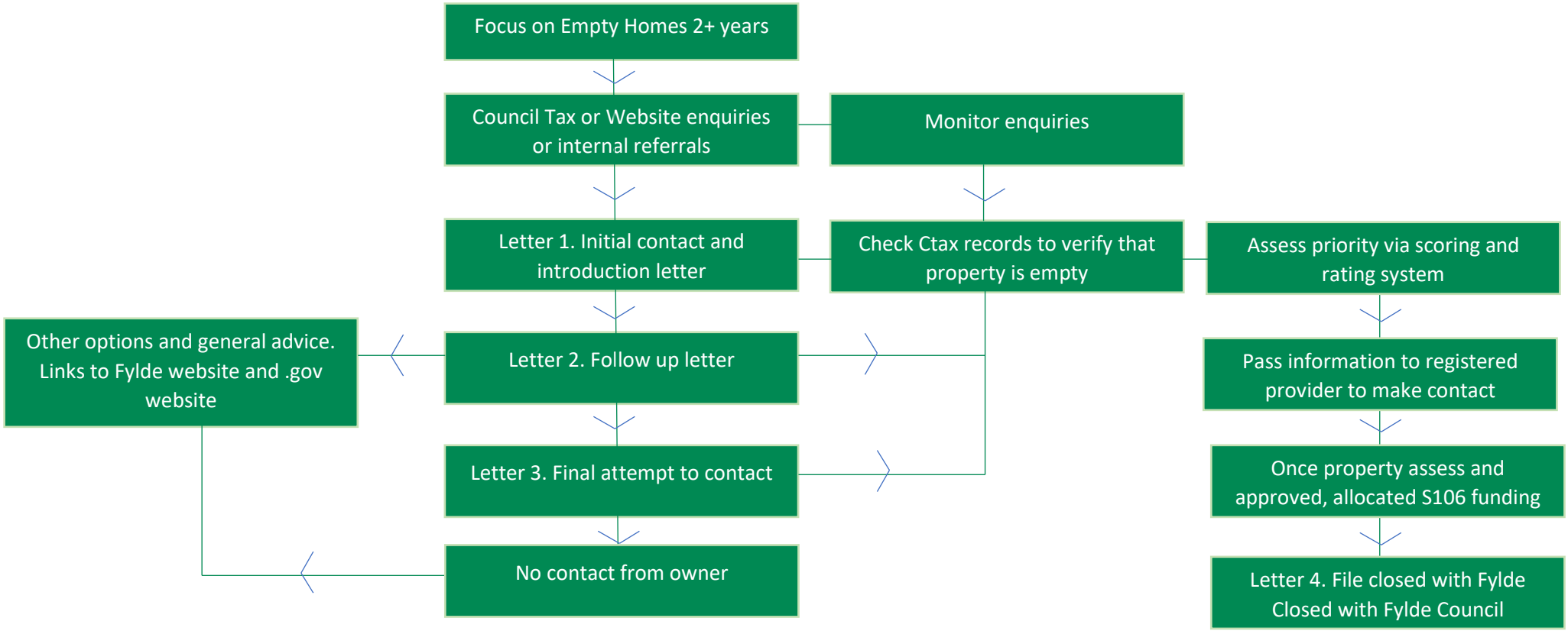Empty homes process flowchart