

# SNHA Newsletter Winter 2025

## Contacts and Phone Numbers

27 Old 108 Loop #5

Jeffersonville, Vermont. 05464

Phone: 802-644-5865

Executive Director: Dale Stetson, [dale@snha.net](mailto:dale@snha.net)

Regime and Homeowner Project Manager: Joe Ingram, [joe@snha.net](mailto:joe@snha.net)

Accounting Services Manager: Stefanie Lang, [stefanie@snha.net](mailto:stefanie@snha.net)



### Smugglers' Notch Resort

If you haven't checked out the new Smuggs Web page, now's the time. It has all the information you need to make your stay in your home a memorable time. [Smuggs Link](#)

**Save the Date! Saturday July 5, 2025**

**SNHA 2025 Annual Meeting**

**starting at 9 am**

**AND**

**SNHA Annual Homeowners'**

**Family Get Together**

Time: 6:30 pm to 8:00 pm

**Would you be interested in a  
Winter Homeowner Get Together?**

We (the Community Service Committee)  
have been discussing a possible

**Get Together in March.**

Possible dates:

3/21/25-3/23/25 or 3/28/25-3/30/25.

If you are interested, please email: [snha@snha.net](mailto:snha@snha.net).

**Need more room for friends or family?**

Call Smuggs Reservations at (855) 954-1039 or Book online at Smuggs.com.

## Did You Know?

### [Vermont in the Winter](#)

Vermont has unlimited adventures to enjoy in the Winter, from scenic hikes to snowshoeing and skiing.

Looking for an adventure this Winter? Check out: [The Greater Burlington area](#).

## Full Owners on Social Media

Join our Facebook page for Full Owners at “**Smugglers Notch Full Owners**”

## Local Information:

### [Cambridge Food Shelf](#)

A volunteer non-profit organization, at 16 Church Street, opens every Tuesday and is always looking for volunteers and donations. Visit the website for information on providing support for the local communities of Cambridge, Jeffersonville, Fletcher, Waterville, and Belvidere.

### [Dining in the area](#)

Places to check out in the [Surrounding Area](#)

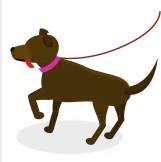
## Reminders

**Salto Locks:** Remember that your Salto homeowner keys may need to be “refreshed” when you arrive, depending on when they were last used. There are “updaters” in condo buildings, as well as across from the registration desk (where you check in). Just pass your key over it and the green light will flash indicating that you are all set!

**The “Open Door”** app is no longer being used at Smuggs. The IT folks are shopping for an APP that will be a better match for the Smuggs business model. Stay tuned for more info!

### **Full-owner Pets:**

Please remember that the Full Owners are the only “guests” at Smuggs who can be accompanied by their canine companions.



Be sure that your dog is **leashed** anytime you leave your home with him/her.

Always clean up after your pet.

Pets are **not allowed on the Ski Trails** any time, including after dusk during the ski season.

Being considerate dog owners will ensure that we are able to maintain this privilege!

**Full-owner stays:** Reservations must be contacted with a minimum of 24 hours for any last minute stays, This ensures that Smuggs is prepared for your stay, especially true for housekeeping!

## **Insurance Update**

As we watch the horrific fires in California, we must take note that we at Smugglers Notch are an equally vulnerable community to this type of tragedy. Our properties are nestled in tree covered areas which can be a tremendous source of fuel for a wildfire, add to that a limited water supply and homes built close to each other you have all the ingredients to replicate the California situation. Recently, we saw wildfires approach the Greenwood lake area in New York and New Jersey, This fire was helped along by the drought that area sustained over the preceding months. Not too long ago, we saw our Canadian neighbors battle wildfires for the second year in a row.

With this in mind, we are reviewing our community TIV (total insurance value) and asking our broker to update us on his thoughts on the TIV needed to rebuild should such a disaster fall at our door. Once he gets back to us, we will evaluate our position for the upcoming April renewal and adjust accordingly.

I invite all our property owners to submit questions on insurance issues affecting them. This is a great source of education for our members, if you do submit a question, advise if you prefer a private answer or one that can be shared in our newsletter. *By Michael Conte*

## **New Owner Welcoming Committee Launches at Smugglers' Notch!**

We're excited to announce the formation of our New Owner Welcoming Committee! As our community continues to grow, we want to ensure every new homeowner feels truly welcomed and connected from day one. Our dedicated committee of volunteers is committed to helping new residents navigate life at Smugglers' Notch and feel at home in our wonderful community.

The committee will provide personal welcomes, share essential resources, and host community events throughout the year. We've developed a comprehensive welcome packet and are discussing FAQs for new owners and to help new owners settle in smoothly.

Want to get involved? We're always looking for friendly faces to join our committee! Contact Danielle McFarland at [daniellemcfarland@gmail.com](mailto:daniellemcfarland@gmail.com) to learn more about how you can help welcome new neighbors to Smugglers' Notch.

Current committee members: Rob Nagler, Maggie Goldman, Liz Waldvogel, Dannie McFarland, Dale Stetson, and Joseph LaMacchia.

Stay tuned for updates about our upcoming events and initiatives!

## Housekeeping Highlights



Please be mindful of the following tips from our Housekeeping Team:

- Decorative items placed on soffits are difficult to clean. One needs a ladder to reach them, and they tend to get greasy from cooking. If possible, keep soffits empty.
- Bed wraps or bed scarves are easier to manage than bed skirts.
- Blinds or shades are easier to clean than curtains.
- Knick knacks make cleaning harder and may date your home or make it look cluttered.
- Fixtures that take standard light bulbs are easier to maintain than those that require unusual bulbs. Check with housekeeping to determine which bulbs they stock for replacements in decorative fixtures. Housekeeping may be able to maintain a supply of needed bulbs if they are consulted in advance
- Shower curtains with hooks and liners are harder to clean than shower curtains with hookless snap-in liners. Housekeeping may replace the former with the latter.
- Fake plants are very hard to clean and are strongly discouraged.

## Technology at Smuggs- Past, Present and Future

### The SNHA Technology Subcommittee - 24/25 term

The goal of the SNHA Technology Committee is to advance the technology needs of the SNHA, working in partnership with Smugglers' Notch Resort on technology projects for better outcomes for the Homeowners and the Resort. The work for the 24/25 term will include the following:

- Wi-Fi Performance Upgrades & Adjustments
- Next Generation of Entertainment
- Maximizing Energy Management
- Exploring predictive maintenance and AI

### Smuggs Information Technology

Lisa Howe and the Smugglers' Notch Executive Team started the SMART Resort Initiative. The SMART Resort Initiative consisted of 3 major components:

- Improved Network Connectivity throughout the Resort
- Replacing the Saflok with RFID locks.
- Energy Management

The work was accelerated in 2018 when Smuggs learned that Saflok (the locks used throughout

Smugglers Notch Resort at this time) was to become obsolete and the hardware would no longer be supported starting in 2023. The Saflok System 6000 software went out of service in 2019 with no phone support available beyond November 30, 2020.

In addition to the Saflok lock issue, all Full Owner homes in the Village had copper lines for telephone services and DSL technology was used to connect internet services to all our buildings. Improved network connectivity was required for the SMART features of a new lock system, which had not yet been identified. Because these projects were interconnected and impacted many functional areas of Smuggler's Notch, it was decided that a cross-functional team led by Cheryl Gandini, the Director of IT, would need to be created.

The diversity of the building architectures makes Smuggs unique but also presents challenges for improved network connectivity and ultimately an improved Wi-Fi experience. The first step was to improve network connectivity by replacing the copper with a Fiber infrastructure in each building.

The rollout of the fiber optic cable was a multi-phased and multi-year project managed by Cheryl and her team. Fiber to every building throughout the Resort, including the infrastructure to support the Guest Wireless System, the lock and Energy Management System (EMS), and the Cable/Entertainment system are each running on separate networks.

The Wi-Fi upgrade required that a unique strategy be devised and tailored to each building. This proposal was submitted to the SNHA Executive Board during the Summer of 2023 and approved in the Fall of 2023. Building by building, work was done during 2024 and is currently over 95% completed. The remaining few items will be completed in the spring of 2025.

During this same time in 2020, the team gathered information and proposals for the Saflok replacement, which they presented to the executive management and the SNHA board. Salto Hospitality, was chosen as the replacement from among the alternatives presented. Salto was compatible with existing doors and had a range of offerings (both hardware and software features for current and future needs), customer support and extendibility, compatibility with Smuggs property management software system, etc.

While the committee was researching the Salto Hospitality System, the research revealed that a Resort Energy Management System would be able to communicate with the Salto Lock System and our Property Management System, enhancing the benefits of both the locks and Energy Management System. It was decided rolling out both systems together would achieve multiple goals.

During the rollout each Homeowner was given multiple choices for the level of functionality that they preferred. The options were as follows:

- Option 1A: Minimal Investment Salto Lock would be installed on the main entry door for rentable units with communication for locks using an Evora Light Switch (part of the

EOVORA family of switches that has built-in communication chip that the locks can use to connect to the network) or other alternate communication device.

- Option 1B: With a minimal investment, a Step into Energy Management Salto lock would be installed on the main entry doors for rentable units. Communication for the main entry door using an E7 Thermostat (Honeywell/Inncom e-Series Smart Digital Thermostat).
- Option 2: Full Investment – Locks and Energy Management Salto lock would be installed on main entry doors for rentable units. Energy Management using E7 Thermostats (Honeywell/Inncom e-Series Smart Digital Thermostat). Spectra plugs for window/wall AC units (one controlled outlet and one hot outlet - a built-in RF radio to provide wireless communication with the thermostat to turn power on or off to the controlled outlet based on occupancy) and additional communication devices where needed.

The Salto locks communicate to the EMS and Lock system on a separate secure network by connecting with either a smart light switch as in option 1A or a high-tech, networked thermostat in the other options. These light switches and thermostats work with the lock system and act as the communication link between the door lock and the building network, as such; they enable the SMART features of the lock.

The systems are commercial hospitality solutions that connect to the Smuggs Property Management System (PMS) to automate and regulate the temps in the home. It should not be compared to the residential solutions you see at Amazon or Best Buy, such as Google Nest that connect to Wi-Fi systems and are controlled on a phone app. Those systems are meant for home use and are typically “managing devices” within a dwelling. Hospitality systems manage hundreds of devices and use the information received from the PMS to automate and regulate the temps in the home. The network to which these devices are connected is an internal-network structure that is a closed secure segment of the Smuggs corporate network. This segment is not open to the internet. This means there is not a web-based access available for Homeowners to access the locks and thermostats independently.

Currently, approximately 38% of our full-owner homes are using option 2, the Full Energy management. The SNHA Tech Subcommittee would like to move more homes to the Full Energy management option.

## **The IT team**

The Smuggs Resort technology vision is driven by Lisa Howe with Cheryl Gandini, the Director of Information Technology, leading the execution of the vision. Cheryl has over 30 years of experience in the field, having joined the Smuggs Team in 1994 as a Programmer/Analyst. She had performed various functions in the IT Department before becoming the Director in 2017. Prior to Smuggs, she worked as an IT Project Leader for a Video and DVD Distribution Company. There are five members of the IT Department. In addition to Cheryl. Homeowners are likely to interact with Brandon Fosse, who oversees the technical side of the Energy Management System. He is available to talk with you about the system and show you how it works in your home. Additionally, Josh Seivwright, our data

and pricing analyst worked with the SNHA committee on the data analysis for the new contract, and rental balancing and is currently working on the new owner calendar tool.

The five member team supports the Smuggs.com Website, e-commerce web stores, the phone system, the Property Management System where reservations are managed for your homes, activities, ski school lessons, the Axxess RFID Gates and ticketing used at the mountains and pools. They support and program Home Ledger where your owner statements are maintained. The team also supports the Guest Wi-Fi system, the HotSOS Work Order System used by Housekeeping and Maintenance for service requests within the homes, and of course, the new Salto Lock system, and Inncom the Energy Management System.

The team also works with outside vendors who have worked with Smuggs for many years, such as Make' M Wireless, a privately-owned company that supplies wireless internet services to resorts and apartments in Maine, New Hampshire, Vermont, and Eastern Massachusetts. The service is white-labeled and customized for each complex. Bruce Reichlen from Make 'M Wireless works closely with Cheryl and her team. Bruce is a full-stack engineer with specific expertise in network technologies for the Guest Wi-Fi System, and Integrity Communications, who is a Vermont-based telecommunications company, with years of experience in voice and data applications. Rowdy Dion, co-owner of Integrity, has worked with Smuggs for over 30 years assisting in installation and support of the phone and data network throughout the Resort.

### **History of Smuggs starting with the vision of IBMs CEO Thomas Watson Jr**

IBM CEO Thomas Watson Jr. and his family had a ski home in Stowe, Vermont. In 1957, IBM opened a facility in nearby Essex Junction. As the legend goes, Tom Watson became frustrated with some real estate issues in Stowe around 1960. One day during this time, Watson skied around Sterling Mountain from Spruce Peak and saw the potential for a massive ski development in Smugglers Notch.

Watson joined the Smugglers Notch Ski-Ways Board of Directors circa 1962, providing outside vision and planning for the area as it reached a crossroads. Despite good natural snowfall during the 1961-62 season, sales growth had stagnated, as skiers began to seek chairlift-served skiing. As a result, the company decided to go full steam ahead on becoming a chairlift-served area.

In 1964, Thomas Watson Jr. and his brother, IBM World Trade Corporation President Arthur "Dick" Watson, acquired a majority ownership stake in the ski area. Tom Watson's dream for Smugglers' Notch was to build a European-Style village and thus big changes were in store for their first full season in charge of the ski area.

For the 1964-65 season, a double chairlift was installed on Sterling Mountain, providing skiers with a modern ride to the summit as compared to the two Poma lifts. Now a major area, Watson decided to change the name of Smugglers' Notch ski area to Madonna Mountain in honor of Madonna di Campiglio, Italy. Three more trails were added for 1966-67, while larger changes were working their way through the pipeline. In April of 1967, General Manager Rolland Vautour announced a dramatic 10-year, 8-phase expansion plan, which was expected to quadruple the size of the ski area. The first phase of this plan was realized immediately, as about \$750,000 was spent to develop the Morse



Mountain area, the equivalent of over \$7 million in 2025.

In November of 1970, owner Thomas Watson suffered a heart attack. Though he recovered from it, he cut back on his business interests, first stepping down as CEO of IBM in June of 1971. Three years after his heart attack, Madonna Mountain Corporation sold the ski area to a subsidiary of Stanmar, Inc., called Smugglers' Notch Corp. While Thomas Watson would still have more adventures ahead of him, such as becoming US Ambassador to the Soviet Union, Arthur Watson would die a few years later as a result of a fall at home.

Headed up by Stanley Snider, Smugglers' Notch Corp. focused on Snider's specialty, resort development. This was one of the first changes that took place immediately, as the ski area was renamed Smugglers' Notch for the 1973-74 season.

In January of 1987, former AT&T Vice President, William P. Stritzler became Managing Director at Smugglers' Notch. Bill purchased the resort in 1996. Lisa Howe, his daughter, is now CEO and President of Smugglers' Notch Resort. Lisa grew up skiing at the resort, pursued a career in finance, working internationally for entities like the World Bank, before returning to work at the resort nearly two decades ago.

Bill Stritzler, continues at Smuggs as Owner and Managing Director to this day.

### **What's Next**

The ultimate goal of all this infrastructure work was to position Smuggs for the next generation of technology.

Smuggs will continue to complete the Wi-Fi improvements and adjust where necessary. The upgrades for the Guest Wireless Network included adding enhanced features that will allow TVs to be registered on the network separate from the service that uses the guest/owner reservations. This will improve the guest experience with the TVs already setup for streaming when they arrive.

Consistency in the guest experience includes both the service and the brand of the TVs in the homes. The current recommendation for SMART TV installation is for Samsung and LG TVs. This will allow for a consistent guest experience. The IT staff are continuing to test the streaming in a variety of homes to determine what still needs to be addressed before a wide-scale roll out of streaming can take place.

We will continue to explore how the enhanced Wi-Fi features may be used to expand offerings to Homeowners and the next generation of entertainment.

As previously stated, the SNHA Tech Subcommittee would like to see if we can move more of the Full-Owner homes to the full-energy management option. We will be reaching out to you in the coming months to gather interest and plan for a 2025 installation for those who are interested.

The Technology Committee is looking forward to working with Cheryl and her team on the possibilities for Predictive Maintenance and how AI could play a role in this for Smugglers Notch and the SNHA.



Smuggs will be sending a Technology Update in the near future with more specifics on these items.

**Articles and Websites Used to Construct the Information in this Newsletter**

<https://www.burlingtonfreepress.com/story/news/local/2015/01/15/smugglers-notch/21818609/>

<https://entersource.com/services/hospitality-lodging/>

<https://www.newenglandskihistory.com/Vermont/stowe.php>

<https://www.newenglandskihistory.com/skiareaexpansions/Vermont/smugglersnotch/madonnamttn.php>

<https://www.newenglandskihistory.com/skiareaexpansions/Vermont/smugglersnotch/madonnamttn.php>

<https://www.smuggs.comSmugglers' Notch><<https://www.smuggs.com/>