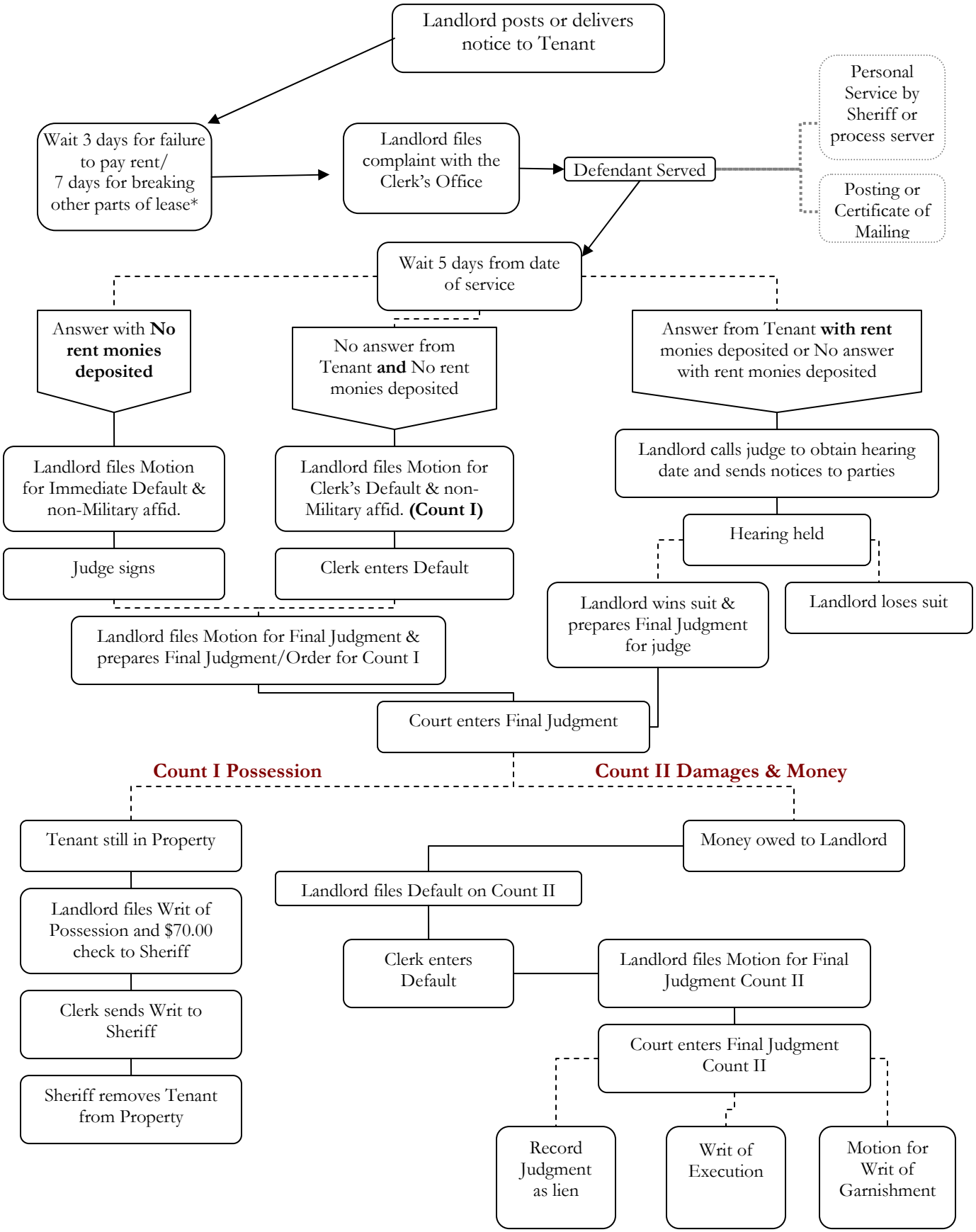Delinquent Tenant Actions (Flow Chart)