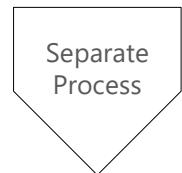
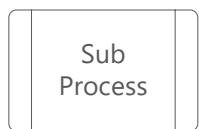
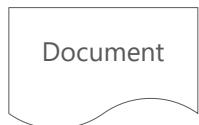
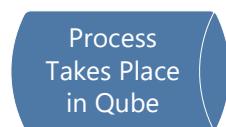


KEY



Periodic / Scheduled / Delayed Event

Process Input/Output



Automated Process



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

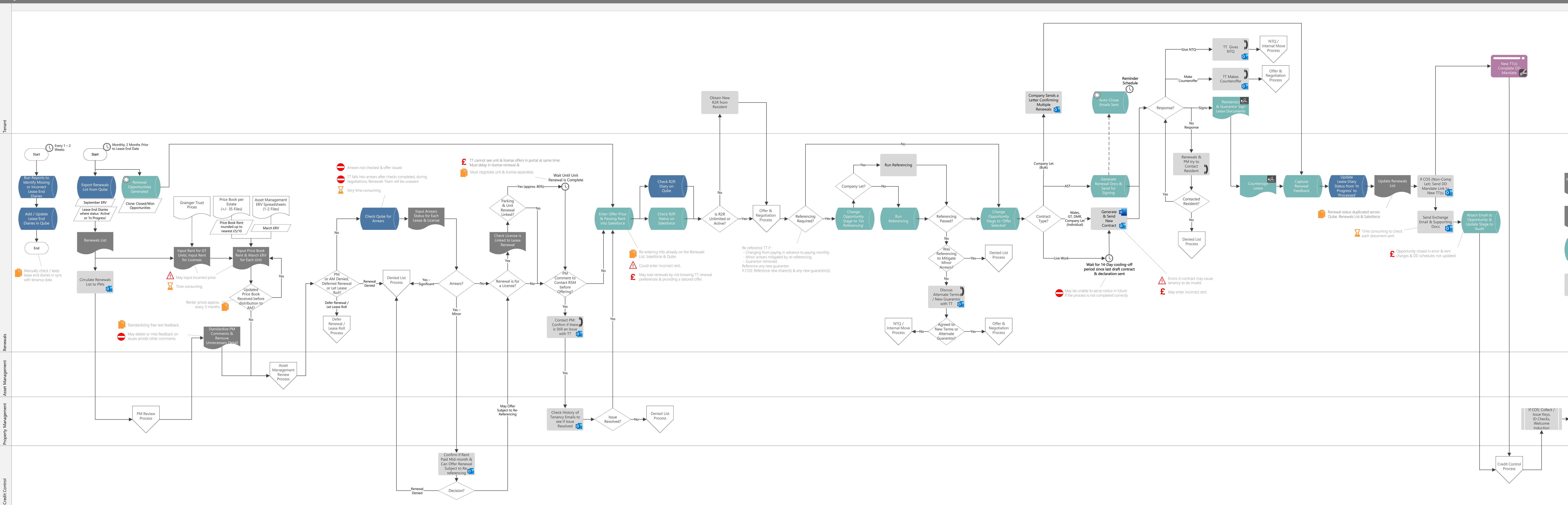
PM: Property Manager

R2R: Right to Rent

RSM: Resident Services Manager

TT: Tenant

Grainger - **Renewals Process** – Current State



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

