

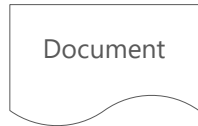
## KEY



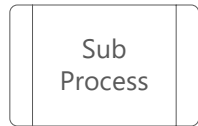
Data



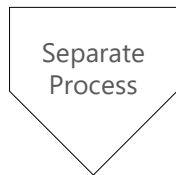
Decision



Document



Sub  
Process



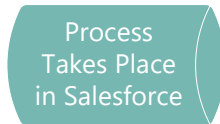
Separate  
Process



Periodic / Scheduled /  
Delayed Event



Process  
Takes Place  
in Qube



Process  
Takes Place  
in Salesforce



Process Takes  
Place on  
Lettings Portal



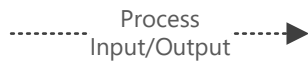
Process Takes  
Place on  
Renewals List



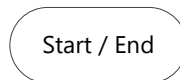
Manual  
Process



Automated  
Process



Process  
Input/Output



Start / End

## CURRENT PROCESS RISKS



Risk of Monetary Loss



Risk of Error from Manual  
Data Entry



Risk of Continuing a  
Relationship with a Resident  
that is / should be Denied

## CURRENT PROCESS INEFFICIENCIES



Time-Consuming Task  
or Lengthy Delay



Duplicate Data Entry or  
Unnecessary Task



Lack of Visibility or Easily  
Accessible Information Hinders  
Informed, Timely Decisions

## ABBREVIATIONS

AM: Asset Management

COS: Change of Sharer

DD: Direct Debit

EOT: End of Tenancy

ERV: Estimated Rental Value

GA: Guarantor

GT: Grainger Trust

LL: Landlord

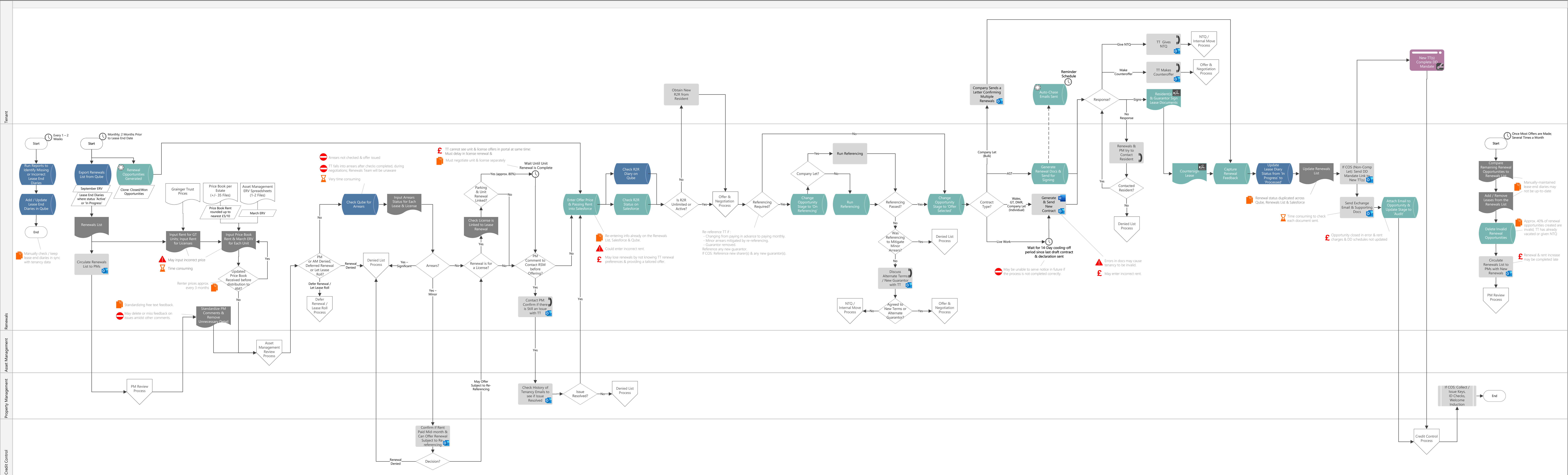
NTQ: Notice to Quit

PM: Property Manager

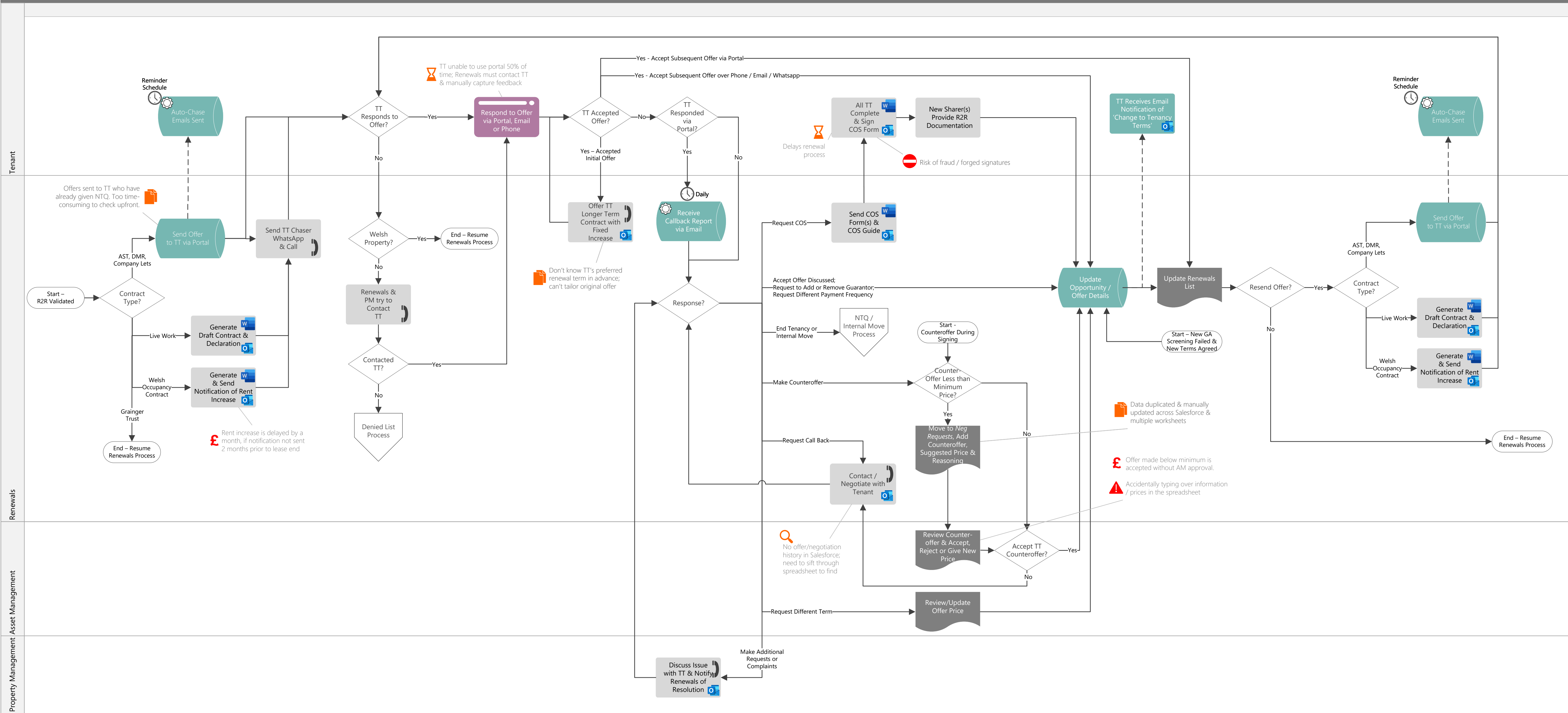
R2R: Right to Rent

RSM: Resident Services Manager

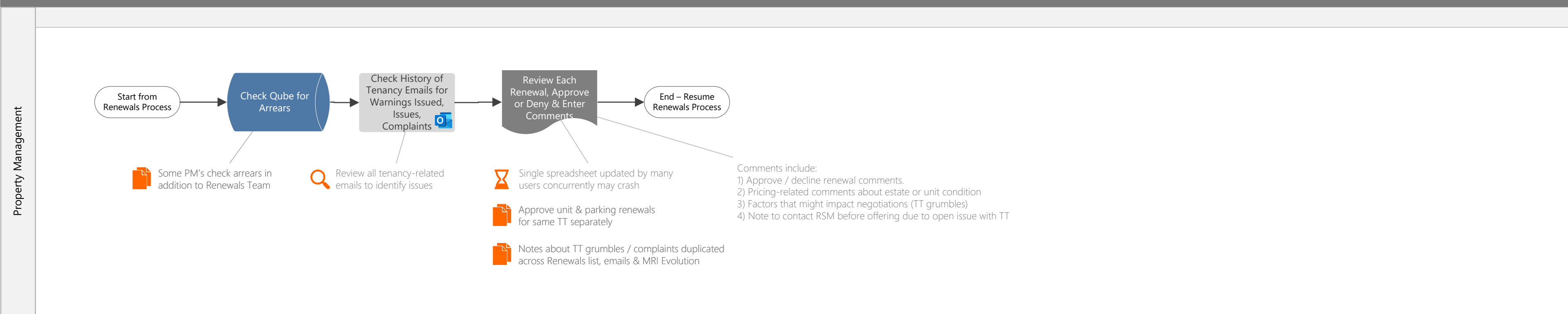
TT: Tenant



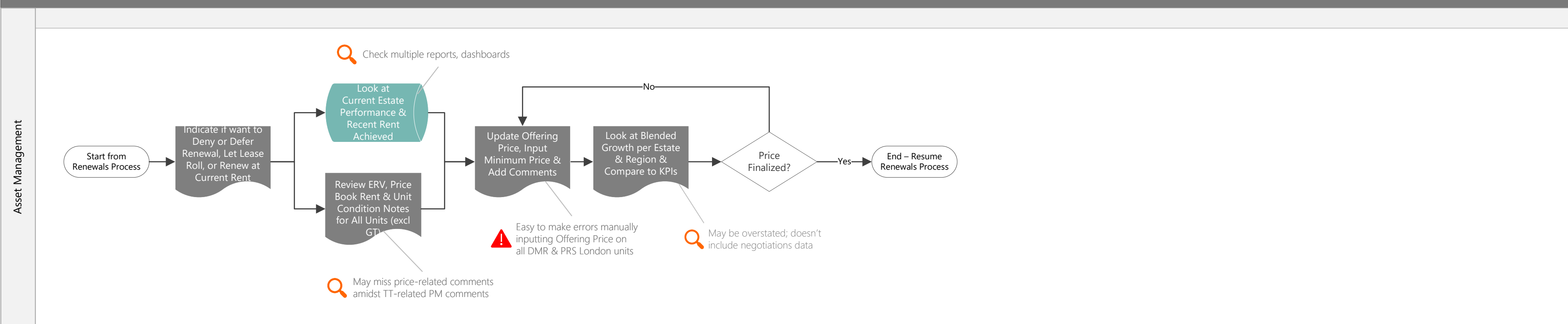
Grainger Renewals Sub Process – Offer & Negotiation Process - Current State



Grainger Renewals – **PM Review Process** - Current State



Grainger Renewals – **Asset Management Review Process** - Current State



Grainger Renewals – **Credit Control Process** - Current State

