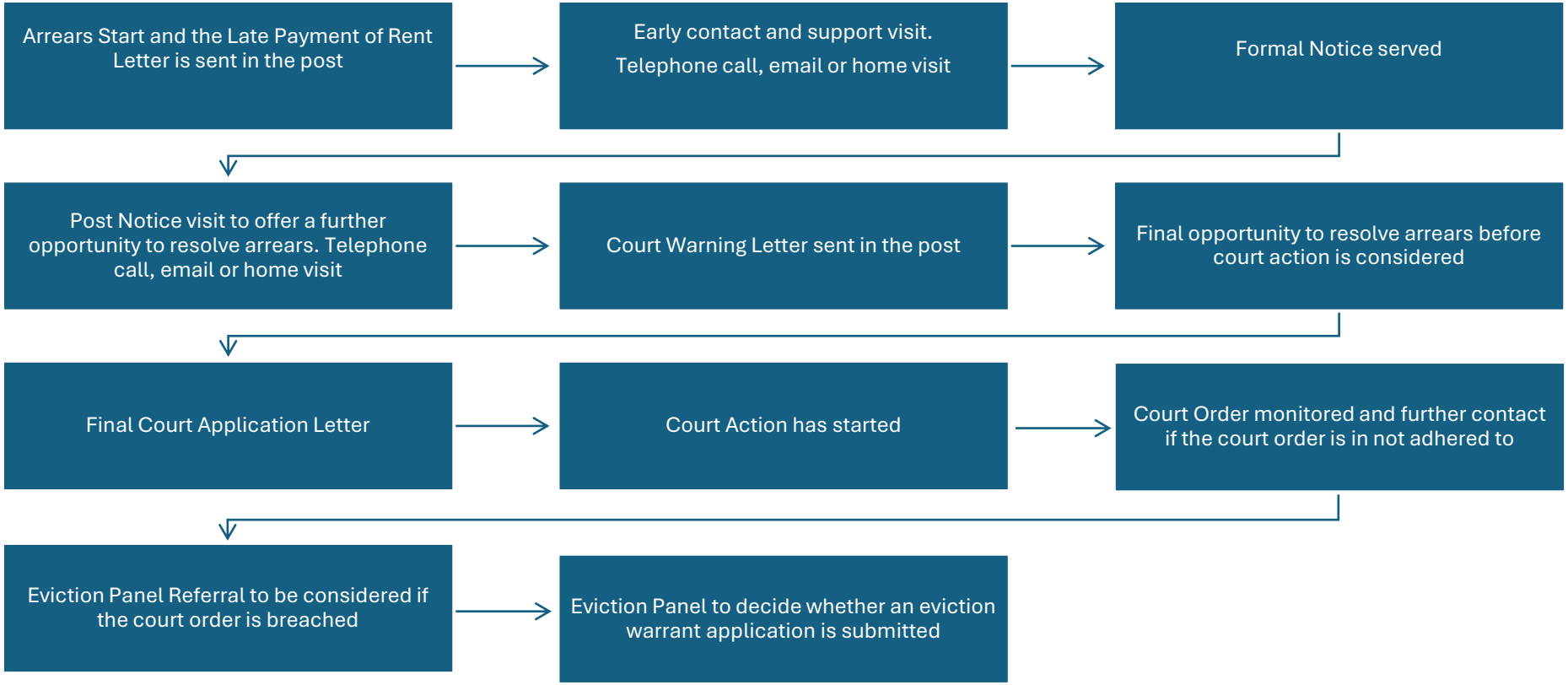Rent Arrears Management and Support Process