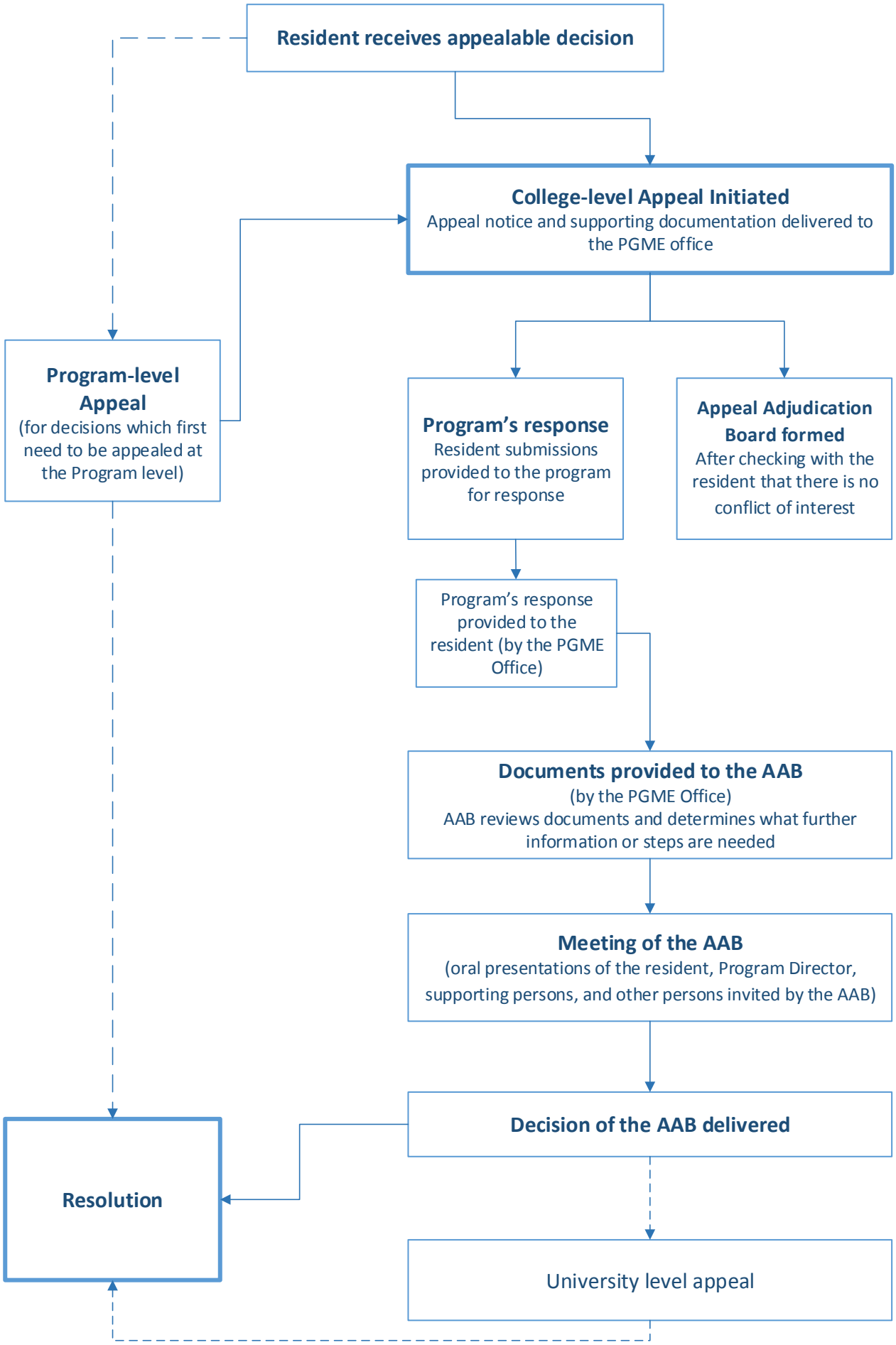Resident Appeal Process