



PO Box 411  
46 Packard's Rd  
Waterville Valley, NH 03215  
Tel. 603-236-8366  
Fax. 603-236-4679

Email: [frontdesk@innsofwatervillevalley.com](mailto:frontdesk@innsofwatervillevalley.com)

---

July 2017,

I am Glenn Dusablon, current President of the Inns of Waterville Valley. This informational letter is to make you aware of changes at the Inns. We are basically a co-op. We have equal shares in ownership in all areas of operation. **THIS MEANS ALL OF US.**

We have a dedicated manager, Gail Kent; a great office staff, housekeeping and maintenance crew taking care of our everyday operation. We appreciate their dedication to the Inns.

The Board of Directors has voted on the following. Some of this reflects changes in operation and how certain operational tasks will be handled. Other items listed have been voted on and are either complete or in progress.

1. The bookkeeping function will move back to the IOWV office to streamline many functions and save money.
2. A new webpage has been created. The webpage is now managed by the Inns. It will continue to be updated. There is a section listing Inns' units that are currently for sale, rent or lease.
3. Two new e-mails have been created to make corresponding to the Inns easier:  
[frontdesk@innsofwatervillevalley.com](mailto:frontdesk@innsofwatervillevalley.com) (for all general correspondence for owners and guest)  
and [manager@innsofwatervillevalley.com](mailto:manager@innsofwatervillevalley.com)
4. We are working on all-inclusive office software that will move us forward in many areas.
5. We are members of the Waterville Valley Resort Association. They have added us to their webpage under the link "Live Here".
6. We will be using an online travel agent - Expedia. This has the potential to increase revenue. The revenue could be used for operations and upgrades.
7. New beds and sleep sofas have been installed in all units. This ends two of the biggest complaints.
8. Fire extinguishers had the yearly inspection in April 2017. We are now meeting OSHA requirements with the purchase of new extinguishers to replace outdated ones, as well as installation of fire extinguishers in new locations throughout the building.

9. LED lighting has been installed throughout the building. This has already shown a reduction in electric cost.
10. Dead trees in front of the building have been removed.
11. The upper and lower parking lots have been repaved.
12. New cookware and utensils will be bought and installed.
13. We are in the process of getting quotes to replace the wood burning fireplaces with safe gas fireplace inserts.
14. We are upgrading the old signage on property including the roadway sign.
15. Replacement of leaking hot tubs.
16. Removal of the obsolete ETS heaters and refurbishing electric heat. We are also looking for possible air conditioning solutions.
17. We will be using a collection agency. Maintenance fees need to be paid on time to support the building cost and staff. The past practice of the Inns paying upfront the cost of collecting these fees is not in the best interest of the Inns. The Inns pays to send out late notices and letters. The collection agency will directly be adding the collection cost to the maintenance bill. This also could affect a delinquent owner's credit rating as well.

We have more issues to address and we will get it done together over time.

The Board is very pleased to offer Inns-owned units to owners and their families at a special price. Yes, all owners in good standing and their families can buy an Inns owned unit for **half price**. The units are listed on our webpage. This offer will end on December 31, 2017. Please, buying will be limited to no more than two units by any owner or family member.

Our annual owners meeting will be held Saturday, October 21, 2017. More information will be sent out to you. Please try to attend our annual meeting. Your input, support and involvement is needed and wanted. Thank you.

**Board Members:**

Glenn Dusablon  
Joanne Farnham  
Carol Folan-Dusablon  
Dick LaBonte  
Linda Sousa

**Associate Board Members:**

Russ Duade  
George MacKay