

As Revised/Approved by TVRA Board on June 22, 2026

The following is a list of Policies currently approved by the Board.

These are to be reviewed and followed by all TVRA volunteers.

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Board Policies & General Guidelines

Tellico Village Residents Association, Inc., hereafter referred to as "TVRA", is a non-profit 501(c)(7) organization that is dedicated to serving the residents of Tellico Village, located in Loudon, TN.

TVRA Mission:

To enrich the lives of Tellico Village residents by offering informative programs, fostering open communication on key issues, encouraging civic involvement, and creating opportunities for social fellowship that builds a stronger, more united community.

Bylaws:

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

Policies and Guidelines:

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

Policy Changes:

Any proposed changes to the TVRA Policies shall take two TVRA BOD or 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 TVRA Board or TVRA Executive members must be notified of the final proposed change at least one week prior to the vote.

Confirmation of Agreement:

Board members must review and confirm their agreement to abide by TVRA's governing documents upon accepting a Board position and annually thereafter. A copy of TVRA's Confirmation of Agreement is included the Appendix.

Enforcement of Policies:

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

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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, at his or her discretion, may convene an electronic meeting of the Board to discuss and finalize matters that occur during or between regular meetings.

TVRA Board Attendance at POA Meetings: A TVRA 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.

Monthly Board Reports: Board members shall complete monthly Board/Liaison reports using the TVRA Monthly Report Blank Template to communicate information and activities associated with their assigned areas of responsibility. Reports shall be distributed through the TellicoLife TVRA Board/Liaison/Support E-List. The report template and distribution instructions are available in the TVRA Board (Shared) DropBox folder - How to Create & File Monthly BOD Reports.

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

Donations: The TVRA shall not make monetary donations.

Other Organization's Fund Raising: Historically, TVRA 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, TVRA may allow for informing its members as to what a specific non-profit organization is doing. See Social and Event Planning Policies & Guidelines for additional information.

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

When a Board Vote is Needed/Decisions: A vote is required if a decision results in a new and unbudgeted expense, unrelated to a TVRA event that exceeds \$500 or is a significant change in operating procedures.

EXAMPLES:

The TVRA President proposed TVRA purchase a paver for the new Tellico Village Tanasi restaurant. This is an unbudgeted item costing more than \$500. Therefore, this request requires TVRA Board approval.

TVRA has an opening for a key position. A member has expressed an interest but has requested payment of \$50 per month for their time. Since TVRA is and has been a 100% volunteer organization, paying to fill a position is a significant change in operating procedures and would require a vote by the Board.

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All decisions shall be made by the TVRA 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 TVRA 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 TVRA Board members, TVRA volunteers, other TVRA members, the TVRA in general or venue staff, it is the prerogative of the TVRA Board to discontinue the member's membership with the Tellico Village Residents Association.

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 TVRA 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 TVRA.
- 4) Stealing from the TVRA 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 TVRA 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 TVRA 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 TVRA Board approval. If the member is reinstated, and has another occurrence, the member will be banned for life.

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Meeting Management Policy

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

Behavior at TVRA Events: Attendees at all TVRA 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 TVRA 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.

Voting at Open Village Meetings: Voting at TVRA 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 recently 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 TVRA's November Social Meeting. All TVRA members are invited to attend this event.

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Advocacy Policy

This policy governs the activities related to Advocacy by Board, liaison and support team members.

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 residents of Tellico Village.

Since the TVRA BOD are the elected representatives of member residents, advocacy in the context of the TVRA means that it is 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. TVRA 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 TVRA BOD Members (when acting in their capacity as TVRA 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 TVRA BOD job description) required to perform their assigned tasks.

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

1. Projects to be advocated by the TVRA require the support of the TVRA BOD before the advocacy process begins.
 - a. If a TVRA 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 and the President, 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 TVRA should align with the POA’s strategic goals and strategy. If the proposed project does not align then the TVRA needs to ensure that there is appropriate support for the project from residents, and other interested parties. This might include:
 - a. An idea that is in the formative stages and the TVRA is helping to get the pulse of the village through surveys, etc.

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- b. An idea where support in the village is mixed and the TVRA is helping to get the pulse of the village sorted out.
 - c. An issue that TVRA feels is important but is not in the current year POA objectives or 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 TVRA BOD should always be promoting. Any project that supports one or more of these goals should receive support from the TVRA BOD:
 - a. Safety & security
 - b. Aesthetics and environment
 - c. Transparency - Promote openness and accountability by advocating for information from the POA, state and local agencies, and TVRA to be readily accessible, understandable, and communicated in a timely manner, except where restricted by privacy, confidentiality, or legal requirements.
 - d. Inclusion - Foster a welcoming and respectful community where all residents have opportunities to participate in social, civic, and community activities; contribute ideas and perspectives that help shape the future of Tellico Village; and feel valued and encouraged to engage, regardless of race, ethnicity, gender, religion, political beliefs, or personal background.
 - e. Diversity (e.g., architectural, geographic origin of residents, 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 TVRA 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 TVRA BOD.
5. Improvement projects initiated by the TVRA that impact village assets should be driven from the applicable POA Advisory Committee (AC). The TVRA BOD representative to the AC will be responsible for monitoring project progress and reporting back to the TVRA BOD regarding status.
6. Projects to be advocated by the TVRA BOD will follow these typical milestones:
 - a. Initial endorsement by TVRA 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 TVRA
 - d. Fact gathering (including surveys or focus groups if deemed relevant)
 - e. Develop recommendations
 - f. Presentation/signoff by the TVRA 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



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Advocacy project inquiries: Questions involving TVRA positions on projects should be referred to the Vice President Advocacy and the TVRA President.

Enforcement: Violation of this policy can result in being asked to resign from the TVRA Board.

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Communication Policy

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

Purpose

The purpose of this policy is to establish standards and procedures for delivering timely, accurate, clear and consistent information to members, volunteers, and the broader community, while avoiding excessive or unnecessary communications.

Policy Statement

TVRA is committed to maintaining effective and responsible communications. All communications shall:

- Be clear, accurate, timely and relevant
- Be honest and transparent
- Use plain language
- Respect confidentiality and data protection requirements
- Include the TVRA logo and reflect consistency in messaging and protect brand identity.
- Promote engagement and responsiveness with stakeholders. ~~(not really right word)~~ members and non-members
- Acknowledge and correct errors promptly
- Demonstrate respect for all audiences. Avoid controversial subjects and terms.

All communications must be reviewed and approved by the appropriate authority prior to distribution to ensure compliance with this policy.

Responsibility

- All Board members shall ensure understanding of and compliance with this policy within their areas of responsibility
- Team members must obtain approval from the appropriate surprising Board VP before communicating TVRA business externally
- Policy interpretation questions shall be referred to the President and Communications VP

Logo and Branding Usage

The TVRA logo is the visual identity of the organization and shall be used in all external and internal communications. It shall be used in a manner that does not imply endorsement or support of any activity, organization or position not officially approved by the TVRA.

- The logo must appear on all official communications and promotional materials
- The logo shall not be altered in color, font or design
- The logo may be resized provided it remains legible and unobstructed
- Official logo files and usage guidelines are maintained in the Communications folder on Dropbox



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- Any questions concerning the use of the TVRA logos are to be addressed by the Communications VP

Membership List

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

Access to this information is given to TVRA volunteers authorized by the Board on a need-to-know basis. All volunteers gaining access to this information must sign a Privacy Agreement.

Effective January 1, 2022, a Privacy Policy Form is available online for submittal on TellicoLife and must be completed annually by each TVRA volunteer who has access to member information.

Use of this list for anything other than TVRA business is not allowed and will result in loss of privileges.

Mailing and Distribution to TVRA Membership

TVRA electronic communications will be sent through TellicoLife using the TVRA membership list of the current year. Communications to members from the preceding calendar year shall be limited to no more than 6 months of the current calendar year. Communications may be sent to non-members for the purpose of membership recruitment, including, but not limited to, graduating New Villagers who are currently not TVRA members.

Only designated individuals are authorized to access the private information in the TellicoLife Membership Directory and distribute TVRA correspondence to members. They include:

- President
- Communications VP
- Membership VP

Exceptions include Event Coordinators who may communicate important information to their registered participants for a specific event. (More information can be found in Events section of policies)

If a topic is believed to be important to TVRA members and non-members or a successful resolution of a topic can be found by contacting non-members, then communications can be made through any other means available.

Internal Communication

Internal communications are the interaction between the TVRA Board and their volunteers and

- Shall be respectful and professional
- Shall be timely and relevant
- Shall use the designated emails provided on the team contact list or through the use of the TVRA team e-list in TellicoLife
- Shall avoid excessive messaging



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Every TVRA Board member **and** volunteer should be treated with respect and dignity.

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External Communication

External communication is the interaction between the TVRA, its members and non-members including notices, flyers, posters, surveys, articles, publications, emails, social media and related vehicles aimed at communicating with members or non-members.

All external communications

- Shall be reviewed and approved by the appropriate VP, prior to distribution
- Shall include the approved TVRA logo
- Shall be timely, relevant and avoid controversial or inflammatory content
- Must be carefully timed to prevent over-communication resulting in loss of viewers due to overwhelming amount of information

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

Monthly Communication Cycle

- The TVRA monthly newsletter will be published under the direction of the Communications VP at the beginning of the month
- Newsletter content must be approved by the President and Communications VP prior to distribution
- TellicoLife admins will email each current and graced TVRA member a Social Invite, including a list of upcoming events, on the Friday before the Social
- Special editions, including time sensitive or urgent public service announcements, may be distributed, only with the approval of the President and Communications VP, between scheduled publications
- TVRA Socials and events that are open to all Tellico Villagers may be submitted to the weekly POA Tell-Events email publication. Special exceptions may or may not be granted to advertise TVRA members-only events on a case-by-case basis. These may only be requested by the Communications VP or President.
- Event Coordinators are not permitted to advertise their own events on Tell-Events without express permission from the Events Planning VP or Communications VP
- All specific event postings are to be approved by the Events Planning VP prior to posting. The Events Planning VP will consult with the Communications VP as to the timing of the posting.
- Important information, surveys, updates and urgent announcements may at times be communicated to TVRA members between regularly scheduled publications. Only those with authorizations to access the TVRA distribution contact list are permitted to distribute emails to TVRA members.

TVRA Publications

- **The Voice of the Village** newsletter is published monthly, at least one week before its monthly social, to offer news of interest.

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- Articles will be written by TVRA Board members, Liaisons, Committee Members or from area sources with information that is important to members.
- All articles are to be approved by the Communications VP who will oversee the newsletter production.
- The Communications VP will review the newsletter with the President and receive approval, prior to publication.

TVRA Social Invite will be emailed shortly before each TVRA Social. It will contain the approved monthly social invite, as well as new events that will be announced at the upcoming Social. It may also contain important information that cannot wait until the monthly newsletter is published.

TVRA Website is intended to gather input from its members and provide information about the TVRA including:

- TVRA mission, strategic goals and objectives, and history
- Links to Bylaws, budget, policies, meeting agendas and minutes
- List of current Board of Directors and job descriptions, volunteer openings, Advocacy Initiatives and photo gallery
- Invitation to next monthly social
- Link to the current Event Calendar on TellicoLife
- Membership and TVRA Golf information and how to join
- TVRA quarterly programming schedule
- Important community contacts
- Current and past monthly newsletters

Information on the website must be related to TVRA 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 Communications VP and the President.

Advertising and Promotion

Advertising or promotion of clubs or organizations, excluding POA and TellicoLife activities, shall be limited to clubs and organizations that are current TellicoLife subscription members in good standing or an approved sponsor. Media content should be reviewed by TVRA Communications VP and President prior to distribution.

Interviews

All requests for interviews from local media **must** be referred to the President or the Communications VP.

Banners and Signs

- The display of banners and signs in the roadway right of way is prohibited by TDOT
- Any signs or banners that may be displayed on POA buildings and property will be in compliance with the POA Sign Policy and must be approved by an official POA representative
- Any signs displayed on private or commercial property must have the express permission of the owner



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- Any need for signs should be directed to the Communications VP to assure compliance with TVRA standards and policies

Monitors

Television monitors located throughout the Village are owned by the POA, operated by TVN and intended for communication of announcements and upcoming events. All submissions of TVRA advertising on the monitors must be approved by the Communications VP or TVRA President and directed to the POA content manager.

Cover Photos and Stock Photos

TVRA will only use stock images, photos and videos that are licensed for commercial and personal use; however, those created by TVRA are preferred.

Unflattering Photos

Whenever possible, avoid posting unflattering photos of TVRA members, guests and attendees of events. Complaints will result in the photo(s) being immediately deleted.

Children's Pictures

The use of children's pictures is not allowed.

Videos

The use of videos or vimeos are subject to the TVRA social media Policy. The same guidelines should be used as 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 Tellico Village Network.

Social Media - TVRA Business

Board members, Event Coordinators (ECs), ad hoc committee chairs and members, and any person doing business as a representative of TVRA must follow the policies and guidelines listed in the TVRA Social Media and Facebook Policy sections.

TVRA will maintain accounts on Facebook and NextDoor social media account, but not Instagram, X or Twitter accounts. Posting on these accounts as a representative of TVRA must have the authorization from the Communications VP or President.

Advertising of events or "boosting" is permitted with the authorization of the Events Planning VP and the Communications VP to ensure appropriateness and compliance with all other Communications policies. Posting on behalf of the TVRA without approval is considered a violation of TVRA policy and many result in suspension of privileges.

All TVRA posts on NextDoor must be posted ONLY to "Your Neighborhood (Tellico Village only)", not globally. Uncheck off the box that shares the posting with the surrounding community.

Private (Personal) Postings

Any public posting on Social Media and/or NextDoor Neighbor made by board members or anyone recognized as a part of the TVRA, in which they are stating an opinion regarding Tellico Village (TV),



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the TVRA, a TV organization or residents of TV, must clearly state in the posting that the opinion does not represent the views of the TVRA, its Board of Directors or other team members.

Team members should refrain from expressing personal opinions and instead use open-ended questions intended to raise awareness of relevant topics or areas of concern.

No statements shall be made that are based primarily on hearsay or third-party information, or that are known to be false, misleading or only partially accurate.

Public statements must be factual and where appropriate, supported by verifiable evidence or reliable sources.

Failure to comply with this policy could result in the team member being asked to resign from their TVRA role/position.

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Social Media Policy

This Policy is part of the TVRA Communication Policy

Purpose

This policy governs the publication of and commentary on social media by Board Members of the **Tellico Village Residents Association Inc. (TVRA)**. 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, Instagram, X, Next Door, LinkedIn, Twitter, Flickr, and YouTube.

This policy applies to all uses of social media by TVRA BOD Members as their position with TVRA 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 TVRA).

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

Permission to discuss the TVRA and/or current and future community activities or issues must be obtained from the appropriate BOD VP. If in doubt about any situation, please contact the President or Communications VP for clarification/guidance.

Guidelines:

- The public in general and members of the TVRA reflect a diverse set of customs, values and points of view requiring sensitivity and respect when communicating verbally and in writing.
- Ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc. by any Board member, team members or representative of TVRA will not be tolerated in any TVRA or personal social media post.
- Consideration of privacy must be maintained at all times
- Topics that may be considered objectionable or inflammatory, including but not limited to, politics and religion will not be tolerated.
- When making an 'official' comment/statement representing the TVRA, be clear to identify yourself, and your TVRA position as team or Board member.
- If a general post is made on NextDoor, with approval from the President or Communications VP, the discussion should be closed at the time of posting and the post deleted after it is no longer needed.
- Information that has been deemed confidential and has not been publicly released or authorized by the TVRA is prohibited. All questions regarding the status of confidential information should be directed to the President and/or Communications VP.
- Any individual who has a vested interest in a matter must disclose that interest at the time of discussion.
- Misrepresentations made about TVRA in the media may be pointed out respectfully and only with the facts. Disparaging remarks are **not** allowed. Avoid arguments.
- Follow the rules of the social media sites being used.

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- Respect for the TVRA, its BOD and volunteers must be demonstrated when communicating in the public forum. Other TV organizations must always be referred to with respect.
- Publishing anything that could reflect negatively on the TVRA's reputation or otherwise embarrass the organization is not allowed.
- Adhering to laws governing copyright and fair use or fair dealing of copyrighted material is required.
- If an error is made on Social Media, it should be acknowledged and corrected quickly. If an earlier post needs to be modified, it should be made clear that it has been done. If accused of posting something improperly that potentially could impact the TVRA, the President and Communications VP should be notified immediately so that a strategy can be developed to deal appropriately with the situation as soon as possible.

Media Inquiries

Media inquiries for information about the TVRA and its offerings/programs should be referred to the President or Communications VP.

Enforcement

Violation of this Social Media policy and its requirements can result in being asked to resign from TVRA Board.

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Facebook Policy

Admins

There shall be more than one Administration person (Admin) who can edit or enter information for the Facebook page.

Community Managers (CMs)

- Instructions for granting page access to the TVRA Facebook page can be found in the Meta Business Suite Help Center. Community Managers must comply with all Facebook/Meta policies & guidelines.
- There shall be a minimum of 2 Facebook Community Managers with full page access for the TVRA Facebook page at all times.
- Each Community Manager will have control over Permissions (access), Page Updates, Deletions, Content, and Messages and will have full access to analytics, including Community Activity, Ads and Insights.
- Each Community Manager will keep the Facebook Page Password private and in a safe and secure place. If the password is changed, all CMs must be informed of the new password immediately as well as the TVRA Webmaster who maintains a record of all club online accounts.

Partial Access to Facebook – Task Managers

Community Managers may grant trusted TVRA volunteers partial access to the TVRA Facebook page to manage specific business tools as deemed necessary. Areas of management can include all or some of the following tasks:

- **Content:** Create, manage or delete posts and any content on the Page.
- **Community Activity:** Review and respond to comments, remove unwanted comments, report activity.
- **Messages:** Send and respond to private messages.
- **Ads:** Create, delete, and manage ads/event boosts for the TVRA Facebook page.
- **Analytics:** Access insights information, gather and compare monthly data, and analyze performance.

The Community Manager will determine if partial access includes page access or if management can be handled via the Meta Business Suite. Task managers must report all dates and times of access to the assigning CM as directed.

Cover photos and stock photos: TVRA will only use images that TVRA has the legal right to use. Stock photos will only be used, if the photos have an open license. Public domain videos are acceptable. Images and videos acquired through both free and paid access to Canva Pro can be used without permission in the public domain.

Errors: All errors must be corrected as soon as possible, and undesired posts should be deleted immediately by the appropriate Admin.

Page Administration:

When deciding if a post is appropriate, the admin will use the following guidelines:

- The TVRA Facebook Page is the voice of the TVRA Community. Its page description must accurately outline the purpose, mission, and function of the organization.



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- The page will highlight the activities of the TVRA and its members, promote coming events that have low attendance, and inform followers of important announcements.
- No political statements of any kind shall be posted, linked or communicated.

TVRA Community and Tasks Managers will monitor the Facebook page to ensure compliance with the following guidelines:

- No hate speech or bullying. Hate speech is an attack on individuals for their inherent characteristics: Race, Religious Affiliation, Weight, Ethnicity, Sex, Gender, Serious Disease or Disability.
- Abusive and/or unclear commentary will be removed immediately.
- Depictions of and commentary describing violence, graphic content, nudity or display of sexual activity will not be tolerated. The offender will be reported to appropriate channels for violation of both Meta and TVRA policy and will be subject to permanent loss of access.

Inclusivity: No TVRA member shall be purposely excluded from the Facebook Page, unless that member desires to be excluded.

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

Privacy Policy

- The TVRA Facebook page shall not share/sell/trade email addresses or personal information collected from other third-party sites
- TVRA members appearing in photos or videos will remain anonymous or be listed by first name only
- Personal and/or confidential information will not be disclosed on social media without receiving express permission

Transparency: Only persons authorized by the Communications VP and/or President are allowed to manage and post on Facebook. The Communications VP 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 Communications VP will change passwords.

Safety: The TVRA Facebook Page is always committed to protecting individuals from physical, financial and emotional injury by not sharing personal information on the page.

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Event Planning Policy

TVRA EVENT COST / REVENUE MANAGEMENT: The advertised charge to attend TVRA events shall be based on a realistic break-even analysis. An Event Proposal Form should be completed and submitted to the Event Planning VP prior to approval of the event. This form provides a cost breakdown, as well as additional details needed to create the event flyer. Unanticipated profit or loss on any event will be absorbed by the TVRA.

A copy of the TVRA Event Proposal Form is available in the Appendix of our TVRA Policies & Guidelines.

TVRA EVENT FLYERS: Every event flyer posted on TellicoLife must include the following:

- Name, day, date, time, and location
- TVRA authorized logo
- MAX limit on attendance; MIN attendance requirements, as needed
- Last Day to register and Last Day to cancel
- The total ticket price with the non-refundable administrative fees clearly stated
- Name and contact info for the Event Coordinator in charge

CONTRACTS FOR TVRA EVENTS: All event contracts must be signed by the Event Planning VP or the TVRA President. In their absence, the contracts may be signed by the Past President or an approved TVRA Board member designated by the President. The contract shall contain a no-show clause when appropriate.

TVRA 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 TVRA Website.
- No refunds will be made after the No Refund Deadline Date. However, ticket holders will be advised to contact the Event Coordinator to see if there is a waiting list, or they may sell their purchased tickets on their own.

ATTENDANCE AT TVRA EVENTS:

- Event attendees are limited to TVRA members in good standing and their non-Tellico Village guests. Guests of members may not be residents of Tellico Village.
- 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.
- 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.

TVRA EVENT SIGN-UPS: Events are offered to TVRA members only, unless otherwise noted.

- Once an event is opened on TellicoLife, all signups will occur on TellicoLife using a credit card.

As Revised/Approved by TVRA Board on June 22, 2026

- Cash and checks will be accepted only for special circumstances with pre-approval by the Event Planning VP.
- Minors residing in households who plan to attend TVRA events are subject to the same ticket costs and fees as other adult members unless otherwise stated.

BEHAVIOR AT TVRA EVENTS: Attendees at all TVRA events are expected to be courteous and non-confrontational toward TVRA volunteers, venue staff, and fellow TVRA members.

- Children attending TVRA events should be well-behaved and non-disruptive. Parents / guardians are solely responsible for their children's behavior and well-being at all TVRA events.
- A person or group not complying with this policy may be asked to leave by the presiding TVRA official. Non-compliance with the behavior policy may result in exclusion from future attendance with the approval of the TVRA President and Board of Directors.

TVRA CANCELLATION & NO-REFUND POLICY: TVRA uses a no-refund policy after deadline dates for most events because:

- It protects TVRA and the venues we use from being financially penalized if the number of attendees is lower than expected. 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.

TVRA NON-REFUNDABLE EVENT FEES: As of April 1, 2025, the following fees will be added to the total cost per ticket when registering for TVRA Events:

- A \$1 non-refundable TellicoLife Administrative Fee will be added to all paid transactions, including placeholder requests. "Free" events, however, are exempt from this policy and shall not incur any additional fees.
- In addition to the TellicoLife Administrative fee, a non-refundable \$1 Credit Card fee will be added to each individual TVRA event ticket valued between and including \$10 and \$25, including placeholder fees. Free events that require registration on TellicoLife but do not involve a credit card transaction are excluded from this policy.
- Events that cost \$25.01 or more will be charged the non-refundable prevailing credit card service fee established every October in preparation for the annual budget planning process. This fee shall be determined by averaging the rates as stated on the Payscape invoices from the previous 12 months.
- Should economic conditions change and the average Payscape credit card rates change more than .5% (up or down) before the next October board meeting, the TVRA has the right to amend this rate to meet its event break-even strategy.

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- To determine the final event cost, add the non-refundable TellicoLife Admin and credit card service fee to the event ticket cost. Then round the total to the nearest dollar. See the examples below.

Example #1

\$10 placeholder + \$2 = \$12

Refund of \$10 at attended event

**Refund of \$10 if cancelled prior to
deadline**

Example #2

\$15 event + \$2 = \$17 total cost

Refund \$15 if cancelled prior to deadline

No refund after deadline

Example #3 (assume 4.6% CC fee)

\$30 event + \$1TL + \$1.38 CC = \$32.38

Ticket price rounded to nearest dollar \$32

Refund \$30 if cancelled by deadline

No refund after deadline

Announcements at TVRA Events: Announcements may not be made by any organization other than the TVRA at TVRA events unless approved by the Event Planning VP and President.

Solicitation/Allocation of Space at TVRA Events: Solicitation by groups or people outside of Tellico Village shall be prohibited at all TVRA events unless approved by the Event Planning VP.

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Event Coordinator Policy

TVRA Event Coordinators (ECs) assist the Event Planning VP in the identification, planning, and execution of events throughout the year. To qualify as an EC, individuals must be current TVRA members in good standing, possess strong organizational skills, and demonstrate an interest in engaging with others.

In fulfilling their responsibilities, Event Coordinators shall work in coordination with the Event Planning VP and may be asked to collaborate with POA staff, the New Villagers Event Planning team, and/or external vendors to obtain necessary event details and complete the TVRA Event Proposal Form.

Event Proposal Form: The TVRA Event Proposal Form provides the Event Planning VP and Graphic Designer with essential information about an event:

- Day/Date/time/location/address
- Min/Max attendance requirements
- Price per person (ticket price, administrative service fees, etc.)
- When the event will be announced
- Last day to register/cancel
- Refund details
- EC name and contact information (See Email section below)

A copy of the TVRA Event Proposal Form is available in the Appendix of our TVRA Policies & Guidelines.

Monthly EC Meeting

- ECs should plan to attend monthly meetings coordinated by the TVRA Event Planning VP to discuss upcoming events and plan for future events.
- Once an EC has been assigned or agrees to host an event, the EC should complete and forward an TVRA Event Proposal form to the Event Planning VP for approval and to initiate the request for an event flyer created by the graphic designer if needed.

Event Flyers

- Several events hosted by the TVRA have been held before. Check with the Event Planning VP to see if a previous flyer is available to be edited.
- An event flyer may be created by the EC, another member of the Event Planning Committee, or the TVRA graphic designer if requested.

Notification to TellicoLife Event Admin: Once an event is approved and the flyer is complete, the Event Planning VP will send a request to the TVRA TellicoLife Admin for posting. The request should include:

- The final event flyer, including the maximum number of attendees
- The date the event is to be posted on TellicoLife

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- The date the event is to be opened for registration and closed

EC TellicoLife Notifications:

- Event Coordinators will receive an email from TellicoLife for every completed registration.
- When the event is sold out or closed out after the last day to register has passed, the EC will receive an email from the TVRA TellicoLife Admin with an Excel and CSV file of all registered event participants.
- Information from the notification email may be used to send out event reminders or event surveys following the event.
- Once the event is closed out, all membership information should be deleted from the ECs computer/files.

TellicoLife Privacy Agreement:

- Event Coordinators will be provided access to detailed membership information that is not available to other TellicoLife users. This enhanced access will allow ECs to contact members by email or phone should there be a change in event plans.
- ECs may also use the TellicoLife Membership Directory, located in QuickLinks, to verify the membership status of an individual on an event waitlist.
- **ECs are strictly prohibited from using TVRA membership information for personal use and must complete the TellicoLife Online Privacy Form annually.**

A copy of the TVRA Membership Directory Search instructions is available in the Appendix of this TVRA Policies & Guidelines document.

Hosting an Event:

- Event Coordinators or their designees must check in members as they arrive at the event.
- At the end of the event, attendance information must be shared with the Event Planning VP, and all remaining Placeholder monies must be returned.

Event Placeholders/Monies:

- Event fees are typically handled through TellicoLife using the member's credit card. ECs should not accept cash or checks for event registration or participation unless preapproved by the Event Planning VP.
- In cases where the TVRA is not being charged for an event (i.e. – tours, presentations, etc.), the event planning team may elect to charge a Placeholder Fee. This fee minimizes the risk of individuals registering for an event but not showing up on the day of the event.
- Once an event closes out, the EC will submit a Reimbursement Request Form to the Event Planning VP for placeholder fees due to registered guests of the event.
- The EC must document all funds returned to members and will return all placeholder fees not distributed to eligible members at the event to the Event Planning VP within 7 days after the event.

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- If the Event Planning VP or his/her designee is unavailable, the EC shall contact the TVRA President for further instructions.

Refund Requests: Sometimes members overbook or have an unexpected change in their schedule that prohibits their attendance at an event.

- If a member wants to cancel a registration, the EC must first determine if the cancellation request is within the documented cancellation period.
- If a member cancels after the cancellation period has expired, the EC should thank the member for notifying the TVRA Event Coordinator prior to the event.
- If a member requests a refund after the cancellation period has expired, refer the member to the event cancellation details documented in the event flyer.
- If a member cancels prior to the cancellation deadline, the EC will submit a refund request to the Refund@TVResidents.org as soon as possible, including the following information:
 - Event Name / Date
 - Members name & contact information
 - Copy of the email from the member notifying the EC of the cancellation/refund request that clearly indicates request was received prior to cancellation period.
- The EC will notify the member that a refund request has been submitted and to expect an email notification of the credit card refund once completed.

NOTE: Only the event ticket price will be refunded. The non-refundable administrative service fees will not be included.

Communications & Marketing: Every month a TVRA Social & Event email is distributed the Friday before the next monthly Social to remind members of our upcoming social and inform them about new events, and events that still have space available.

- Our TVRA Communications VP has advanced experience in promoting events and is familiar with the multiple channels available for promoting events. He or she will work with the ECs to boost events, when necessary.
- ECs must refrain from marketing events on social media without the approval of the Communications VP and/or the Event Planning VP. With approval they may “boost” their own events on NextDoor, etc.

Event Coordinator Contact Info:

- Event flyers must include the ECs name and contact information.
- If an EC prefers not to use a personal email address, notify the Event Planning VP to be assigned a specific TVRA email account.
- ECs may **NOT** create personal TVRA email accounts without authorization.
- Since some events open for registration weeks, sometimes months, before the actual event, ECs are advised to email a reminder to registered participants using the contact information provided in the TellicoLife Close Out file. EC must use the Blind Carbon Copy (BCC) section of the *Address To* field to avoid sharing everyone’s emails with event participants.

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EC Confirmation of Agreement: ECs are required to complete the EC Confirmation Agreement prior to hosting any TVRA events to confirm agreement with these guidelines. This form is available in the Appendix of our TVRA Policies & Guidelines.

Event Transportation Policy

The Tellico Village TVRA has 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 TVRA Event Planning VP 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 TVRA ~~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)

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Finance Policies

TVRA Budget:

The budget will include appropriate supporting documentation (i.e: Statement of Financial Position, Statement of Activity)

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

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

Financial Disclosure: Any/all request for TVRA financial information shall be addressed to Contact@TVResidents.org and include the reason/purpose for such request(s). All requests will be reviewed by the TVRA Treasurer(s) and President prior to providing the requested information.

Payments/Reimbursements: Physical checks or electronic funds (i.e.Zelle, Paypal, etc.) may be used to complete approved reimbursement requests or for payment of services. All transactions are limited to designated TVRA Executive Board members who have signature cards on file with TVRA's financial institution.

Payment/Reimbursement Requests: All payments, including reimbursements, **shall** require submission of the official "TVRA Payment/Reimbursement Request Form," accompanied by sufficient supporting documentation, including but not limited to contracts, vendor invoices, and receipts.

Receipts **shall** reflect only TVRA-related expenses and **shall not** include any personal purchases. All payment and reimbursement requests **shall** be reviewed and approved by the Event Planning VP, the Social Planning VP, Golf Coordinator, the President or Past President prior to submission to the Treasurer. In the absence of these officers, a designated representative **may** provide such approval.

All required forms and supporting documents shall be submitted and transmitted electronically for approval and subsequent processing by the Treasurer/Asst. Treasurer.

Payment/Reimbursement Signature Requirements: TVRA's Treasurer shall sign all physical checks. For payments/reimbursement requests in excess of three-thousand dollars, the Payment/Reimbursement Request form should be approved by an appropriate Executive Board member and the President or Past-President. In the Treasurers' absence, an Executive Board member that has fulfilled TVRA's financial institution signature card requirement(s), may sign for 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 TVRA Bylaws.

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Sponsorships: TVRA may consider and accept sponsorship funds and/or in-kind services that benefit TVRA and its members. A sponsorship agreement shall be created and signed by the appropriate TVRA Executive Board member (i.e Event Planning VP or Social Planning VP), TVRA President and

sponsorship representative prior to receiving funds/services to ensure appropriate documentation and recognition is provided to the sponsor. Wherever possible, TVRA should avoid accepting funds directly and coordinate to have the sponsor invoiced directly.

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

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Liaison Policy

TVRA volunteer liaisons are assigned and agree to participate in POA advisory committees and associations (i.e. - townhome association), volunteer fire department(s), local utility or government meetings to help TVRA keep residents informed of activities that may impact the health or welfare of our community. Liaisons should:

- Wear the provided TVRA name tag that reflects their Liaison position during meetings
- Take notes of meeting discussions
- Complete and distribute a monthly Liaison report to TVRA team members in a timely manner
- Notify the TVRA President, as soon as possible, of any critical/time sensitive information to determine if, when and how information should be shared with members
- Follow TVRA Communication Policies & Guidelines, refraining from making statements that could be interpreted as the opinion of TVRA Executive Board members and/or an approved TVRA Advocacy initiative.

Liaison team members are not required, but are encouraged, to attend monthly TVRA Board meetings to stay informed on TVRA plans, actions and activities.

TV Club/Organization Liaisons:

TVRA has developed a long-standing relationship with New Villagers, the Friends of the Library, Stay in TV and Our Place. These organizations may assign representatives to provide updates at a TVRA monthly board meeting, as needed. These liaisons may create and distribute liaison reports, if desired.

As Revised/Approved by TVRA Board on June 22, 2026

Membership Policy

Article III - Membership of TVRA's Bylaws describes membership eligibility, dues, good standing and voting rights.

Membership year:

The membership year shall be the calendar year, but multi-year memberships may be made available as deemed appropriate by the TVRA Board.

If an eligible household joins the TVRA for the first time on or after October 1 of a calendar year, its dues shall cover the balance of that year and the following calendar year.

Annual Membership Drive:

TVRA shall initiate its annual membership drive on or about October 1st. TVRA Membership VP and Communications VP will work with the President to determine the appropriate marketing material and communication plan.

Membership renewals:

TVRA Membership VP shall identify those members who have not renewed their household membership by the end of the first quarter of the following year. The Membership and Communication VPs will work together to develop a communication strategy to encourage members to renew as soon as possible.

Graduating New Villagers:

Each month an email invitation should be sent to graduating New Villager members who are not currently TVRA members. TVRA's Membership and Communications VP should review the email template annually and make modifications as needed.

New Residents:

TVPOA Utility administrators currently provide TVRA a Move in / Move out file monthly. This file is used to update TellicoLife to remove residents' profile who no longer live in the village. New resident information may be used to send a Welcome Letter introducing TVRA.

Membership Contact Information:

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

Access to this information is given to TVRA volunteers authorized by the Board on a need-to-know basis. All volunteers gaining access to this information must sign a TellicoLife Privacy Agreement. Use of this list for anything other than TVRA business is not allowed and will result in loss of privileges.

Effective January 1, 2022, a Privacy Policy Form is available on TellicoLife and must be completed annually by each TVRA volunteer who has access to member information.

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

As Revised/Approved by TVRA Board on June 22, 2026

Members can see the names of people who have signed up for events on TellicoLife but only those TVRA volunteers (such as Event Coordinators) who have been authorized as “TVRA Directory 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’ TVRA member and a “Lifetime” TVRA 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 TVRA membership status on TellicoLife as being current year members.

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

- 1) TVRA receives an email from the member indicating they want to be removed from the TVRA 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: TVRA 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.

TVRA electronic communications will be sent through TellicoLife using the TVRA membership list of the current year. Communications to members from the preceding calendar year shall be limited to no more than 6 months of the current calendar year. Communications may be sent to non-members for the purpose of membership recruitment, including, but not limited to, graduating New Villagers who are currently not TVRA members.

As Revised/Approved by TVRA Board on June 22, 2026

Record Retention Policy

Record Retention: The TVRA Record Retention Policy applies to both electronic and hard copy documents. One of the objectives of the TVRA Record Retention Policy is that only one copy of each document is retained. When applying the following guidelines, determine if the document is already stored electronically in an application used for its distribution. See examples provided below. Electronic copies are the preferred storage method.

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

- 1) Records with enduring value shall be retained permanently.
 - Examples – TVRA charter, Bylaws, and policies; historical documents including newsletters; Board, General, Executive Council and Special Meeting minutes; executive level and/or legal correspondence.
 - The TVRA Secretary shall maintain electronic copies of TVRA's executed governing documents and approved meeting minutes in its DropBox account in Word & PDF format. These documents are typically electronically distributed using TellicoLife E-List, and its website.
- 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 not included above. Electronic copies of these items shall be managed and maintained by the appropriate TVRA Board member (i.e. - Secretary, Treasurer, etc.) in the appropriate DropBox folder.
 - Examples of exceptions; documents that should be retained for 7 years – Annual state and federal tax filings and supporting documents, accounts receivable and accounts payable ledgers, bank statements, deposit records and cancelled checks, invoices. Electronic copies of these items shall be managed and maintained by the TVRA Board Treasurer in the appropriate DropBox folder.
- 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. TVRA Board / team members shall maintain these items in an appropriate electronic format in a storage application best suited for the document. This includes email, personal computer, etc.

As Revised/Approved by TVRA Board on June 22, 2026

Social Planning Policy

SOCIAL PLANNING COST / REVENUE MANAGEMENT: The Social Planning VP is authorized to spend monthly budgeted funds for expenses related to music, food, decorations, and incidentals for Monthly Socials as necessary. Unexpected expenses of \$500 or greater than planned budgeted amount in any month should be submitted to the TVRA President for approval prior to expenditure.

DOOR PRIZES: TVRA's Promotion Chair shall provide door prize items for the monthly Socials. The Promotions Chair or Social Planning VP may purchase additional door prize items when needed. Reimbursement for purchased door prizes requires a completed and approved TVRA Payment/Reimbursement Request form. See Financial Policies & Guidelines for additional information.

NOTE: Cash prizes are not permitted

SOLICITATION / ALLOCATION OF SPACE AT TVRA SOCIALS: Solicitation by groups or people outside of Tellico Village or who are not paid subscribers of TellicoLife shall be prohibited at TVRA socials. The Social Planning VP may make exceptions to this policy if in the best interests of the TVRA membership.

- Groups wishing to have an information table at a TVRA Social must contact the Social Planning VP at least 7 days prior to the scheduled social. Upon approval, the VP shall have the final responsibility for all table placements and assignments on a space available basis.
- Groups / clubs / organizations that promote political and/or religious views/objectives are strictly prohibited at all TVRA Monthly Socials and may not display promotional materials at any TVRA Monthly Social or TVRA Event.

OUTSIDE TICKET SALES: Tellico Village Clubs & Organizations that are paid subscribers of TellicoLife may sell tickets to their events and fundraisers at TVRA Monthly Socials **only** with approval of the Social Planning VP at least 7 days prior to the scheduled social.

- Acquiring VP approval in advance to conduct sales transactions during TVRA Socials will be strongly enforced.
- All ticket sales must be halted during the Social Program.

BEHAVIOR AT TVRA SOCIALS: Attendees at all TVRA Socials are expected to be courteous and non-confrontational.

- Children attending TVRA Socials should be well-behaved and non-disruptive. Parents / guardians, not the TVRA, are solely responsible for their children's behavior.
- Any person or group not complying with this policy may be asked to leave by the presiding TVRA officer.
- If a person or group is asked to leave but does not comply, the presiding officer will report the incident to the facility manager in charge and, if necessary, terminate the Social.
- Non-compliance with this policy may result in exclusion from future attendance with the approval of the TVRA President and Board of Directors.



As Revised/Approved by TVRA Board on June 22, 2026

COMPLIMENTARY TICKETS: If the TVRA is provided with complimentary tickets to an event, the tickets may not be for personal use by any TVRA staff or board member but shall be offered as door prizes at a TVRA social occurring before the date of the event.

ANNOUNCEMENTS AT TVRA SOCIALS: Announcements may not be made by any organization other than TVRA officials unless approved by the Social Planning VP and President.

As Revised/Approved by TVRA Board on June 22, 2026

TellicoLife Policy

TellicoLife is a project that was initiated by the then HOA, now TVRA. 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 TVRA and all participating members. They can be found on TellicoLife's Governance page:

https://www.tellicolife.org/index.php?option=com_content&view=article&id=207:tlife---governance&catid=50:tlife-governance&Itemid=435

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

TellicoLife Admins should adhere to policies and guidelines established and updated by the TellicoLife Board of Directors.