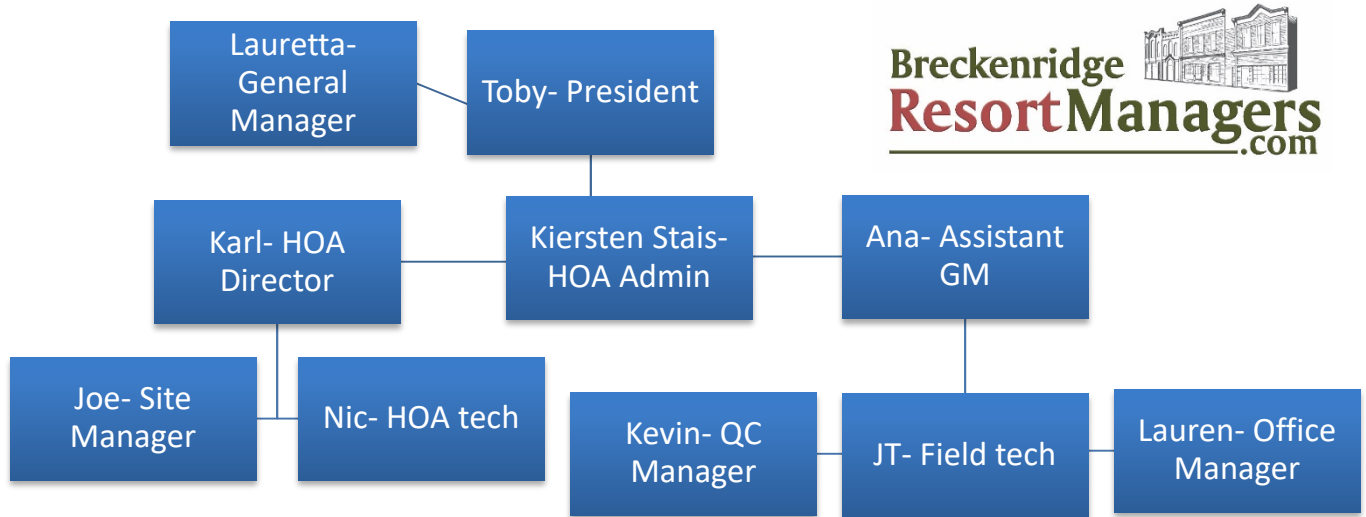


BRM Organizational Chart and Communication Protocols



How to Contact us

- **Maintenance Phone * 970-306-4686** - This number rings directly to our maintenance contact center, and is answered 24/7 by a live person who can troubleshoot issues, dispatch our internal staff, or dispatch our contractor network. They will also be able to enter work orders for our communities, and alert our staff.
- **Administration Phone * 970-547-4800** During business hours, you may speak to Kiersten about any issue regarding dues, payments, statements, or Ana about general HOA matters.
- **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

*Kiersten- HOA admin, Board Liaison, Accounting, Information

Lauren- General information, routing

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

Kevin/JT- Inspections, operations, maintenance

*Nic- HOA Maintenance, inspections

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