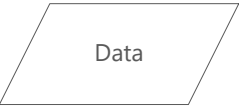


KEY



Data



Automated
Process



Existing
Salesforce
Process



User Decision



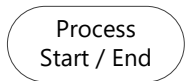
Periodic / Scheduled /
Delayed Event



New
Salesforce
Process



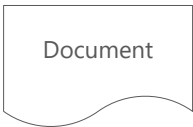
System-
Based Logic
Branch



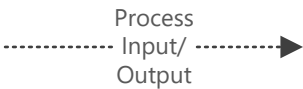
Process
Start / End



New Form
Assembly
Process



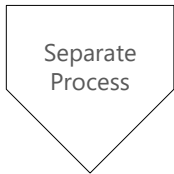
Document



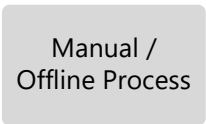
Process
Input/
Output



Qube
Process



Separate
Process



Manual /
Offline Process



PM
Property/Resident
Services Manager



RT
Renewals Team



AM
Asset Manager



CC
Credit Control



TT
Tenant

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

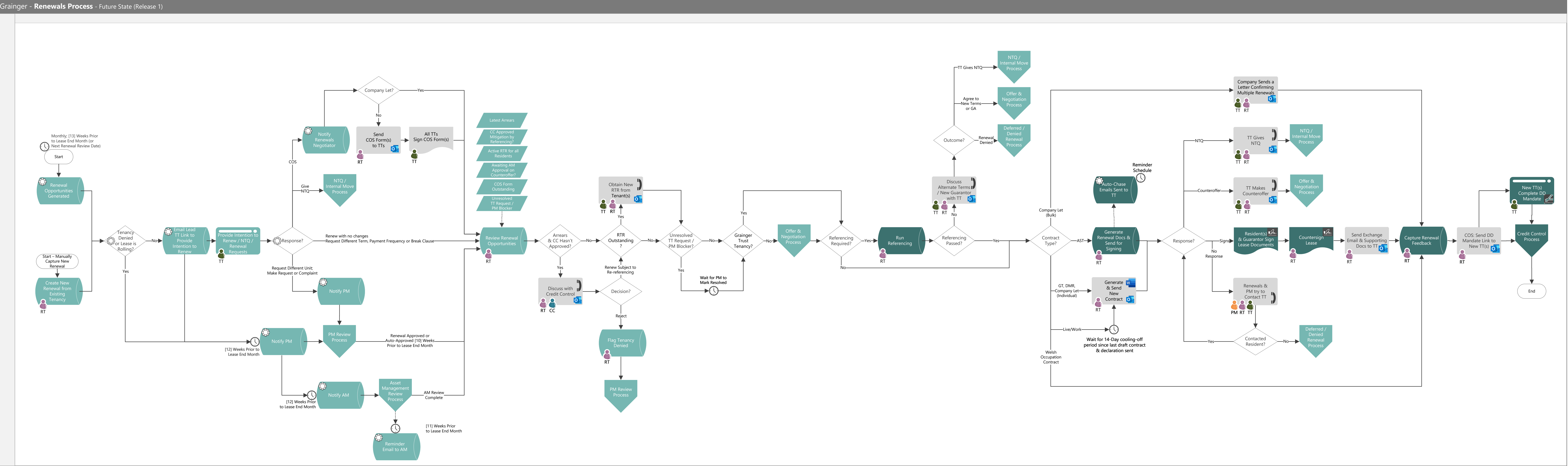
NTQ: Notice to Quit

PM: Property Manager

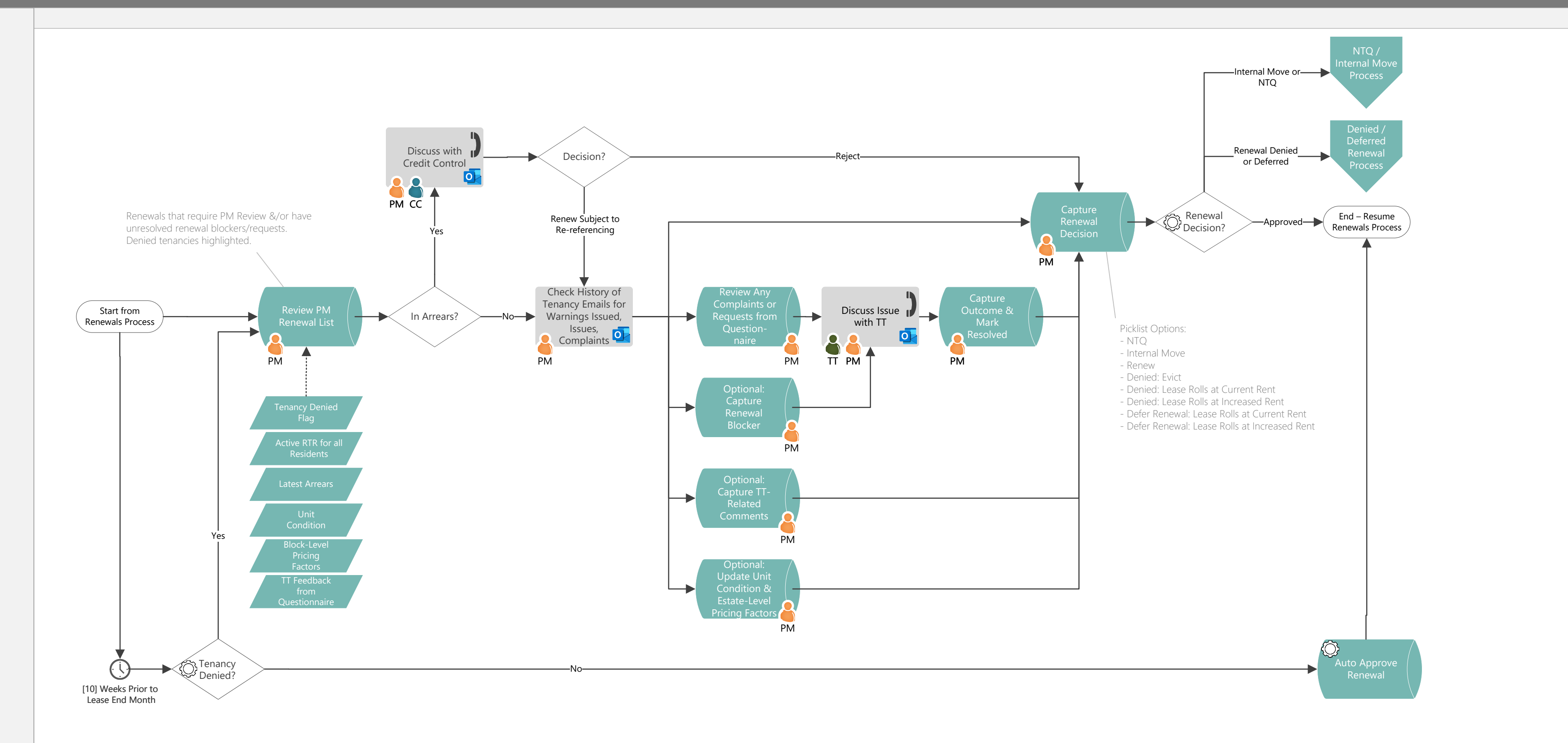
RTR: Right to Rent

RSM: Resident Services Manager

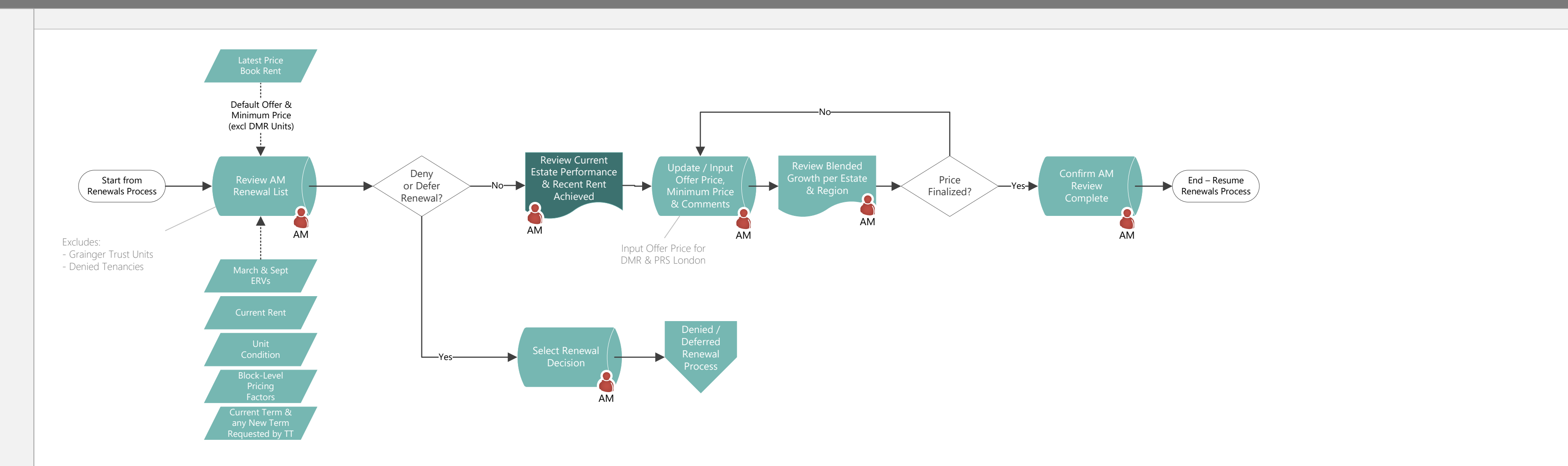
TT: Tenant



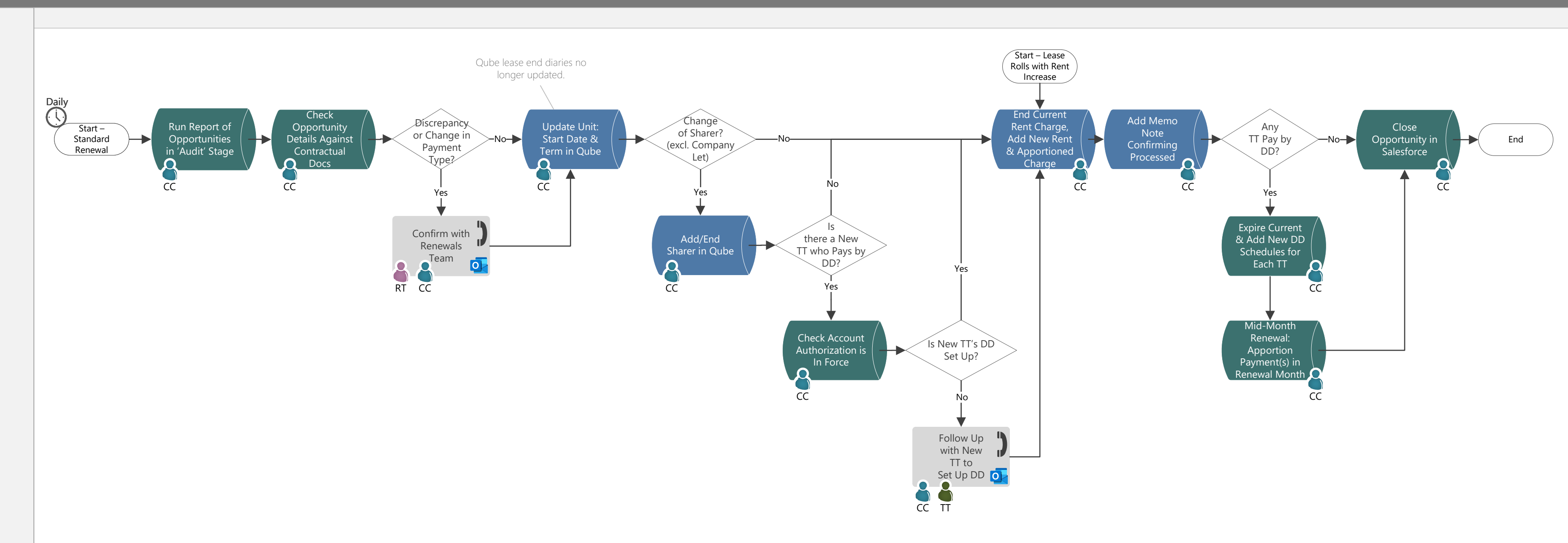
Grainger Renewals – **PM Review Process** - Future State (Release 1)

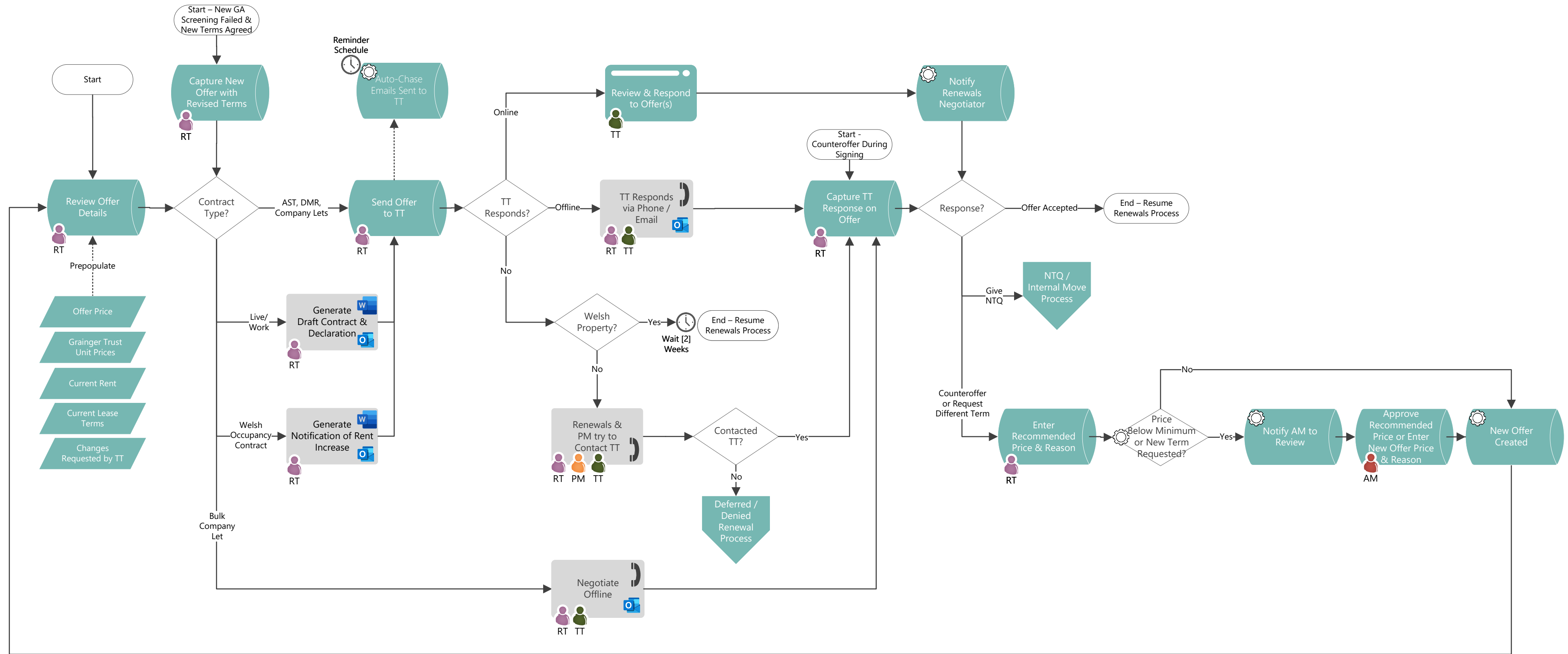


Grainger Renewals – **Asset Management Review Process** - Future State (Release 1)

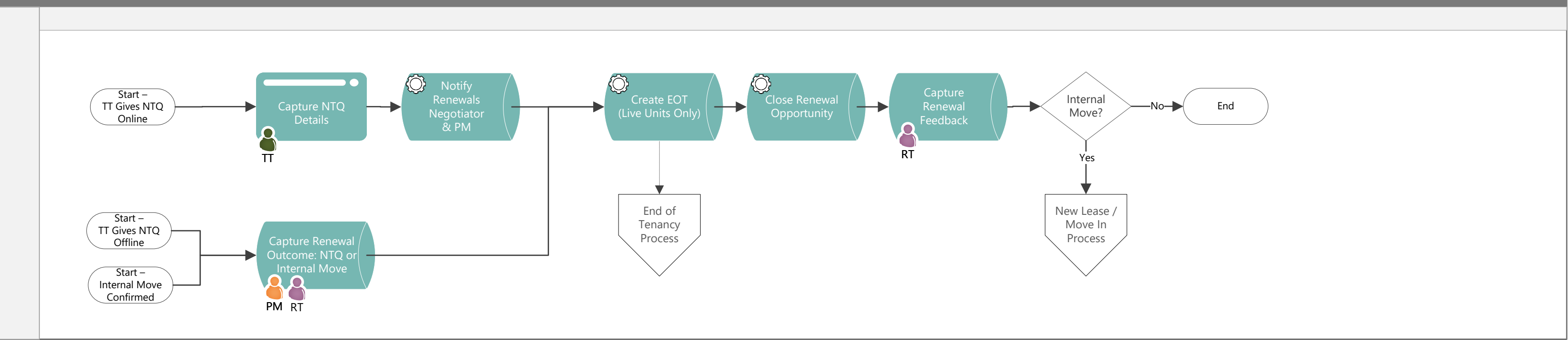


Grainger Renewals – **Credit Control Process** - Future State (Release 1)

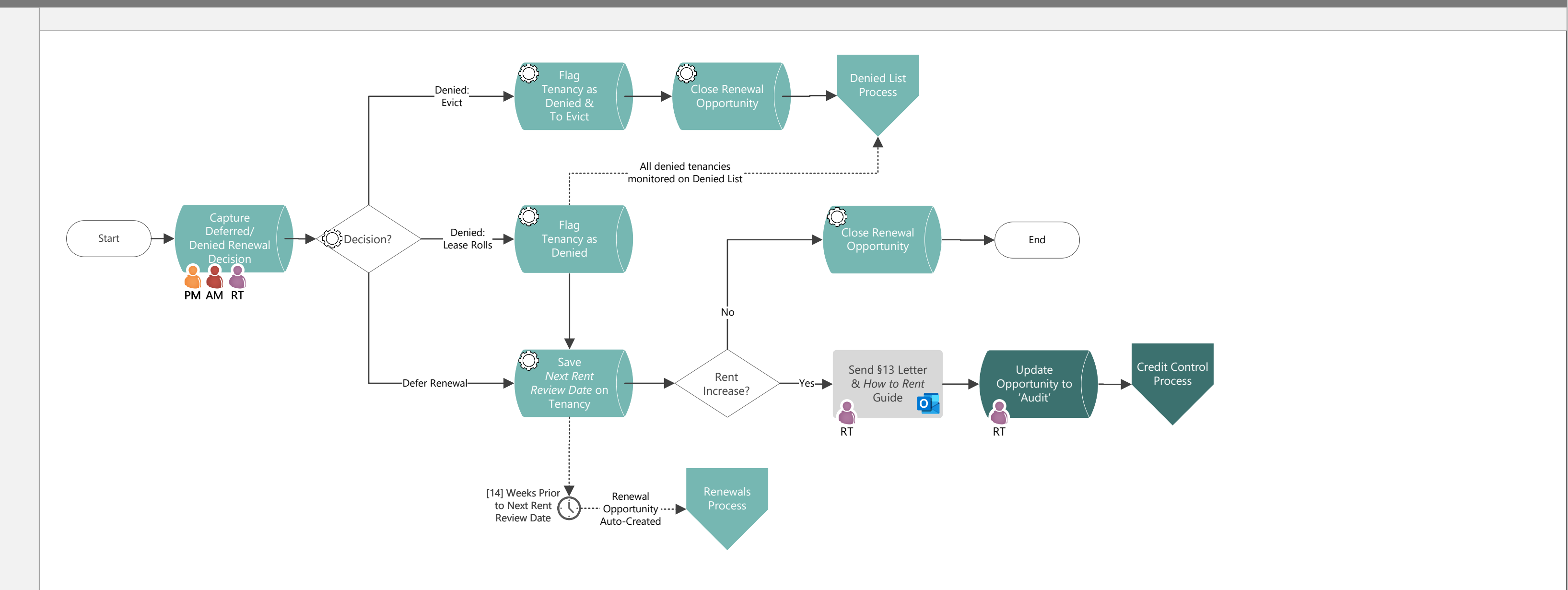




Grainger Renewals - NTQ / Internal Move Process - Future State (Release 1)



Grainger Renewals - Denied / Deferred Renewal Process - Future State (Release 1)



Grainger - Denied List Process - Future State (Release 1)

