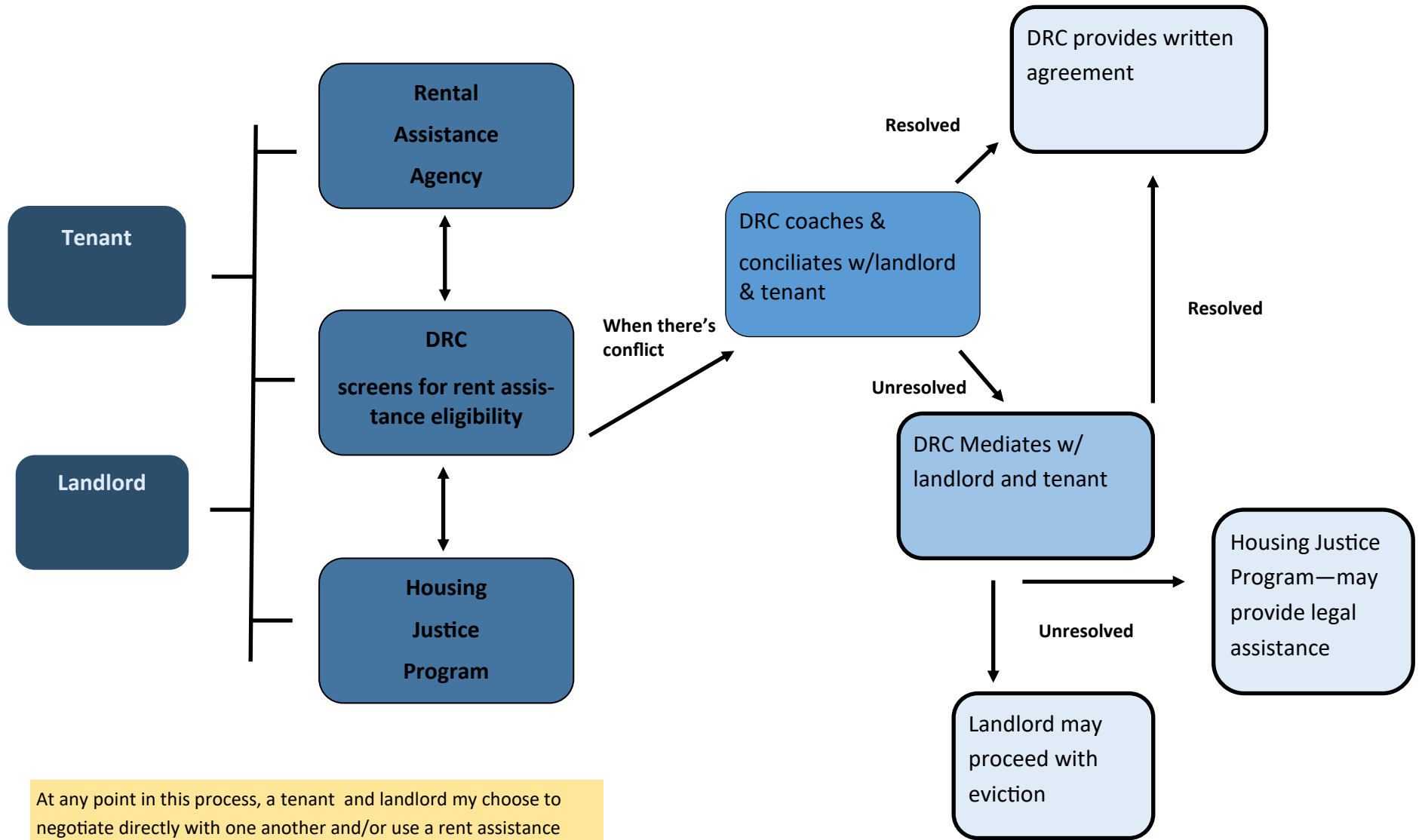


ERP Process Flowchart



At any point in this process, a tenant and landlord may choose to negotiate directly with one another and/or use a rent assistance agency or HJP/attorneys to resolve the matter