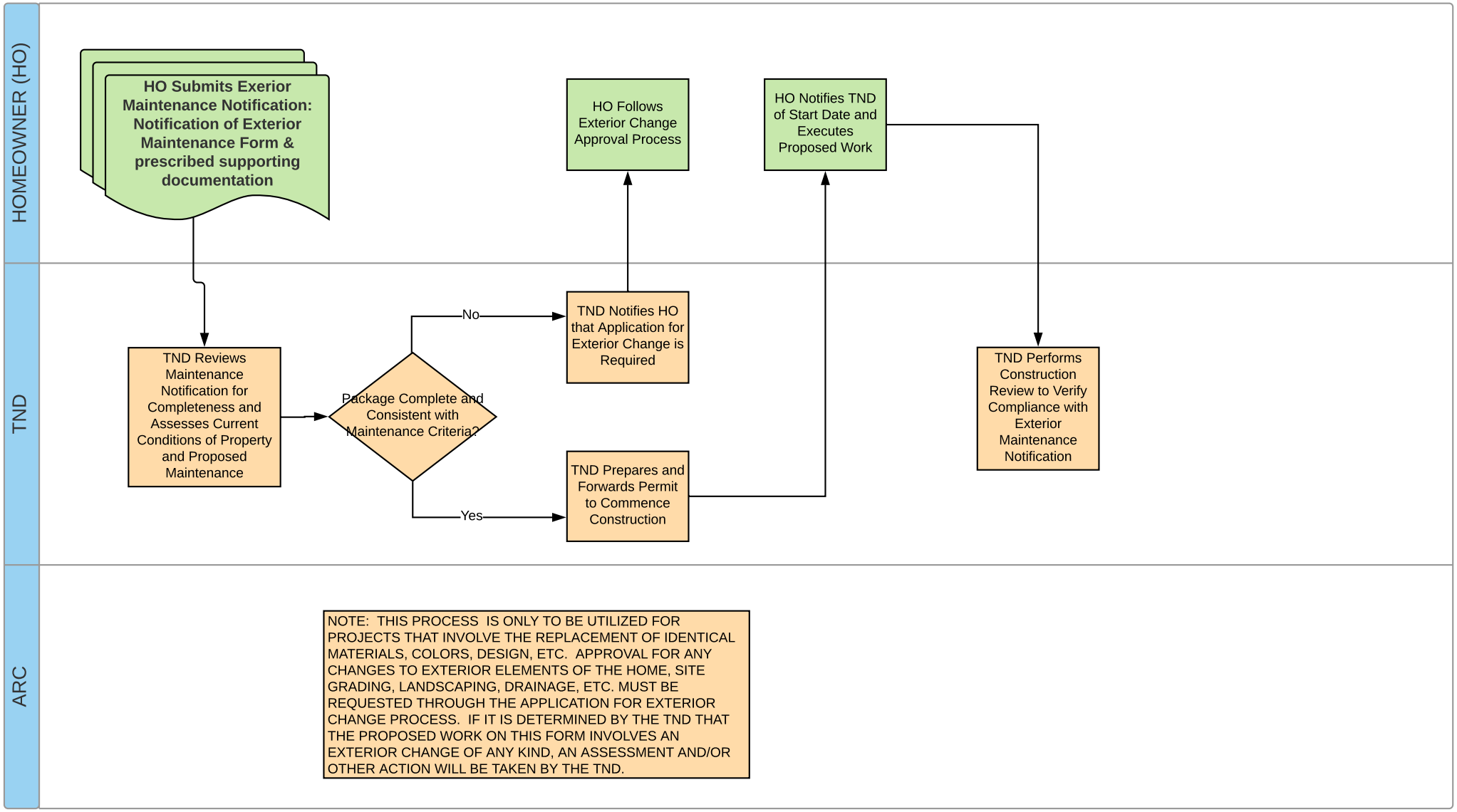EXHIBIT D - EXTERIOR MAINTENANCE APPROVAL PROCESS