (Google). For the purposes of this policy, advocacy means any representation of an opinion which promotes or advances positions/activities that positively impact homeowners of Tellico Village.

Since the HOA BOD are the elected representatives of member homeowners and renters, advocacy in the context of the HOA means that we are representing villager opinion to other organizations both internal and external to the village.

1. Internal examples would include any decisions to be made by:
 - a. TV POA BOD, Staff, and Advisory Committees.
 - b. TV HOA BOD and ad-hoc committees.
2. External examples would include decisions to be made by other groups that directly or indirectly impact TV residents and/or non-resident property owners. Examples would include any decisions to be made by:
 - a. Governmental agencies (Federal, State, County, City).
 - b. Non-profit organizations – e.g., clubs, social and community service.

This policy applies to all decisions and expressed opinions made by HOA BOD Members (when acting in their capacity as HOA Board members) that involve a choice not already covered by an existing Board policy (e.g., Social Media Policy) or expressly given as a delegated authority (as specified in an individual HOA BOD job description) required to perform their assigned tasks.

When advocating a position on behalf of the homeowners of Tellico Village, HOA Board members will consider the following guidance:

1. Projects to be advocated by the HOA should have support from the HOA BOD before the advocacy process begins.
 - a. If a HOA Board member has an advocacy project that they feel should be supported by the Board, they should first discuss the proposed project with the VP of Advocacy to determine the best approach for moving the idea forward.
 - b. Projects will be prioritized based on:
 - i. Potential benefit to the village overall.
 - ii. Ability to gain common understanding and alignment with all involved governing parties.
 - iii. Consideration of any resource constraints.
2. Improvement projects initiated by the HOA should align with the POA LRPAC Strategic Vision and Principles. If the proposed project does not align then we need to ensure that there is appropriate support for the project from homeowners, the POA, and other interested parties. This might include:
 - a. An idea that is in the formative stages and we’re helping to get the pulse of the village through surveys, etc.
 - b. An idea where support in the village is mixed and we are helping to get the pulse of the village sorted out.

As Revised/Approved by HOA Board as of October 14, 2024

- c. An issue that HOA feels is important but is not in the current year POA objectives or LRPAC long term vision — probably because of its immediacy.
3. While the overall goal is to maintain Tellico Village as a great place to live, there are general goals which the HOA BOD should always be promoting. Any project that supports one or more of these goals should receive support from the HOA BOD:
 - a. Safety & security
 - b. Aesthetics and environment
 - c. Transparency (e.g., unless restricted by privacy and/or legal requirements, POA and HOA actions and activities are easily accessed and understood by TV homeowners).
 - d. Inclusion (i.e., people feel that they are included in the social fabric of TV)
 - e. Diversity (e.g., architectural, geographic origin of homeowners, etc.)
 - f. Parity (i.e., people feel that they have equal access to amenities and opportunities in the village).
4. Projects should have alignment between HOA BOD, POA BOD, and POA Staff before action is taken to implement a change. Non-aligned projects should be considered as a warning signal, but may be progressed if approved by the HOA BOD.
5. Improvement projects initiated by the HOA that impact village assets should be driven from the applicable POA Advisory Committee. The HOA BOD representative to the AC will be responsible to monitor project progress and report back to the HOA BOD regarding status.
6. Projects to be advocated by the HOA BOD will follow these typical milestones:
 - a. Initial endorsement by HOA Board
 - b. Formation of ad-hoc committee (as needed) and assignment of individuals to work on the project.
 - c. Communication of “a” and “b” to relevant parties outside the HOA.
 - d. Fact gathering (including surveys or focus groups if deemed relevant).
 - e. Develop recommendations
 - f. Presentation/signoff by the HOA BOD
 - g. Presentation/signoff by the POA Staff (if an internal village project)
 - h. Presentation/signoff by the POA BOD (if an internal village project)
 - i. Results monitoring and communications (during implementation and after completion). It is important to:
 - i. Measure outcomes.
 - ii. Keep everyone informed of the results.

Advocacy project inquiries

Questions involving HOA positions on projects should be referred to the Vice President Advocacy or the HOA President.

Enforcement

Violation of this policy can result in being asked to resign from the HOA Board.

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024
HOA Communication Policy

The HOA Communication Policy consists of the following document along with the HOA Social Media Policy and HOA Facebook Policy

Purpose

The purpose of this communications policy is to develop guidelines that will provide timely information that is clear, concise and consistent to our members, our volunteers and the community at large. The policy must strive to provide this information in a steady and compact flow being careful not to become a nuisance to our correspondents.

Policy Statement

HOA is committed to following clear communication principles in our relationship with its stakeholders*. To accomplish this, all communications activity must:

- * Be accessible to all in an honest and transparent manner.
- * Be relevant, accurate, sensitive and timely.
- * If you make an error in any communication, be up front about your mistake and correct it quickly.
- * Be committed to the use of plain English.
- * Recognize the importance and value of engaging with stakeholders.
- * Ensure HOA listens to stakeholders, acts appropriately on information received and provide feedback.
- * Ensure consistent messaging throughout the organization.
- * Reflect concerns for confidentiality and data protection.
- * Protect HOA's corporate identity.

All communications are required to be reviewed and approved by the responsible authority in advance of release to assure compliance with this policy.

*Stakeholders can include any group or individual affected by or with an interest in HOA business.

Responsibility

The Board members are responsible for communicating the policy to volunteers and making sure they understand and follow it. Also, for interpreting and enforcing this policy as well as reviewing and approving all communications being produced by their group. Any question about policy will be referred the President or the VP of Communications

Use of Logo

The HOA Logo is the symbol of the organization and is to be treated as such.

The current HOA logos and a usage guide can be found in Dropbox in the Communications folder.

All outgoing communications, including event flyers, shall include the HOA Logo.

The logo may be resized, as long as the wording is legible, to best fit the correspondence but the logo cannot be revised in any way.

Any question concerning the use of the logo is to be addressed by the VP of Communications.

As Revised/Approved by HOA Board as of October 14, 2024

Membership List

The HOA membership list resides in TellicoLife and is the basis for our correspondence with members. The list is updated and maintained by HOA Administrators granted access by TellicoLife.

Access to this information is given to HOA volunteers authorized by the board on a need-to-know basis. All persons gaining access to this information must sign a privacy agreement. Use of this list for anything other than HOA business is not allowed and will result in loss of privileges. **Effective January 1, 2022 a Privacy Policy Form will be used for online submittal through TellicoLife annually.**

Membership information, including email and other contact information, found on spreadsheets and signup sheets used while planning or leading events is the property of the HOA and in keeping with privacy policy must be deleted or destroyed after the event is complete.

Members can see the names of people who have signed up for events on TellicoLife but only those HOA volunteers (such as Event Coordinators) who have been authorized as 'HOA Search' can see additional contact information which should not be shared with others.

Lifetime Membership. There is no separate designation within the TellicoLife database to distinguish between a 'regular' HOA member and a "Lifetime" HOA member. Annually (most likely at the period for renewing memberships for the coming year) the VP Membership must review the list of Lifetime members in their records and update their HOA membership status on TellicoLife as being current year members.

Lifetime Members will continue to receive current year HOA membership status until one of the following events listed below occur:

- 1) HOA receives an email from the member indicating they want to be removed from the HOA roster.
- 2) Email address no longer is active (bounces back when emails sent or automatic email response received indicating no longer active) and there are no reasonable means of finding the new email address (i.e., associated telephone number is not valid, not listed in the currently published Tellico Village Directory (published by News-Herald).
- 3) Email address no longer is active (bounces back when emails sent or automatic email response received indicating no longer active). Functioning phone number is listed but is not answered (or a left message is not returned within a reasonable amount of time).

Note: HOA cannot remove entries from the TL database – this remains under the jurisdiction of the TellicoLife team – the appropriate TL team should be monitoring email address failures and removing per their policies and procedures to ensure a clean and active database.

Mailing and Distribution

HOA electronic communications will be sent through the HOA membership list that resides on TellicoLife. Communications shall be limited to HOA members in good standing. If an issue is believed to be important to HOA members and non-members or a successful resolution of an issue can be found by contacting non-members then communications can be made through any other means available.

As Revised/Approved by HOA Board as of October 14, 2024

Internal Communication

Internal communications is the interaction between the HOA Board and their volunteers.

It should be remembered that everyone associated with HOA is a volunteer and treated with respect and dignity.

Communications within the HOA are to be timely and relevant.

Since it is common for persons to have multiple emails, email communications should be addressed to the email provided on the contact list by the volunteers.

Attempts should be made to not over communicate.

External Communication

External communication is the interaction between the HOA and our stakeholders.

Communications includes notices, flyers, posters, surveys, articles, and publications and related vehicles aimed at communicating with stakeholders.

Communications should be timely and relevant. Avoid controversial subjects and terms. What we might think is funny may insult another person.

All communication is to include the HOA Logo.

Communications are to be reviewed by the appropriate board member who will then forward them to the appropriate admin to be posted.

Any questions concerning content or timing that cannot be answered by the appropriate board member is to be referred to the President or VP of Communications

Timing of external communications is critical. Too many postings in a monthly cycle can lead to the loss of viewers because they feel overwhelmed by information. The consequence is postings are deleted before they are read.

The monthly cycle consists of one social invite at the beginning of the month, one open online signup notice after the social and one Village Voice issue at the end of the month. Special editions which are time sensitive or are urgent public service announcements can be sent out between these planned postings with the agreement of the President or the VP of Communications.

All Specific Event postings are to be submitted to the VP of Event Planning for approval before being posted. The VP of Event Planning is to consult with the VP Communications as to timing of the posting. Efforts are to be made to include the special event notice with another communication going out at the same time.

If an event has been offered for multiple months and is not filling up, consider posting on NextDoor or on monitors located at Tanasi, Toqua, The Wellness Center and at Chota Rec. Center to stir up interest. Contact the VP of Communication for more information.

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024

HOA Publications

The Voice of the Village newsletter is published monthly to offer news of interest. Articles will be written by HOA Board members, Liaisons, Committee Members or from area sources with information that is important to the village. All articles are to be approved by the VP of Communications who will oversee the newsletter production. The VP of Communications will review the newsletter with the President prior to publication.

HOA Social Invite will be published shortly before each HOA Social. It will contain information pertaining to the upcoming Social. It may also contain important information that cannot wait until the monthly newsletter is published. The Invite will be prepared by the VP Social. The VP of Communications will review the Invite before it is published.

The HOA Website is intended to provide information about the HOA and gather input from it's members. Information on the website must be related to HOA functions, social activities, business, or issues of concern to the village. Links to other village websites or local interests that would be of benefit to members, residents or property owners will be allowed. Content of the website will be kept current by the webmaster and reviewed by the VP of Communications and the President.

Advertising and Promotion

Advertising - commercial or otherwise - will not be solicited or accepted for the HOA Website, The Voice of the Village, The Social Update or Welcome Orientation packets or any form of communication that may be established in the future.

Interviews

All requests for interviews from local media are to be referred to the President or the VP of Communication.

Banners and Signs

The display of banners and signs in the roadway right of way is prohibited by TDOT. Any signs or banners that are to be displayed on POA buildings and property will be in compliance with the POA Sign Policy. Any need for signs should be directed to the VP of Communications to assure compliance with these rules.

Monitors

The POA has installed television monitors in POA buildings in the village for communications purposes. If you would like to use these monitors contact the VP of Communications for details.

Cover Photos and Stock Photos

HOA will only use images that HOA has the legal right to use. Stock photos will only be used if we either obtain permission or the photos have an open license. Generally, we prefer to use our own images for everything. Public domain videos are acceptable.

Unflattering Photos

If you are including pictures in your post or flyer always attempt to choose the most flattering photos of those taken. Whenever possible, unflattering photos will be deleted as soon as notified by the individual who is

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024

unhappy with their photo. Photos shall always be deleted, if requested, for those individuals in the photos who are unhappy with specific photos.

Children's Pictures

The use of children's pictures is not allowed.

Videos

The use of videos or vimeos are subject to the HOA Social Media Policy. Use the same guidelines outlined in Cover Photos and Stock Photos, Flattering Photos and Children's Pictures sections of this communication policy.

Special permission is not necessary to link to or use vimeos produced by TVB.

Social Media

Board members and anyone posting on Social Media are subject to the HOA Social Media Policy and Facebook Policy.

HOA will maintain accounts on Facebook and Instagram, but not on Twitter. Posting on these accounts is not allowed by anyone except the Social Media Coordinators. All posting will follow the Facebook Policy.

Any private posting on Social Media and/or NextDoor Neighbor made by board members or anyone recognized as a part of the HOA in which they are stating an opinion regarding Tellico Village, an TV organization or resident of TV should state in the posting that the opinion does not represent the views or policies of the HOA.

If you are posting an event on NextDoor make sure to post only to Tellico Village and make sure to check off the box that shares the posting with the community so it also becomes a general post.

If a general post made on NextDoor with approval from the President or the VP of Communications should make sure to close the discussion at the time of posting and delete the post after it is no longer needed.

Be mindful that any posting on NextDoor in your name may reflect on the HOA. If you think this is the case place a disclaimer that this does not represent the views of the HOA.

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024
HOA Social Media Policy

This Policy is part of the HOA Communication Policy

Purpose: This policy governs the publication of and commentary on social media by Board Members of the **HomeOwners Association of Tellico Village Inc. (HOA)**. For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wiki's, message boards, video and photo sharing websites, social networking sites such as Facebook, Next Door, LinkedIn, Twitter, Flickr, and YouTube.

This policy applies to all uses of social media by HOA BOD Members as their position with HOA would be well known within the community (other than as an incidental mention of place of volunteering in a personal blog on topics unrelated to HOA).

This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

If you have permission to discuss the HOA and / or current and future community activities or issues, please follow these guidelines: Important: if in doubt about any situation, please contact the Vice President Communications for clarification/guidance.

- The public in general and members of the HOA reflect a diverse set of customs, values and points of view. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion.
- If you are making a personal comment or opinion on Social Media, use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of HOA. Possibly include a disclaimer indicating "the views you express on this particular website are yours alone and do not necessarily represent the views of the HOA".
- If you are making an 'official' comment/statement representing the HOA, be clear who you are, identify your HOA office and/or identify that you are on the HOA Board. Do not share information that has been deemed confidential and has not been publicly released by the HOA. If you have any questions about whether information has been released publicly or any other concerns, please speak with the Vice President Communications and / or President before releasing information.
- The HOA's logo should be carefully used to not present an appearance of HOA support for something not being officially supported.
- Do not say anything that is dishonest, untrue, or misleading. Support any statements made online with factual evidence.
- If you have a vested interest in something you are discussing, point it out.
- If you see misrepresentations made about HOA in the media, you may point that out but always do so with respect and with the facts. If you speak about others, make sure what you say is factual and that it does not disparage that party. Avoid arguments.

As Revised/Approved by HOA Board as of October 14, 2024

- Be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.
- Follow the rules of the social media sites being used.
- Speak respectfully about the HOA and its BOD and volunteers. Speak respectfully about other organizations.
- Refrain from publishing anything that could reflect negatively on the HOA's reputation or otherwise embarrass the organization.
- Respect laws governing copyright and fair use or fair dealing of copyrighted material owned by others, including HOA own copyrights.
- Never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source. It is good general practice to link to others' work rather than reproduce it.
- If you make an error on Social Media, be up front about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something improperly that potentially could impact the HOA, please make the Vice President Communications aware immediately – together a strategy will be develop to deal appropriately with the situation as quickly as possible.
- The speed of being able to publish your thoughts is both a great feature and a great downfall of social media. The time to edit or reflect must be self-imposed. If in doubt over a post, or if something does not feel right, either let it sit and look at it again before publishing it, or ask someone else to look at it first.

Media Inquiries

Media inquiries for information about the HOA and offerings/programs should be referred to the Vice President Communications.

Enforcement

Violation of this policy can result in being asked to resign from HOA Board.

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024
HOA Facebook Policy

This Policy is part of the HOA Communication Policy

Admins: At all times there shall be more than one Administration Person (Admin) for the Facebook page, the person who can edit or enter information onto the page. This prevents the loss of the Facebook page in its entirety, if something untoward happens to the original Admin. All Admins should keep their password to the page safe and secure. Passwords can be changed. If the password is changed, it should be immediately shared with the other Admin/Admins.

Advertising: HOA Facebook Page shall not advertise for profit, nor permit any person to advertise, on the Facebook Page.

Contests: HOA will follow the Facebook Terms in any contests, including having 'official' rules, terms, or restrictions; we will comply with any regulations or rules about the prizes we may be giving away.

Copyright: The HOA Facebook Page will observe Copyright Laws at All Times.

Cover photos and stock photos: HOA will only use images that HOA has the legal right to use. Stock photos will only be used, if we either obtain permission or the photos have an open license. Generally, we will preferentially use our own images for everything. Public domain videos are acceptable.

Description of Community: The HOA Facebook Page will describe our community on the Facebook Page.

Errors: If there are any perceived errors or undesired posts, those errors are to be corrected as soon as possible by the Admin.

Guidance Statement: When deciding if a post is permissible to be posted, the admin will follow this guidance for appropriateness: The HOA Facebook Page is the voice of the HOA Community. The page functions to highlight the activities of the HOA and its members and to support the community all while having fun and making friends. It will not be used for the personal pictures of any individual unless those pictures meet the above Guidance Statement criteria. No political statements of any kind shall be posted, linked or communicated

Inclusivity: No HOA member shall be purposely excluded from the Facebook Page, unless that member desires to be excluded. HOA is a diverse organization.

Positivity: The HOA Facebook Page will always encourage positivity and shall set up filters for preventing impolite wording. **Kindness and respectfulness will always be the principal guideline.** The HOA Facebook policy

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024

shall have: no hate speech or bullying. We want our members to feel safe and respected. Hate speech is an attack on individuals for their inherent characteristics: Race, Religious Affiliation, Weight, Ethnicity, Sex, Gender, Serious Disease or Disability. We will encourage positive commentary, but if the commentary is abusive or unclear, we may remove it. Under no circumstance will we allow violence, graphic content, nudity or display of sexual activity. Both the admin and backup will be observant for any negative content posted by a viewer.

Privacy policy: The HOA Facebook Page shall not share/sell/trade email addresses or personal information that we collect with other third-party sites. The Facebook Page will only share the first and last names of dance instructors or the President, unless written permission is given to use a name. All others in photos or video will either be anonymous or listed by first name only. The HOA Facebook admin will not post personal or confidential information about others without first getting their consent. By its worldwide nature Social Media is open to public scrutiny.

Transparency: In order to ensure that there are no anonymous posts on the HOA Facebook Page, only persons authorized by the Board are allowed to manage and post on Facebook. The VP of Communications is to have access to the Facebook account and will manage all access information. If it is discovered that anonymous or unauthorized postings are being made, the VP of Communications will change passwords.

Safety: The HOA Facebook Page shall at all times be committed to protecting individuals from physical, financial and emotional injury by not sharing personal information on the page.

Unflattering Photos: The Facebook admin shall always attempt to choose the most flattering photos of those taken. Whenever possible, unflattering photos will be deleted as soon as notified by the individual who is unhappy with their photo. Photos shall always be deleted, if requested, for those individuals in the photos who are unhappy with specific photos.

Be Engaged. Be Informed.
Be Heard.



Your Voice in the Village

As Revised/Approved by HOA Board as of October 14, 2024
HOA Finance Policies

HOA Budget:

The budget will include the profit and loss statement.

The cash reserve will be managed so that a one thousand dollar minimum will be maintained to offset unexpected expenses.

Contracting with the Tellico Village Public Library: The HOA shall contract with the Public Library at Tellico Village to maintain HOA materials, to provide for an HOA bulletin board, hand out tickets and to serve as the HOA's mail drop provided, however, that fees for said services are competitive and within HOA budget constraints.

Financial Disclosure: The HOA Treasurer shall make HOA financial records available to the membership at any time.

Check Signature Requirements: Checks of three thousand dollars or less, require the Treasurer's signature. All checks in excess of three thousand dollars shall require the signature of both the Treasurer and the President. In his/her absence, the Secretary or VP of Programs may sign for the President. The President may designate one alternate Board member who may issue checks in the absence of the Treasurer.

Funding New Initiatives: A new project shall only be funded if the Treasurer concludes the new project can be funded without jeopardizing either the budget or the cash reserve required by the HOA By-Laws.

Monetary Donations: The HOA shall not make monetary or non-monetary donations.

Check Requests: All payments including reimbursements for expenses must be supported by submission of the official "HOA Payment/Reimbursement Request Form" including sufficient supporting documentation (contract, vendor invoice, receipt, etc.). The receipts should be for HOA items only and should not include personal purchases. The submitted Check Request must be approved by VP Event Planning, VP Social Planning, or President (or designee if not available) prior to submitting to the Treasurer. These documents should be transmitted electronically with supporting documentation for approvals, as well as forwarding to the Treasurer for processing.

As Revised/Approved by HOA Board as of October 14, 2024
HOA Record Retention Policies

Record Retention: The HOA Record Retention Policy applies to both electronic and hard copy documents. One of the objectives of the HOA Record Retention Policy is that only one copy of each document is retained.

The record retention timeframes will be determined based on the following document categories:

- 1) Records with enduring value shall be retained permanently.

Examples – HOA charter, by-laws, and policies; historical documents including newsletters; Board, General, Executive Council and Special Meeting agendas and minutes; executive level and/or legal correspondence.

- 2) Records of limited value shall be retained for 3 years unless a longer time is required by law

Examples – budgets, internal audits, day to day administrative, supplies orders and receipts, minutes of meetings

Examples of exceptions; documents that should be retained for 7 years – accounts receivable and accounts payable ledgers, bank statements, deposit records and cancelled checks, invoices

- 3) Records of little to no long-term value shall be retained 0 – 30 days or until not needed for reference

Examples – drafts, personal correspondence, copies of documents when the holder is not the owner

As Revised/Approved by HOA Board as of October 14, 2024
HOA Event Planning Policies

HOA Event Cost/Revenue Management: The advertised charge to attend HOA Events shall be based on a realistic break-even analysis. Cost for all events must be submitted to the Vice President of Event Planning prior to approval of the event. A cost breakdown should be provided with the event request. Unanticipated profit or loss on any event will be absorbed by the HOA.

HOA Event Deadlines: All events shall have a published reservation/cancellation deadline, after which there shall be no refunds. The Reservation & Cancellation Policy shall be published on the HOA Website.

HOA Event Sign-Up: No phone or mail reservations may be taken for a new event before the event is offered to members on the HOA Social Update. Once promoted on the Social Update, all signups will occur on Tellico Life using a credit card.

Contracts for HOA Events: All event contracts must be signed by the Vice President of Event Planning or the HOA President. In their absence, the contracts may be signed by the Vice President of Programs. The contract shall contain a no-show clause when appropriate.

Attendance at HOA Events: Policy governing attendance are:

- Children attending must be of an age appropriate to the activity, as determined by the event chair. Parents/guardians, not the HOA, are solely responsible for their children and the children's behavior.
- Event attendees are limited to HOA members in good standing and their guests.
- Guests of members may not be residents of Tellico Village.
- Members of different households that wish to sit together at events such as baseball games or theater shows, must contact the event coordinator for arrangements.
- Households are made up of persons living at the same address, as listed in their TellicoLife profile, and should be signed up for events using the "Linked Profile" button on the event registration page.

HOA Cancellation and No Refund Policy: HOA uses a no refund (after) dates for most events because:

- It protects HOA and the venues we use from being financially penalized if the less than agreed number of attendees participate. This date is negotiated with the venue to be as late as possible.
- Many events require non-refundable purchases/deposits.
- To be consistent and fair with the implementation of our no refund policy.
- To minimize last minute cancellations.

As Revised/Approved by HOA Board as of October 14, 2024

- All refunds prior to the cancellation date will be less \$1.00 credit card fees per person. Effective 1/1/23 the credit card fee will be discontinued for all events and activities.

The No Refund Data policy is simple – No refunds will be made for cancellation after the No Refund Date. However, you can sell your purchased ticket on your own.

HOA Event Complimentary Ticket(s): If a venue provides complimentary ticket(s) to an HOA-sponsored event, those tickets shall be sold in the same manner as other tickets for that event. If the complimentary ticket(s) states "not for resale," an HOA Board member or one of the event planners should pay for and use the ticket(s).

Behavior at HOA Events: Attendees at all HOA events are expected to be courteous. A person or group not complying with this policy may be asked to leave by the presiding officer. If a person or group is asked to leave, but does not, the presiding officer may terminate the meeting.

Announcements at HOA Events: In general, announcements may not be made by any organization other than the HOA at HOA events unless approved by the Vice President of Event Planning and President.

Solicitation/Allocation of Space at HOA Events & Socials: In general, solicitation by groups or persons Outside of the HOA shall be prohibited at HOA events and socials with the following narrowly construed exceptions:

- 1) Tellico Village amenities (i.e., Village activities supported by assessments) may be provided event floor tables at HOA Socials to promote membership or sell tickets to events open to Tellico Village residents.
- 2) Tellico Village organizations with a direct link or providing a direct benefit (e.g., discounted event tickets) to homeowners or the HOA may be provided an event floor table at HOA Socials. Examples include the Tellico Village Volunteer Fire Department, the Friends of the Tellico Village Library, the Tellico Village Community Theater, COPS, Neighborhood Watch, and the like.
- 3) Tellico Village clubs and service organizations who are current members of Tellico Life wishing to have an awareness activity to promote membership in their organization may be provided a table in the bar area annex at HOA Socials. Groups that promote political and/or religious views/objectives will be excluded from having space at HOA Monthly Socials. Approved groups may not sell event tickets or solicit donations.

Groups wishing to have a table at an HOA Event must submit a written request including a statement of purpose to the Vice President of Event Planning at least ten days prior to the event. The VP shall review the request and, if appropriate, submit it to the HOA President for approval. Upon approval, the VP shall have the final responsibility for scheduling on a space available basis.

HOA Social Planning Policies

Social Planning Cost/Revenue Management. Costs related to Social Planning fall into two areas:

1. Budgeted costs – e.g., music, food, promotions, incidentals. The Vice President of Social Planning is authorized to spend funds within the approved monthly budget. Spending in excess of the budgeted amounts will be submitted to the HOA President prior to expenditure, with review by the HOA Board at the next regular meeting.
2. Activities at HOA Socials – e.g., dinners. The advertised charge to attend HOA Social activities shall be based on a realistic break-even analysis. Cost for all activities must be submitted to the Vice President of Social Planning prior to approval of the event. A cost breakdown should be provided with the event request. Unanticipated profit or loss on any HOA Social activity will be absorbed by the HOA.

Social Deadlines: All social activities shall have a published reservation/cancellation deadline, after which there shall be no refunds. The Reservation & Cancellation Policy shall be published on the HOA Website.

HOA Social Sign-Up: No phone or mail reservations may be taken for a new social activity before the event is offered to members on the HOA Social Update. Once promoted on the Social Update, all signups will occur on Tellico Life using a credit card.

Contracts for HOA Socials: All event contracts must be signed by the Vice President of Social Planning or the HOA President. In their absence, the contracts may be signed by the Vice President of Programs. The contract shall contain a no-show clause when appropriate.

Attendance at HOA Socials: Children attending must be of an age appropriate to the activity, as determined by the Vice President of Social Planning. Parents/guardians, not the HOA, are solely responsible for children's behavior.

HOA Cancellation and No Refund Policy: HOA uses a no refund (after) dates for most events because:

As Revised/Approved by HOA Board as of October 14, 2024

- It protects HOA and the venues we use from being financially penalized the less than agreed number of attendees participate. This date is negotiated with the venue to be as late as possible.
- Many events require non-refundable purchases/deposits.
- To be consistent and fair with the implementation of our no refund policy.
- To minimize last minute cancellations.
- All refunds prior to the cancellation date will be less \$1.00 credit card fees per person. Effective 1/1/23 the credit card fee will be discontinued for all events and activities.

The No Refund Data policy is simple – No refunds will be made for cancellation after the No Refund Date. However, you can sell your purchased ticket on your own.

HOA Social Complimentary Ticket(s): If a venue provides complimentary ticket(s) to an HOA-sponsored event, those tickets shall be sold in the same manner as other tickets for that event. If the complimentary ticket(s) states "not for resale," an HOA Board member or one of the event planners should pay for and use the ticket(s).

Behavior at HOA Socials: Attendees at all HOA events are expected to be courteous. A person or group not complying with this policy may be asked to leave by the presiding officer. If a person or group is asked to leave, but does not, the presiding officer may terminate the meeting.

Announcements at HOA Socials: In general, announcements may not be made by any organization other than the HOA at HOA socials unless approved by the Vice President of Social Planning and President.

Solicitation/Allocation of Space at HOA Events & Socials: In general, solicitation by groups or persons outside of the HOA shall be prohibited at HOA socials with the following narrowly construed exceptions:

- 1) Tellico Village amenities (i.e., Village activities supported by assessments) may be provided event floor tables at HOA Socials to promote membership or sell tickets to events open to Tellico Village residents.
- 2) Tellico Village organizations with a direct link or providing a direct benefit (e.g., discounted event tickets) to homeowners or the HOA may be provided an event floor table at HOA Socials. Examples include the Tellico Village Volunteer Fire Department, the Friends of the Tellico Village Library, the Tellico Village Community Theater, COPS, Neighborhood Watch, and the like.
- 3) Tellico Village clubs and service organizations who are current members of Tellico Life wishing to have an awareness activity to promote membership in their organization may be provided a table in the bar area annex at HOA Socials. Groups that promote political and/or religious views/objectives will be excluded from having space at HOA Monthly Socials. Approved groups may not sell event tickets or solicit donations.

As Revised/Approved by HOA Board as of October 14, 2024

Groups wishing to have a table at an HOA Social must submit a written request including a statement of purpose to the Vice President of Social Planning at least ten days prior to the event. The VP shall review the request and, if appropriate, submit it to the HOA President for approval. Upon approval, the VP shall have the final responsibility for scheduling on a space available basis.

Meeting Management Policy

HOA events shall include Open Village Meetings, monthly socials, Board meetings, or other activities in which member participation is involved.

Behavior at HOA Events: Attendees at all HOA events are expected to be courteous. A person or group not complying with this policy may be asked to leave by the presiding officer. If a person or group is asked to leave, but does not, the presiding officer may terminate the meeting.

Length of Open Village Meetings: Ninety minutes shall be allocated for HOA Open Village Meetings. Speakers will be advised of the time allocated for their presentations. The presiding officer will control the meeting and may approve requests to exceed the allocated time.

Contracts for Events Meetings: All event contracts must be signed by the Vice President of Social Planning or the HOA President. The contract shall contain a no-show clause when appropriate.

Voting at Open Village Meetings: Voting at HOA Open Village Meetings shall be by a show of hands. If a show of hands does not demonstrate a clear majority, voting shall be by paper ballot. Paper ballots will be provided to members (one vote per household) appearing on the most recent published membership list. At any meeting at which a vote will be taken, a current membership list shall be available, either electronically or on paper.

Volunteer Recognition Night: Volunteer recognition night will be held each year at the HOA's November Open Village Meeting. All HOA members are invited to attend this event.

Announcements at HOA Events: In general, announcements may not be made by any organization other than the HOA at HOA events unless approved by the President. HOA Open Village Meetings shall have a written agenda and only those persons who appear on the agenda shall be allowed to make announcements.

As Revised/Approved by HOA Board as of October 14, 2024

Solicitation/Allocation of Space at HOA Events & Socials: In general, solicitation by groups or persons outside of the HOA shall be prohibited at HOA events and socials with the following narrowly construed exceptions:

- 1) Tellico Village amenities (i.e., Village activities supported by assessments) may be provided event floor tables at HOA Socials to promote membership or sell tickets to events open to Tellico Village residents.
- 2) Tellico Village organizations with a direct link or providing a direct benefit (e.g., discounted event tickets) to home owners or the HOA may be provided an event floor table at HOA Socials. Examples include the Tellico Village Volunteer Fire Department, the Friends of the Tellico Village Library, the Tellico Village Community Theater, COPS, Neighborhood Watch and the like.
- 3) Tellico Village clubs and service organizations wishing to have an awareness activity to promote membership in their organization may be provided a table in the bar area annex at HOA Socials. This activity shall be limited to three groups at each Social. Approved groups may not sell event tickets or solicit donations.

HOA TellicoLife Policy

TellicoLife is a project that was initiated by the HOA. As part of the original implementation of TellicoLife a Memorandum of Understanding and Governance documents were created and approved by the ad-hoc committee designated as the TellicoLife Steering Committee to organize and supervise TellicoLife These are binding on the HOA and all participating members. They can be found on TellicoLife through a link that will be attached to this document in the near future.

This Memorandum and associated Governance Documents have previously been approved by all parties so there is no discussion nor approval necessary.

As Revised/Approved by HOA Board as of October 14, 2024

Transportation Policy for Tellico Village HOA and New Villager Events

The Tellico Village HOA and New Villagers have adopted the US Department of Transportation, Federal Motor Carrier Safety Administration (FMCSA) standards for all events and activities that include the for-hire transportation of village residents. This includes events where compensation is paid directly to the passenger motor carrier for transportation services and also applies when transportation services are indirectly included in the cost of an event. These FMCSA standards are summarized in the attached document, with key points and other policy guidelines listed below:

- All for-hire passenger carriers must provide a summary copy of their current liability insurance policy, also called a Certificate of Insurance (COI). A COI will identify the legal party responsible for providing for-hire motor carrier service, that their insurance policy is current through the conclusion of the trip, and that the minimum levels of financial responsibility (insurance) are in effect. This document must be submitted and approved by the HOA and/or NV VP of Events prior to the event listing.
- All for hire motor carriers must carry a minimum level of financial responsibility (insurance): \$1.5 million for operating vehicles of 15 or fewer passengers including the driver; \$5 million for operating vehicles of 16 or more passengers including the driver. These standards apply to both in-state and inter-state transport activities.
- All for hire motor carriers must designate a process agent, representative that can be served with court papers in any legal proceeding brought against a for hire motor carrier and have this information readily available.
- All drivers must have the proper Driver's License for the vehicle they are driving. A Commercial Driver's License (CDL) is required when capacity exceeds 16 including the driver. Proof of appropriate license must be provided by any approved carrier.
- At the beginning of every trip segment, the HOA or NV Event Coordinator shall provide the vehicle driver with a physical roster listing the total number of passengers and their first and last names. Drivers shall retain this roster during the trip segment.
- All drivers/transportation providers must, prior to departure, announce to the passengers that he/she will not be able to converse with the folks in the vehicle while in transit. Their focus needs to be driving skills and passenger safety with no distractions.
- [Clarification of Existing Regulations for Passenger Carriers in Interstate Commerce Fact Sheet \(dot.gov\)](#)