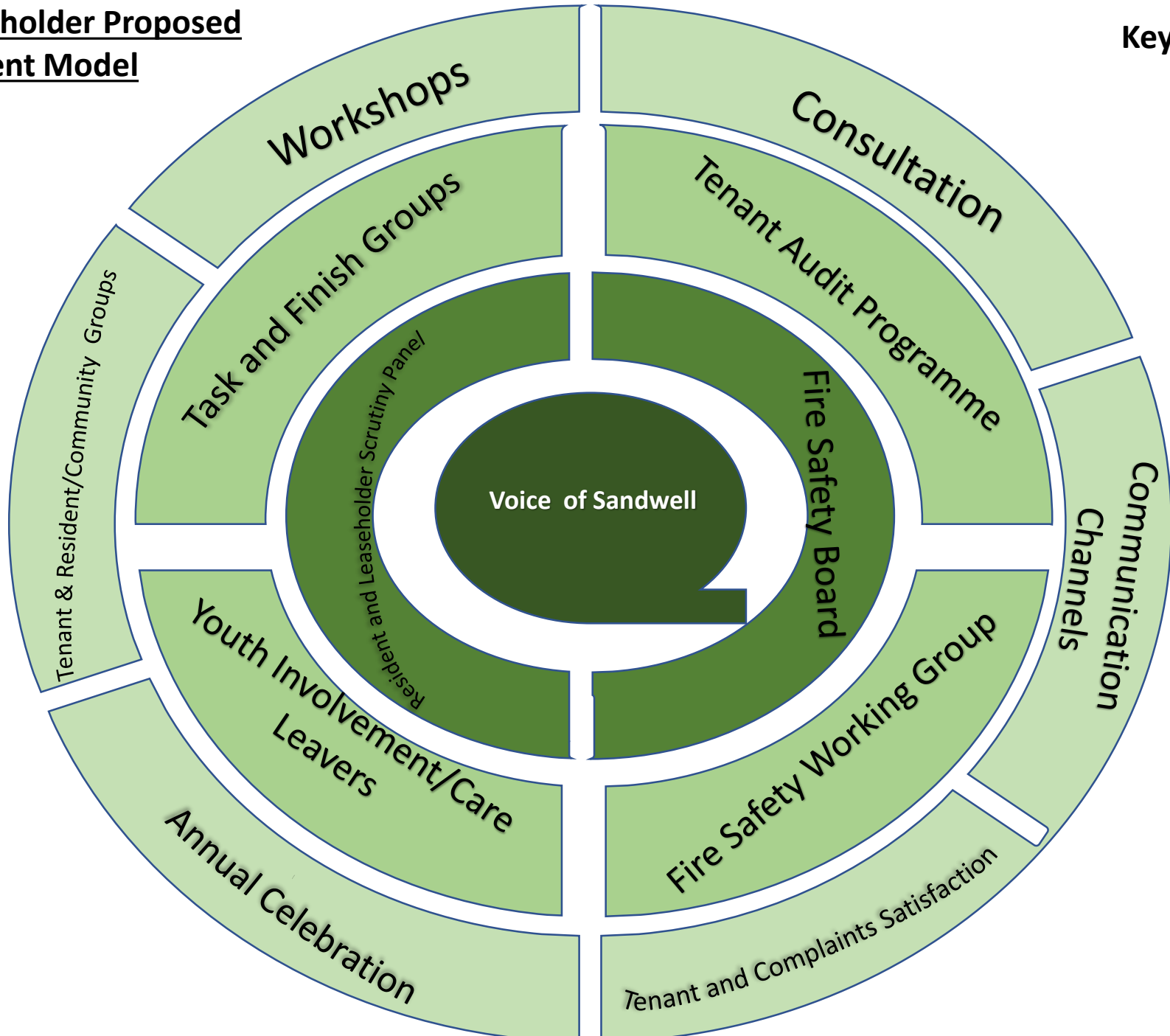


Resident & Leaseholder Proposed Involvement Model

- Key**
- Our tenants
 - Service Shapers
 - Formal Involvement

Ladder of Involvement
Lead
Collaborate
Co-create
Chip in
Opt – In
Be Aware



Guiding Principles