



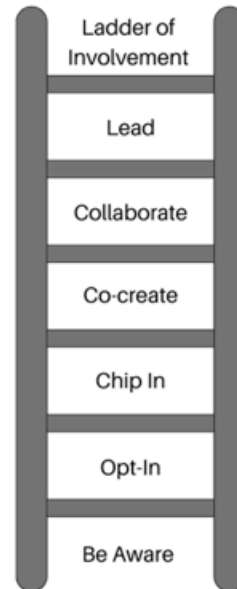
The New Resident Engagement Strategy

Tenant & Leaseholder Involvement Model



Key:

- Our tenants TLM 01
- Service Shapers TLM 02
- Formal Involvement TLM 03



Guiding Principles

