

**The Inns of Waterville Valley  
Board of Directors Meeting  
Wednesday, May 5, 2023, at 6:00 PM  
ZOOM MEETING**

**PRESENT:**

Glen Dusablon, President  
Carol Dusablon, Treasurer  
Greg Gosselin, Director  
Linda Sousa, Director  
Absent: Joanne Farnham was unable to attend the meeting.

**OPENING REMARKS:**

Glen called the meeting to order at 6:15 pm.

**MINUTES:**

Linda Sousa moved to table the February 21, 2023, minutes, seconded by Greg Gosselin, all in favor; motion passed.

**TRESURERS REPORT:**

Carol Dusablon gave the Treasurers report as written in her March 2023 Financial Summary. Greg Gosselin moved to accept the treasurers report as written, seconded by Linda Sousa, all in favor; motion passed.

**PRESIDENTS REPORT:**

Glen Dusablon told the board that there is a big problem with the wood rotting in the jetted tubs because of the shower head. He mentioned that the wood was rotted very bad in unit #304 and stated that he is getting rid of the handheld shower heads in all the bathrooms that have them. This was not put up to a vote by the board.

Glenn stated that we were not going to like it, but that he hired someone to work Monday through Friday. Greg Gosselin went on the record that he did not agree with that decision and Linda Sousa also stated that she is on the record and does not agree with the decision. This decision was made without a vote by the board.

There was discussion that the board was advised by Glen Dusablon that Becky was leaving and in the context and discussion of the text messages that ensued three members of the five-member board requested that the advertisement that is to go out for the new hire to replace Becky state that we are looking for someone to work a total of 40 hours a week to include in the 40 hours to make an adjustment in hours during the week so that the 40 hours would include working a few hours on Friday night and Saturday morning to early afternoon for check ins and availability to the owners and guests. Both Greg Gosselin and Linda Sousa reminded Glen Dusablon that this is an issue that has been brought up and discussed on numerous occasions. And that in a service business such as ours, there is a need for customer service and that need extends to having someone in the office at the front desk on Friday night and during a few hours during the day on Saturday for owners and guests to check in and if they have any questions. Greg Gosselin and Linda Sousa also reminded Glen Dusablon that during the discussions in advertising and finding someone to fill Becky's position Joanne Farnham, Linda Sousa and Greg Gosselin specifically requested that the advertisement for the 40-hour position include Friday night and Saturday hours.

Greg Gosselin and Linda Sousa also both reminded Glen Dusablon that we had on previous occasions discussed the need to return to the hours that were in effect before Covid. That was necessary to bring a level of customer service back to the Inns of Waterville Valley that has

been sorely lacking and to attract new owners as we are in desperate need of selling units and customer service is a big part of that. Glen Dusablon stated that the advertisement that Gail Kent put out was for Monday through Friday. Linda Sousa pointed out that the advertisement did not include Friday and Saturday hours that had been previously discussed and requested by a majority of the board members in filling this position. Glen Dusablon stated that he did not feel that anyone would work on a Friday night or a Saturday. Both Glen Dusablon and Carol Dusablon stated separately and together that they needed to fill the position, that someone was interviewed that they liked, Gail Kent was leaving for a visit to her mother, Becky would be gone in a few weeks, and they needed someone in the office. Glen Dusablon hired the woman that they felt was qualified who responded to the advertisement that was put in the newspaper that stated the hours as Monday through Friday. This decision was made without consulting Greg Gosselin, Joanne Farnham, and Linda Sousa.

#### **OLD BUSINESS:**

Greg Gosselin advised the board that he and Linda and John Sousa did an inspection of the interior, exterior, common areas and unit conditions. For the most part the units are in good condition notwithstanding the issues and conditions of the bathrooms, leaks and tile work that needs to be addressed. It was noted during the inspection that there are several common areas and in particular the side stairwells that need to be thoroughly cleaned, cobwebs removed, windows washed. Both Greg Gosselin and Linda Sousa agreed that there is a general attention to detail that could be improved upon both inside and out. Linda Sousa noted that she created a checklist for the different types of units and that a plan needs to be made to address some of the issues that were seen throughout the units. Linda Sousa also stated that they believe that several items they picked up on would most likely be addressed as part of the two-week shutdown. A more comprehensive report with a list and pictures will be put together as time allows with our busy schedules. We will share it with the board of directors and discuss an action plan.

Linda Sousa stated that the condition of the units and the continued monitoring of the cleaning company that is a large part of the budget is critical if we are going to keep our promise to the owners that our staff is checking on the work the cleaners are doing and making sure that the units are in good condition to keep the owners we have and to attract new owners. Linda Sousa stated that we are blessed to have someone like Greg Gosselin on the board who has experience and expertise in real estate and can help us to market the units. As the only way we are going to get the funds to do the work that needs to be done is by increasing sales and annual maintenance fees to the property. Carol Dusablon responded that she feels that Greg Gosselin has yet to do anything about sales and continued talking over Greg Gosselin not giving him a chance to respond or address her comments.

Greg Gosselin left the meeting at 6:51 pm. Linda Sousa was not comfortable with continuing the meeting without Greg Gosselin present and asked to adjourn the meeting.

#### **ADJOURNMENT:**

Glen Dusablon moved to adjourn; seconded by Linda Sousa; all in favor; meeting adjourned at 6:53 pm.

Next meeting: A meeting date was not scheduled.