

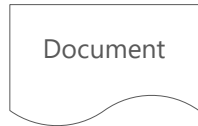
KEY



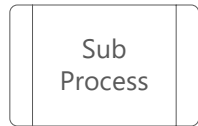
Data



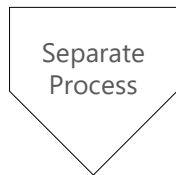
Decision



Document



Sub
Process



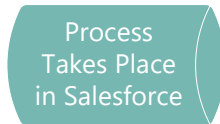
Separate
Process



Periodic / Scheduled /
Delayed Event



Process
Takes Place
in Qube



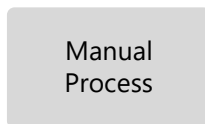
Process
Takes Place
in Salesforce



Process Takes
Place on
Lettings Portal



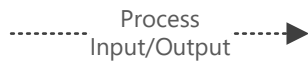
Process Takes
Place on
Renewals List



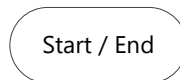
Manual
Process



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

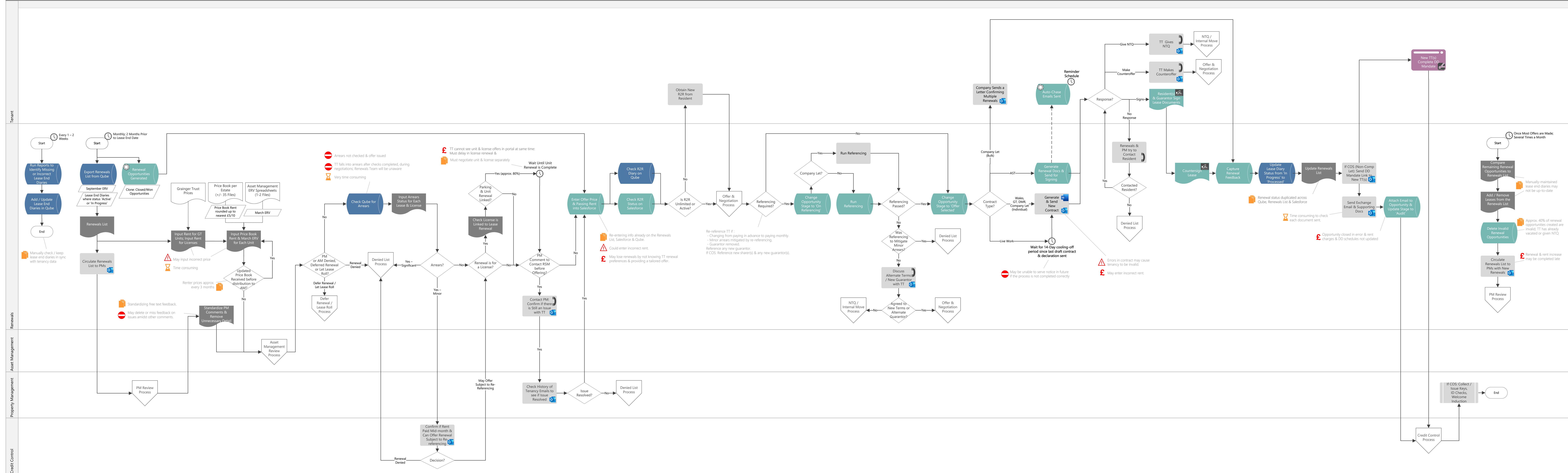
NTQ: Notice to Quit

PM: Property Manager

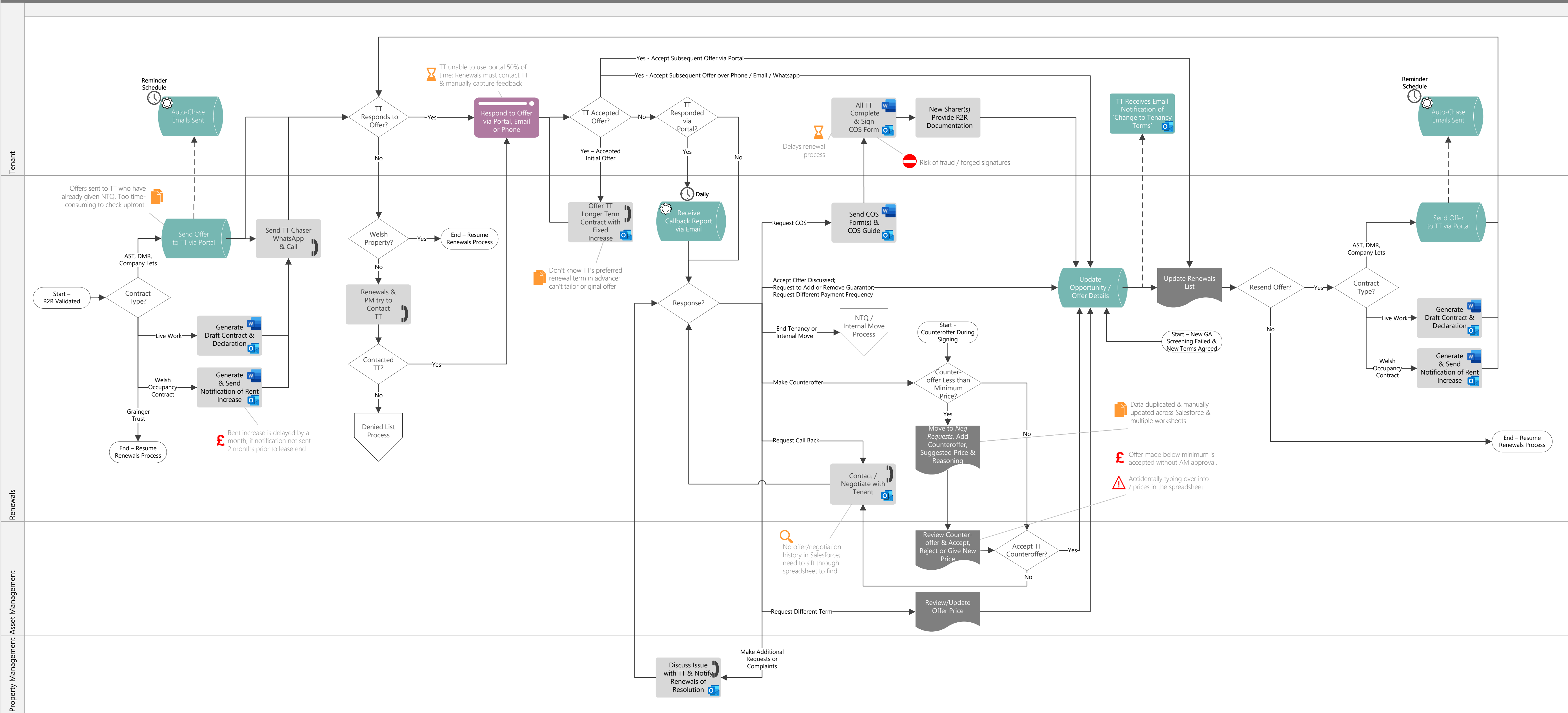
R2R: Right to Rent

RSM: Resident Services Manager

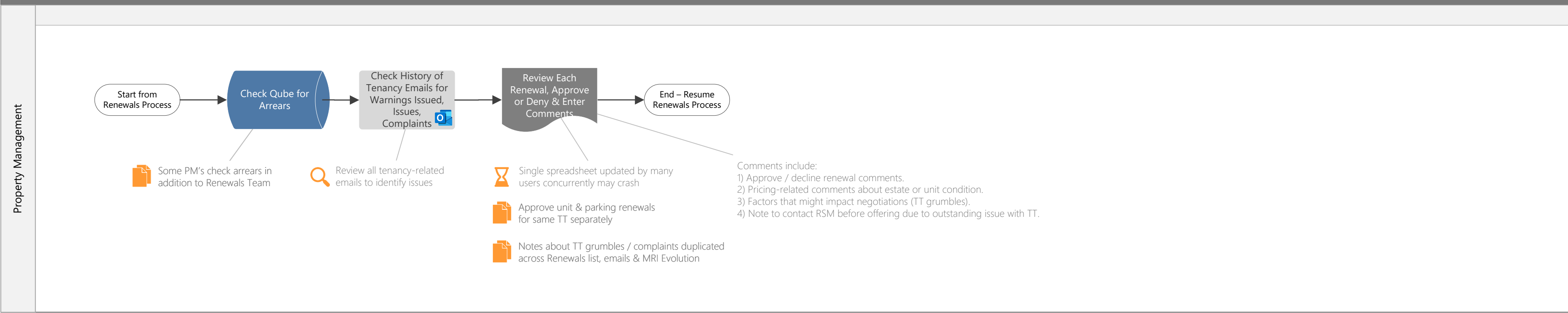
TT: Tenant



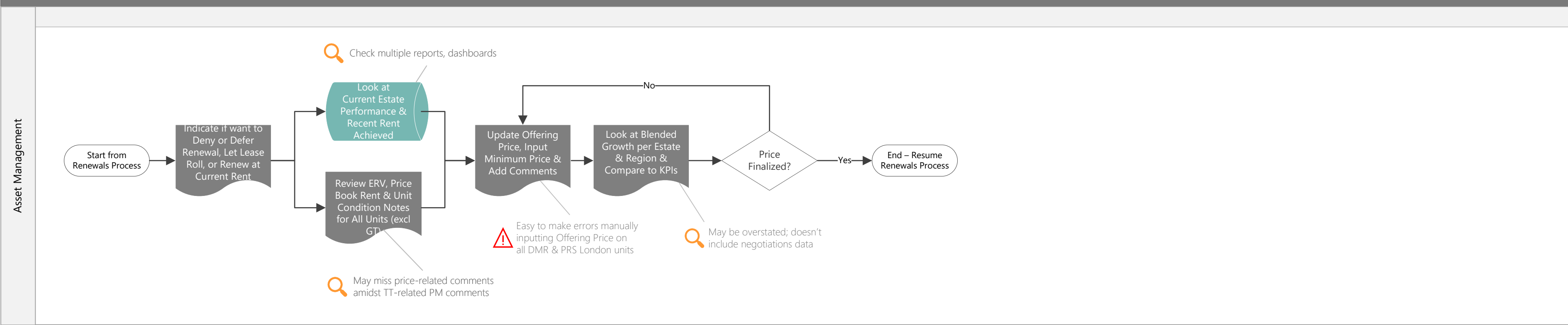
Grainger Renewals Sub Process – Offer & Negotiation Process - Current State



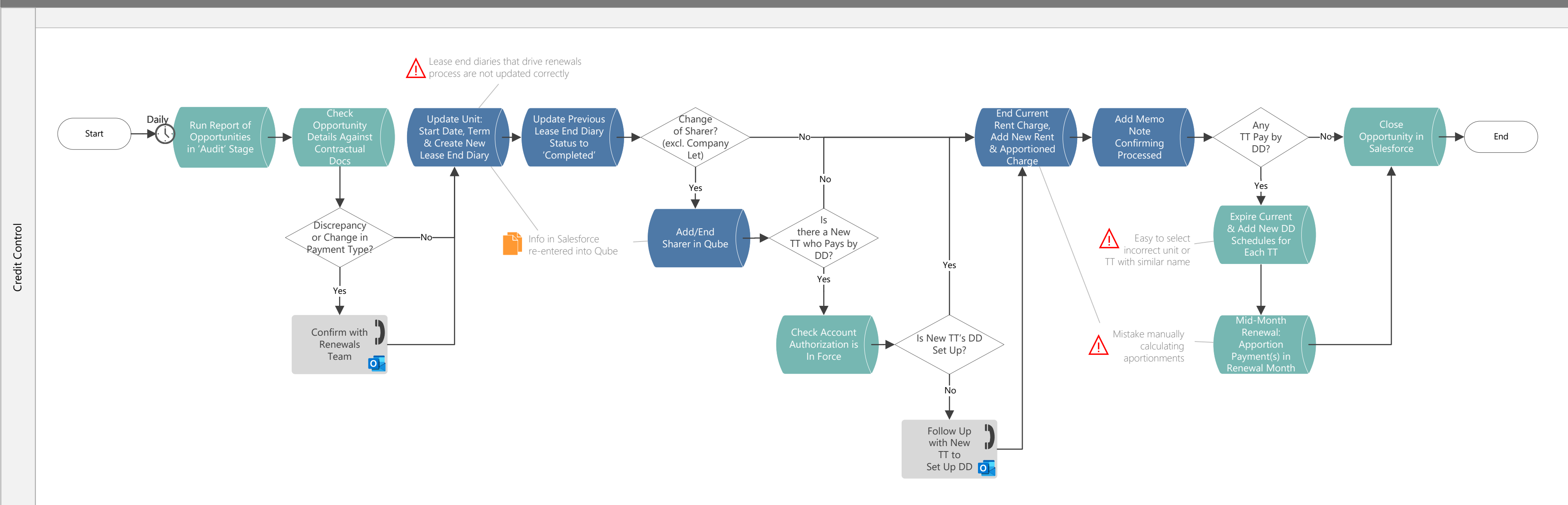
Grainger Renewals – **PM Review Process** - Current State



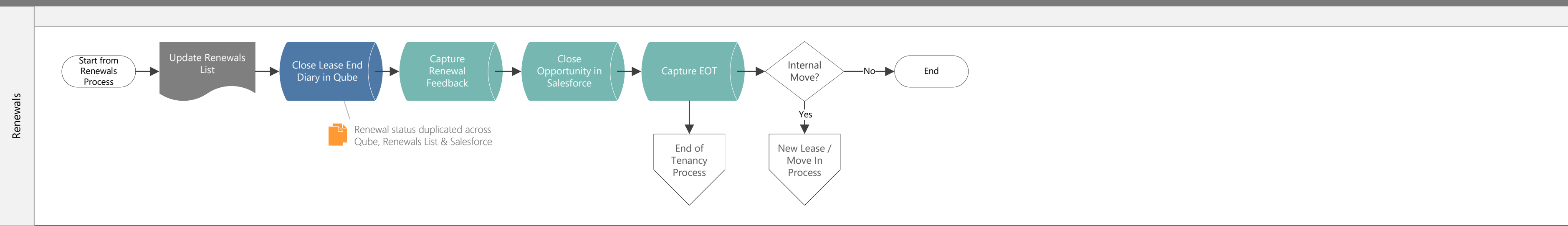
Grainger Renewals – **Asset Management Review Process** - Current State



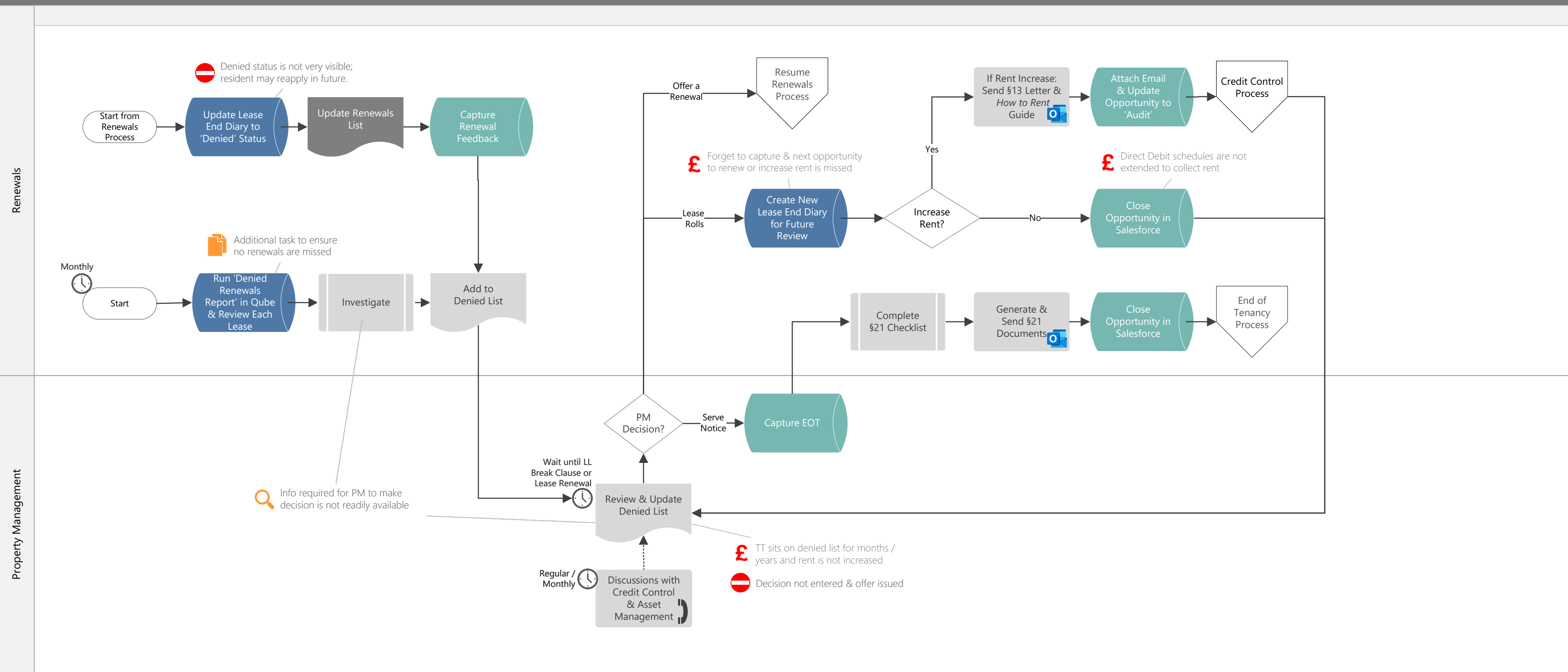
Grainger Renewals – **Credit Control Process** - Current State



Grainger Renewals - NTQ / Internal Move Process - Current State



Grainger - Denied List Process - Current State



Grainger Renewals - Defer Renewal / Lease Roll Process - Current State

