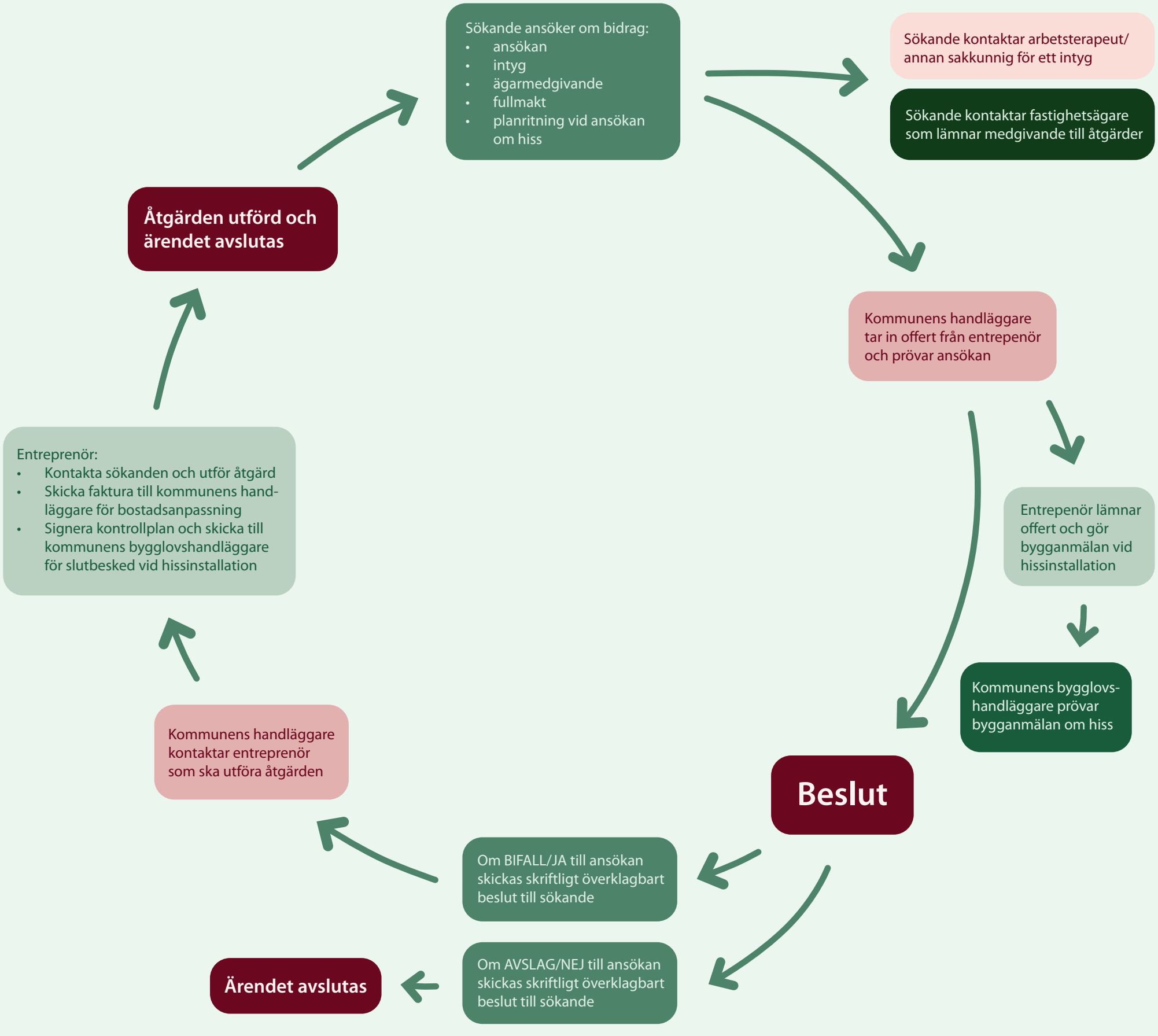Process vid ansökan om bostadsanpassning