**MEMORANDUM OF UNDERSTANDING**

**Regarding *TellicoLife***Calendar Year 2020, final August 31, 2020

The undersigned individuals are the President or Committee Charis of the various organizations within Tellico Village which have agreed to participated in the design and development of *TellicoLife*, a member management platform which seeks to incorporate a wide variety of club and organization programs under a single access point in order to better serve the interest of the population of Tellico Village. In developing this platform, we commit to participate as follows:

Collectively, to

* Work collaboratively to ensure *TellicoLife* is and remains a platform that benefits Tellico Villagers, all participating clubs and organizations and friends and supporters of Tellico Village
* Contribute technical resources toward the ongoing operation and improvement of *TellicoLife*
* Communicate and market the benefits of *TellicoLife* to our membership and contacts within the Village
* Formulate strategic, administrative and financial policies to guide the program without unduly burdening any of the participants
* Work collaboratively to ensure the Privacy Policy Statement is comprehensive, current, adhered to, and protects the application and use of member data
* Monitor *TellicoLife* results and adjust strategies or tactics as warranted to maintain and grow the program
* Manage governance policies across all participating clubs and organizations
* Establish club and organization participation fees in a manner that covers the annual operating costs of *TellicoLife*, and ensures the ongoing viability of the program

The HomeOwners’ Association of Tellico Village has initiated this project and solicited the cooperation of other participants. The HOA established, and renews annually, an ad hoc committee, designated the *TellicoLife* Board, comprised of one member from each Platinum Participant club or organization (its President or chair, or his/her designee), plus the HOA Vice-president of Technology. Any voting within the committee shall be one vote per Platinum club or organization. The Platinum Participants renew this Memorandum of Understanding annually and have signed below.

The HOA funded the startup costs for *TellicoLife* (2017-2019). The program objective for 2020 and beyond is for *TellicoLife* participation fees to exceed the program operating costs. Annual *TellicoLife* participation fees (and related service offerings) are approved by the *TellicoLife* Board annually. Fees collected which are in excess of the program operating costs are held by the HOA and reserved by the HOA for the exclusive use of *TellicoLife*. It is the intent of the *TellicoLife* Board that those reserves grow to equal one full year of *TellicoLife* operating costs. Should the annual participation fees collected from all participating clubs and organizations not meet the operating costs of *TellicoLife*, and the *TellicoLife* Board is unable to resolve the shortfall, the reserves will be used to cover the shortfall. Should the reserves be insufficient to cover the shortfall, the HOA agrees to fund that year’s shortfall. The HOA and *TellicoLife* provide quarterly financial statements to the *TellicoLife* board. Those statements include the total *TellicoLife* reserve amount held by the HOA.

There is no requirement for continued participation, each organization may opt out of further efforts at any point. However, participation fees are annual and non-refundable. In September, the HOA VP of Technology asks each participating club or organization to indicate their participation plans for the coming year. That information is used by the TellicoLife board for planning and revenue forecasting purposes.

Each participating club or organization (Platinum, Gold, Silver or Bronze) has the right to specify the services and capabilities of *TellicoLife*, within their specific service offering, which it will use for its operation.

Each Platinum participant agrees to abide by the Privacy Policy Statement.

This memorandum shall be in effect from January 1, 2020 through March 31, 2021, unless superseded by further agreements.

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Ken Litke, Beth Kuberka,

HOA President POA designate

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Ken Van Swearingen, Mike Blackwell,

Computer Users Club President New Villagers President