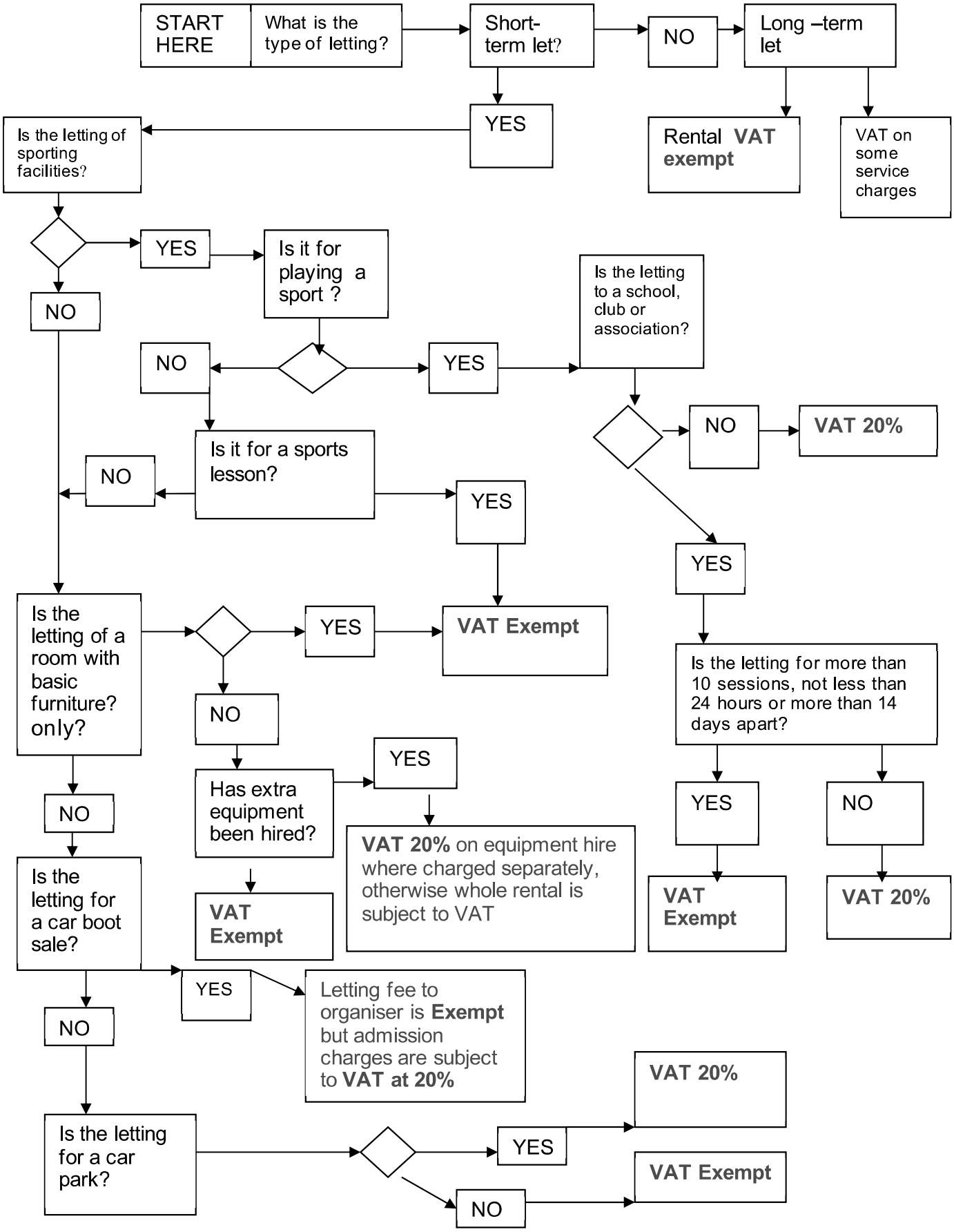Lettings – decision chart