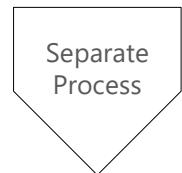
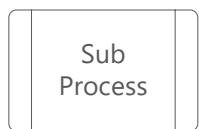
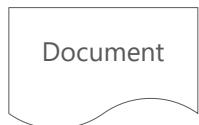


## KEY

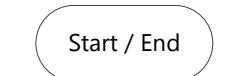


Periodic / Scheduled / Delayed Event

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

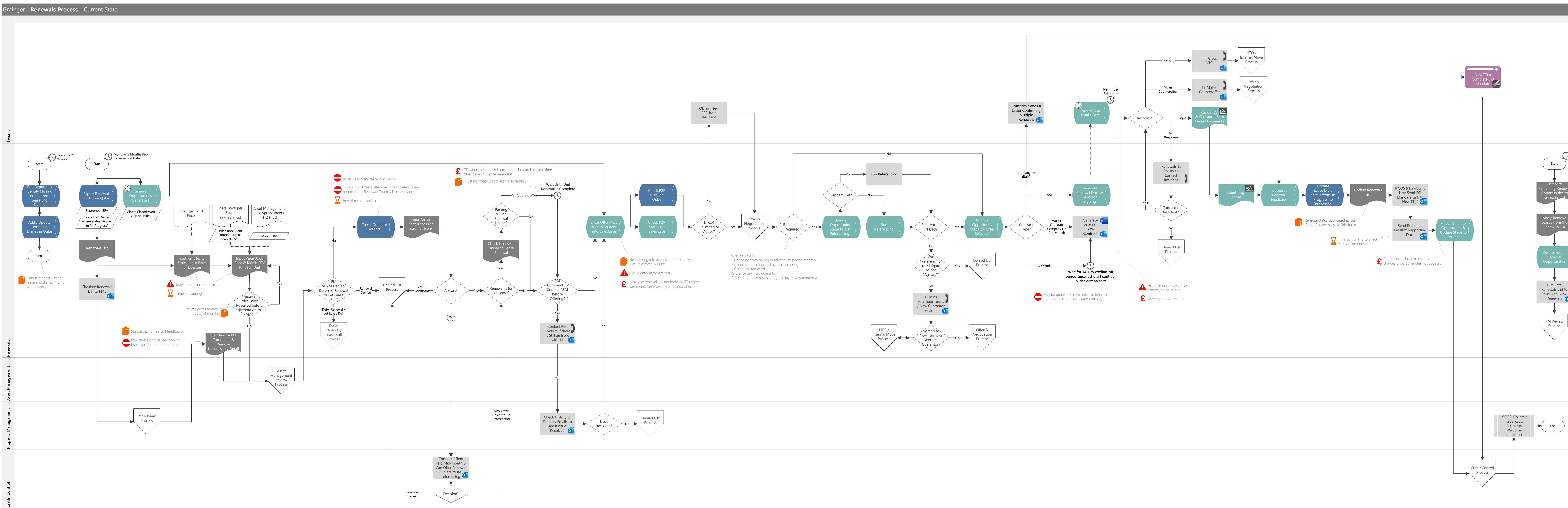
NTQ: Notice to Quit

PM: Property Manager

R2R: Right to Rent

RSM: Resident Services Manager

TT: Tenant



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

