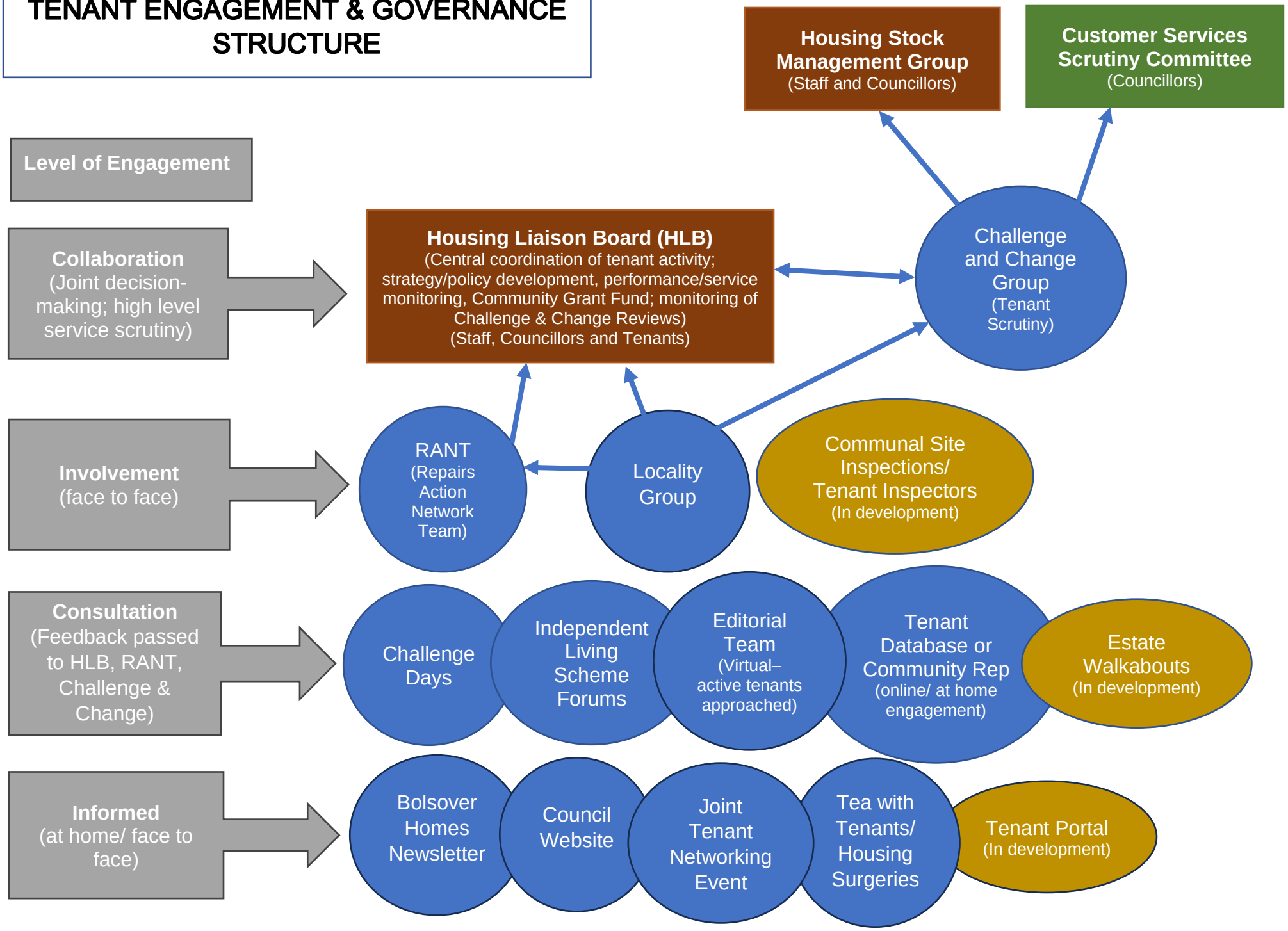TENANT ENGAGEMENT & GOVERNANCE STRUCTURE