



FOOTHILLS POINTE OWNERS' ASSOCIATION

RESIDENT INFORMATION GUIDE

Foothills Pointe Owners' Association
350 Southshore Drive
Greenback, Tennessee 37742

November 2023

EMERGENCY SERVICES

GREENBACK EMERGENCY RESCUE SQUAD – 865-964-7158

[Greenback Emergency Rescue Squad](#) is located at 6815 Morganton Road. In support of Greenback and surrounding communities, the Rescue Squad performs a list of rescues, medical and public services.

GREENBACK VOLUNTEER FIRE DEPARTMENT -- 911

[Greenback Volunteer Fire Department](#) annual residential membership fee is \$120. If the Fire Department is called to the home/lot of a non-member (regardless of who places the call or why), the home/lot owner is charged \$3,000 or more for the Fire Department's service. The Department is rated as a Class 5 for insurance purposes. The main fire station is located at 6899 Morganton Road in Greenback. Mailing address is P.O. Box 210, Greenback TN 37742. Contact the Fire Chief at 865-856-6670 (9 a.m.-noon Monday-Friday) or visit the Department's [website](#) for more information and subscription forms.

LOUDON COUNTY SHERIFF'S DEPARTMENT -- 911

The [Loudon County Sheriff's Department](#) investigates criminal conduct, arrests criminals, executes all civil and criminal processes and orders issued by the criminal, sessions, circuit, chancery, juvenile and probate courts (and provides court security for these courts), and performs other duties. The Sheriff's Office is located at the Loudon County Justice Center, 12680 Highway 11 West, Suite 1, Lenoir City, TN 37771
Emergency: 911

Non-Emergency Dispatch: 865-458-9081

Sheriff's Dept. Phone: 865-986-4823 Fax: 865-986-3621

Records: 865-986-1770 Jail: 865-986-6612

Anonymous Drug Tip Hotline: 865-988-3784

PRIORITY AMBULANCE SERVICE -- 911

[Priority Ambulance](#) is the exclusive 911 emergency ambulance service provider in Loudon County. Greenback patients are normally taken to Blount Memorial Hospital in Maryville; University of Tennessee or Parkwest in Knoxville; or Fort Loudoun Medical Center in Lenoir City. The latter two facilities are part of [Covenant Health network](#). The 911 dispatchers are in Loudon. The Priority Ambulance dispatch center number is 865-688-4999.

TENNESSEE HIGHWAY PATROL – 865-594-5800 (Knoxville office)

[Tennessee Highway Patrol](#) is a multi-faceted, full-service, statewide law enforcement agency with numerous divisions. For emergencies contact THP statewide via mobile phone: *847 (THP).

TVA PUBLIC SAFETY DEPARTMENT – 865-632-3631

The [U.S. TVA Police](#) is a federally commissioned law enforcement agency that patrols all areas around the dams and TVA lakes, including TRDA lands. The TVA address is 400 West Summit Hill Drive, Knoxville, TN 37902. If you suspect criminal activity including theft or vandalism, call 865-632-3631 or toll-free 855-476-2489 or send an email at tvap@tva.gov. If you are in immediate danger, dial 911.

UTILITIES

ELECTRICITY

[Fort Loudoun Electric Cooperative](#) (FLEC)
(After hours emergency is also 1-877-353-2674)

877-353-2674

GAS

[Atmos Energy](#)

888-286-6700

Emergency

866-322-8667

TELEPHONE

(AT&T)

New Service

888 288-2020

Landlines

Customer Service

888 288-2020

Internet

Billing

888 288-2020

TELEVISION

AT&T U-verse (TV, Internet)

Customer Service

888 288-2020

Direct TV

Customer Service

855-748-0259

Dish TV

Customer Service

855-535-1926

WATER

[Tellico Area Service System](#) (TASS)

865-856-3530

505 Clearview Road, Vonore

423-884-6400

(On left side of US 411, just before bridge going to Vonore)

WASTE TREATMENT SEPTIC TANK PROBLEM REPORTING

The waste treatment facility is managed by KTS. If you have problems, call KTS at 865-383-7867, 24 hours a day, seven days a week. If you have any problems reaching KTS, call Ben Petersen at 815-621-9608. **Please read pages 6-7 of this document for more waste treatment information or go to Governing Documents on the FPOA [website](#).**

SERVICES

NEWSPAPERS

[Knoxville News-Sentinel](#)

844-900-7097

[Maryville Daily Times](#)

865-981-1160

[Loudon County News Herald](#)

865-986-6581

NOTARIES (Residents in Foothills Pointe - no charge)

Linda Gleckler

865-229-5017

Terry Kidd

423-306-3163

Bill Large

865-235-4978

Local banks have notaries. Charges and services vary.

PACKAGE DELIVERY SERVICES

Not an all-inclusive listing of these services, but closest to Foothills Pointe.

UPS Stores - Last pickup: 5:30 p.m.

[257 N. Calderwood, Alcoa](#)

865-379-1390

[875 Hwy 321 North, Ste 600, Lenoir City](#)

865-988-5526

[FedEx Authorized Shipping Center](#)

865-984-6245

576 Foothills Plaza, Maryville

Open: 9 a.m. - 6 p.m. M-F and 9 a.m.-1 p.m. Saturday)

FedEx Express Drop Box

Outside (unattended)

110 Kingston Street, Lenoir City

Last pickup: 4:30 p.m. M-F

POST OFFICES

Greenback Post Office Monday thru Friday 8 a.m.-noon & 1-4 p.m. 865-856-3523
Vonore Post Office Monday thru Friday 9 a.m.-4 p.m. 423-884-6391
Saturday 9-11 a.m.

TRASH/RECYCLING

There are several commercial trash services in the area, but the two commercial businesses listed below received good recommendations from members. Many members take their trash to the Loudon County Convenience Center in Greenback where there is no charge. You must obtain a free sticker for your vehicles to be able to use the Convenience Center. Stickers are available from 7 a.m.-noon at the Convenience Center.

[B&B Garbage](#) 865-983-5388
[Rovers Waste](#) 865-256-4197
[Loudon County Convenience Center](#) (you carry - free) 865-856-2010
3840 Highway 95 S, Greenback
Tuesday through Saturday – 7 a.m.-6 p.m.

COMMUNITY SERVICES

ANIMAL CONTROL

[Loudon County Animal Shelter](#) 865-458-5593
250 Jamie Drive, Loudon

AUTOMOBILE LICENSE PLATES

[Loudon County Clerk Office](#) - 101 Mulberry, Suite 200, Loudon 865-458-2726
Monday-Friday 8 a.m.-4:30 p.m.
Greenback Community Center – 6889 Morganton Road
Wednesday 9 a.m.-3:30 p.m. (closed 1-1:45 p.m. for lunch)

DRIVER’S LICENSES

[Loudon County Clerk Office](#) – 101 Mulberry (lower level) 865-458-2916
Monday-Friday 8:00 a.m.-4 p.m.
For other driver services locations and information, visit the [Tennessee State Government website](#).

GREENBACK COMMUNITY CENTER

Foothills Pointe is **NOT** within the Greenback city limits.
Mayor and Administrative Offices 865-856-2224
6889 Morganton Road
Staffed: 8:30 a.m. – 3 p.m. Monday, Tuesday, Thursday, and Friday
The Center is available for banquets, family gatherings, etc. A \$40.00 fee is charged for renting the downstairs and \$75 for renting the upstairs. Each rental requires a \$50.00 cleaning fee and key deposit, which is refundable if the hall is left clean and the key is returned. All reservations are made through the Administrative Office in the Community Center.

LIBRARIES

[Greenback Public Library](#) - Greenback Community Center, 6889 Morganton Road 865-856-2841
Tuesday-Friday 9 a.m.- 5 p.m.
[Loudon Public Library](#) - 210 River Road, Loudon 865-458-3161
Monday-Friday 9 a.m.-5 p.m.
Saturday 9 a.m.-2 p.m.

[Vonore Public Library](#) - Vonore Community Building, 611 Church Street 423-884-6729
 Tuesday, Wednesday, Friday 10 a.m.-5 p.m.
 Thursday 10 a.m.-6 p.m.
 Friday 10 a.m.-5 p.m.
 Saturday 10 a.m.-3 p.m.
[Blount County Public Library](#) – 508 North Cusick Street Maryville 865-982-0981
 Monday-Thursday 8 a.m.-9 p.m.
 Friday 8 a.m.-5 p.m.
 Saturday 8 a.m.-4:30 p.m.

MEDICAL and HEALTH FACILITIES

[Blount Memorial Hospital](#) 865-983-7211
 907 E. Lamar Alexander Parkway, Maryville
[Fort Loudoun Medical Center](#) (Covenant Health), 865-271-6000
 550 Fort Loudoun Medical Center Dr., Lenoir City
[Parkwest Medical Center](#) (Covenant Health) 865-373-1000
 9352 Park West Blvd, Knoxville, TN 37923
[University of Tennessee Medical Center](#) 865-305-9000
 1920 Alcoa Highway, Knoxville
[Loudon County Health Department](#) 865-458-2662
 600 Rayder Avenue, Loudon

MUSEUM

[Greenback Heritage Museum](#) - 6725 Morganton Road, Greenback 865-856-8380
 Tuesday, Friday & Saturday 10 a.m.-2 p.m.

SCHOOL

[Greenback School](#) (K-12) 865-856-3028
 6945 Morganton Road, Greenback

TELLICO RESERVOIR DEVELOPMENT AGENCY (TRDA)

[Tellico Reservoir Development Agency \(TRDA\)](#) is a one stop entity for permitting and land use designation.
 165 Deer Crossing, Vonore 800-562-8732

TENNESSEE VALLEY AUTHORITY (TVA)

The [Tennessee Valley Authority](#) provides low-cost electricity in seven southeastern states, and provides flood control, navigation, and land management for the Tennessee River system. The agency oversees dock permits and lake easement purchases.
 400 West Summit Hill Drive, Knoxville – 632-2101

UNIVERSITIES AND COLLEGES (for Continuing Education)

[Cleveland State Community College](#) 423-472-7141
 3535 Adkisson Drive NW 800-604-2722
 Athens, TN 37312
[Pellissippi State Community College](#) 865-694-6400
 Campuses in Hardin Valley, Knoxville, Maryville, Strawberry Plains
[Roane State Community College](#) – Loudon County campus 865-986-1525
 100 West Broadway, Ste 131
 Lenoir City TN 37771
[South College](#) – Knoxville campus 865-973-9812

3904 Lonas Drive
Knoxville TN 37909

[Tennessee Wesleyan College](#)

423-745-7504

204 East College Street

Athens, TN 37303

University of Tennessee, Knoxville

865-974-0150

[Continuing Education](#)

Knoxville TN 37996

VOTING/ELECTIONS

You may register in person at the [Loudon County Election Commission](#) office, or [download and complete the Voter Registration Application](#) and mail it to the following address: Loudon County Election Commission, P.O. Box 193, Loudon, TN 37774. If you register by mail, you must vote in person the first time you vote. [You may also register online via the State of Tennessee website.](#) The voting site for Foothills Pointe is the Greenback School. Early voting sites and times area announced before each election. Commission phone number is 865-458-2560.

ADDITIONAL INFORMATION

The Foothills Pointe Owners' Association's address is 350 Southshore Drive, Greenback, TN 37742. You may place items for the Association in the secure FPOA mailbox located on Southshore Drive near the clubhouse driveway.

The area code for Knox County and all counties abutting Knox County (including Foothills Pointe and all of Loudon County) is 865. Monroe County (Vonore, Madisonville, and Sweetwater) is in the 423 area code. On October 24, 2021, area code 865 was transitioned to ten-digit dialing.

Foothills Pointe is in Loudon County, but telephone service is provided out of Maryville (Blount County), so your listing will usually appear in the Blount County section of the phone book.

Loudon (the city and county) is spelled one way and Loudoun (the Fort, Electric Company, and Medical Center) is spelled another. Both are pronounced the same.

Blount, as in Maryville's County and a former-Governor, is pronounced "Blunt."

Your neighbors are your best source of where to find services like doctors, dentists, yard help, contractors, stores, etc.

All FPOA governing documents are on the FPOA website. Please sign up for access to the members only section of the [FPOA website](#) and [Facebook group](#) to keep up with current community news and events.

Email all corrections/additions for this document to fpoinformation@foothillspointe.com.

OPERATION AND CARE OF THE FOOTHILLS POINTE SEPTIC SYSTEM

Each home in Foothills Pointe has a Septic Tank Effluent Pump (STEP) system. The pump transfers the liquid from the septic tank, through underground sewer lines, to the Community Wetlands Treatment Cells for biological processing. As part of the system, each home also has an audible alarm and a red light that flashes when the liquid level in the tank is too high.

After the installation and acceptable beginning of operation of the STEP system at each home, the Association is responsible for maintenance and repair of the system. To accomplish this, the Association has contracted with experts in STEP systems, King's Throne Septic Work (also referred to simply as KTS).

It is necessary that solids going into the tank be converted to liquids. This is done on a continuous basis by bacteria in the tank. To keep the bacteria alive and working, they must have a continuous source of "food" that does not contain any materials toxic to the organisms.

MAINTENANCE RESPONSIBILITIES OF THE FPOA HOMEOWNER

Immediately notify the maintenance contractor (KTS) if any problems with the system are detected (notification procedures are printed on the next page and included in each monthly issue of the Pointe Paper), this could include, but is not limited to, visual and audible alarms, leaks, excessive odors, and STEP tank overflows. Ensure the contractor has access to the STEP tank, control box, sewage on/off valve, and electrical breakers. The Homeowner could be held financially responsible if access is impeded by landscaping or other obstacles.

There are only four items that should ever go into the FPOA sewage system: human urine, human feces, water (from dishwasher, shower or washing machine), and appropriate toilet paper (not high-fiber toilet paper). Wastewater from sump pumps, downspouts, swimming pools, or any other source must not be routed to the Waste Treatment System. The following list is not all inclusive, but provides examples of things that are unacceptable and will lead to problems with your sewage system:

NEVER FLUSH OR DISPOSE ANY OF THE FOLLOWING INTO THE SYSTEM

oil	stringy foods like celery etc.	fabric rags
gasoline	high fiber paper	raw fat
anti-freeze	fats and grease	high rag content paper
paint	paint thinners	Swiffer type cloths
plastics	rubber bands	tampons or applicators
sanitary napkins	rubber/latex gloves	sanitary napkins
condoms	medicines or drugs	facial tissues (Kleenex)
wipes of any kind	bones and shells	high-fiber toilet paper
meat	cooking oil	hair – in globs

Additives such as Rid-X, bacteria cultures, or other similar products

If it is determined that damage was caused to system components or the wetlands treatment facility due to homeowner placement of improper substances into the Wastewater Treatment System, the homeowner will be responsible for the cost of repairs to the system. Therefore, it is your responsibility to educate your house visitors about the system limitations.

If emergency repairs to a homeowner's system must be completed during the homeowner's absence, every effort will be made to gain entrance to the residence via your instructions on the Emergency Contact Information Form you submitted to the FPOA Office. The 10-day notice provision will not be required, and emergency access shall be automatically granted until the emergency is addressed.

WHEN THERE IS A PROBLEM

IF THE LIGHT/ALARM (MOUNTED ON THE OUTSIDE OF EACH HOUSE) IS ACTIVATED, IT MEANS THAT A FLOAT IS STUCK OR THE PUMP IS NOT WORKING.

Check to make sure the pump switch located near the light, has not been turned off. If it is off, turn it on. If there is still a problem, the light will remain lit or flashing.

Check to be sure that the circuit breaker for the STEP pump in your house electrical service panel is in the ON position.

If fluids are erupting from the tank, you need immediate service.

You must contact KTS directly to receive service on your system. Call KTS at 865-383-7867, 24 hours a day, seven days a week. If you cannot contact KTS, call Ben Petersen at 815-621-9608.

Use water sparingly so the tank does not overflow or backup into your home before maintenance personnel arrive.

If you are smelling “sewer gas” in your house, first run water in seldom used drains (basement sinks, showers, tubs, and toilets) and floor drains (air conditioner and overflow) to fill the P-traps. It is a good idea to do this periodically to preclude the P-traps from drying out and letting the smell enter your home.

When ordering service from KTS, remember that the sewer line from your house to the tank is the responsibility of the homeowner. Charges for any services required to address problems with internal plumbing or the sewer line to the tank will be the responsibility of the homeowner. Charges for service associated with the tank, pump, service line to the street, or the sewer mains will be FPOA responsibility.

If the system is abused by the lack of regular maintenance or disposal of inappropriate materials, the HOMEOWNER will be responsible for all the costs involved to make the system operable.