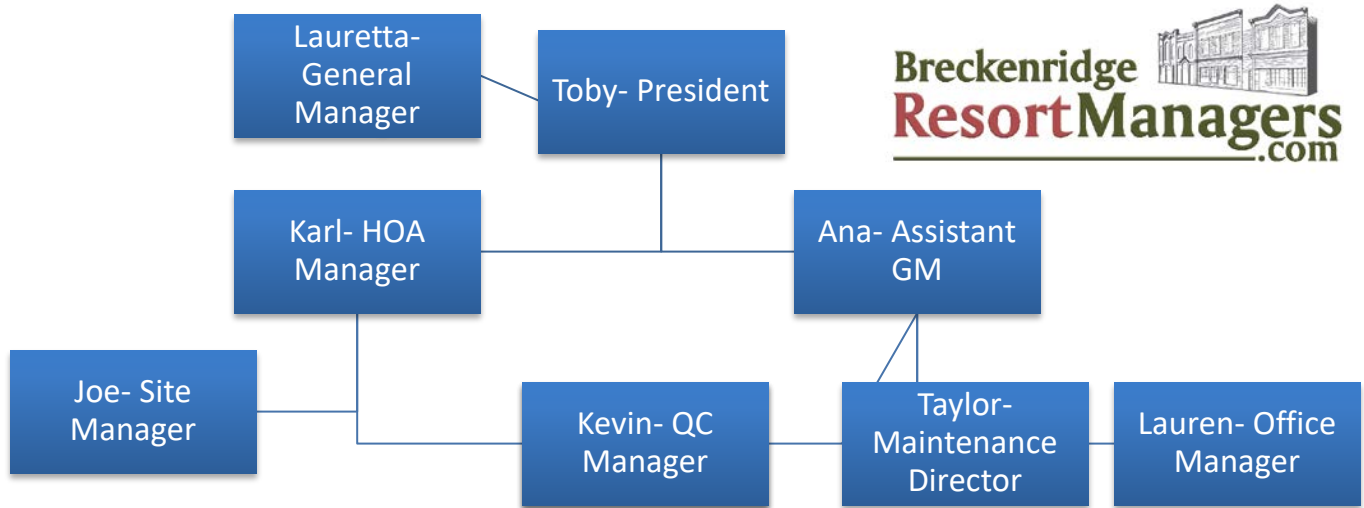


BRM Organizational Chart and Communication Protocols



How to Contact us

- **Phone * 970-547-4800** - This number rings to all office phones, and is answered 24/7 by a live person. During business hours, you may speak to Laretta, Ana, or Lauren. They can help route your call, or can collect the information you need and report back to you. After business hours our answering service will answer the phones, and will only contact our on call employee if an emergency exists. Otherwise, the service will send an email with all details to everyone in the office to follow up on the next day.
- **Email * HOA@rmlodging.com** – This is the absolute BEST way to contact us for fastest response by the appropriate person. This email forwards to EVERYONE in our office, and anyone can respond.

Roles and Responsibilities of our Staff (*HOA Specialist)

*Laretta- Owner relations, HOA information, scheduling

*Ana- Owner relations, HOA information, scheduling

Lauren- General information, routing

*Karl- Onsite oversight, inspections, operations, projects, maintenance

Kevin- Inspections, operations, maintenance

Taylor- Maintenance, inspections

*Toby- Oversees all operations, finance/accounting, projects, board relations, and can be seen picking up trash or patrolling parking as well