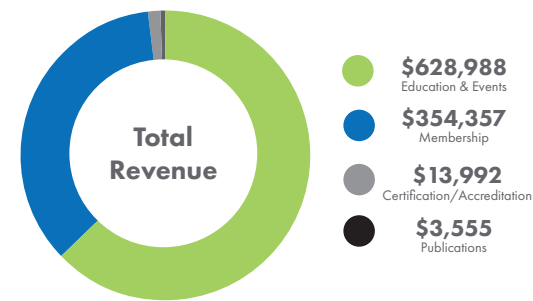
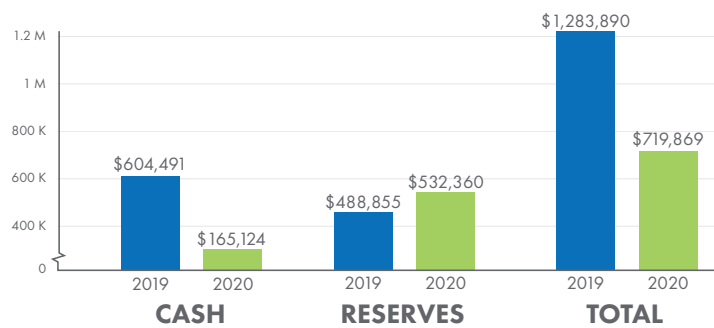


2020 Annual Report

FINANCES

CHPA worked to adapt to a rapidly changing environment in 2020. Just as member companies had to do, the association had to adjust priorities and expenses to best ensure financial stability for the organization. Thanks to the strong fiscal stewardship over the past several years, member support and CHPA reserves allowed the Association to remain stable and ready to meet the challenge of rebuilding our industry together.

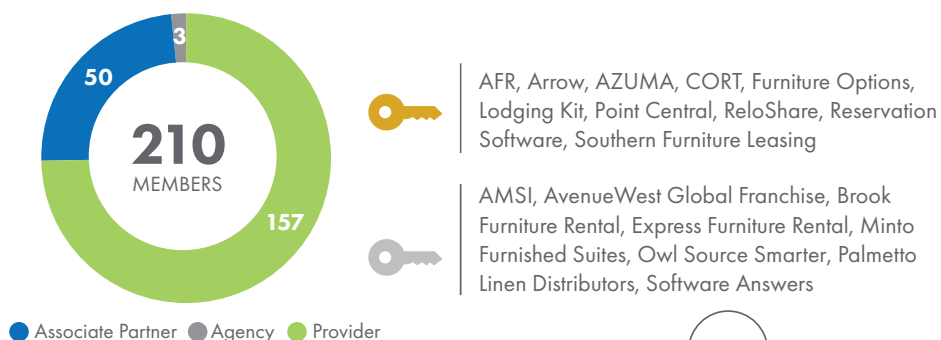
[Review the CHPA 2020 financial statements \(unaudited\).](#)



MEMBERSHIP & ENGAGEMENT

To better serve member companies during 2020, the Board of Directors extended membership benefits for an additional six months. By keeping members connected when business slowed or stopped, the Association ended the year with better than anticipated member retention.

Thank you to the following Gold and Silver Key members for their investments in the Association in 2020.



- Key Members:** AFR, Arrow, AZUMA, CORT, Furniture Options, Lodging Kit, Point Central, ReloShare, Reservation Software, Southern Furniture Leasing
- Key Members:** AMSI, AvenueWest Global Franchise, Brook Furniture Rental, Express Furniture Rental, Minto Furnished Suites, Owl Source Smarter, Palmetto Linen Distributors, Software Answers

● Associate Partner ● Agency ● Provider

8 COUNTRIES

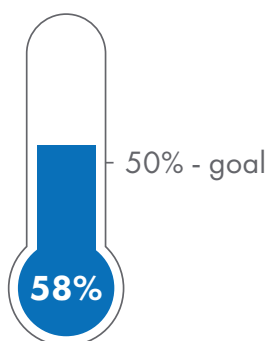
30 NEW MEMBERS



The Association formed several new special focus groups to facilitate member connections:

- Small Staff
- Asia-Pacific
- Europe-Middle East
- Innovators
- Latin America

RETENTION



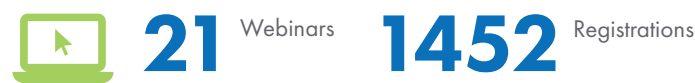
EVENTS & EDUCATION

The 2020 Annual Conference was the largest and most successful event for CHPA. Additionally, CHPA's golf event raised critical funds for our philanthropic partner, Move for Hunger.

ANNUAL CONFERENCE



WEBINARS



NETWORK CONNECTIONS



ADVOCACY & IMPACT

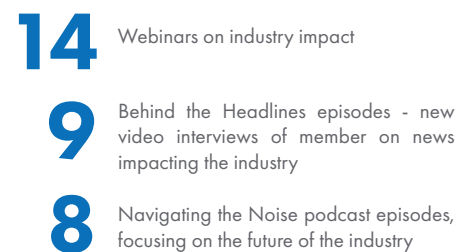
Legislation specifically targeting corporate housing continued in 2020, with \$90,365 spent on legislative monitoring and support of three market-specific legislative issues. Initially, the CHPA Board of Directors approved an assessment for member companies to support these challenges as an industry. In March 2020, the Board postponed this assessment and approved payment of lobbying costs for three initiatives. In April 2020, the Board halted all arrangements with lobbying consultants to contain costs as legislation focused on the pandemic. CHPA submitted letters to US and Canadian government officials requesting aid for the industry.

COVID-19 RESPONSE

CHPA reached out to healthcare and hospital associations to offer member inventory to frontline workers, resulting in more than 500 leads to member companies.

RESOURCES CREATED TO HELP MEMBERS NAVIGATE 2020

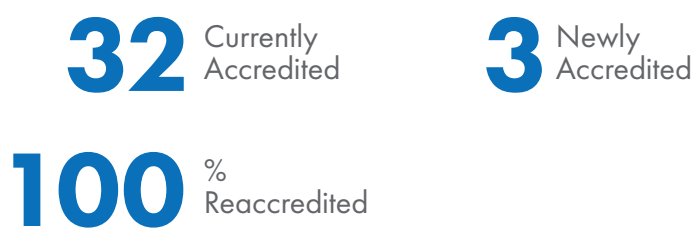
- COVID webpage with links to nearly 100 resources
- Reached out to key legislators in the US and Canada regarding the value of the industry and need for relief
- Launched online Network Connections for members to meet virtually
- Creation of new industry-wide cleaning protocols to ensure guest and employee safety
- A virtual CEO forum to discuss the industry's recovery



CERTIFICATION & ACCREDITATION

CHPA welcomed 16 new Certified Corporate Housing Professionals in 2020.

COMPANY ACCREDITATION



CERTIFIED CORPORATE HOUSING PROFESSIONAL (CCHP)



New CCHPs in 2020

- Kelly Cockrell, CCHP • Dominique Ana Cuervo, CCHP • Sara Dubow, CCHP • Debra Edwards, CCHP
- Brett Fleming, CCHP • Brittany Herrington, CCHP • Tanya Leach, CCHP • Gary LeFeuvre, CCHP
- Lee McAlister, CCHP • Dejana Misina, CCHP • David Rios, CCHP • Ryan Rosenberg, CCHP
- Edward Russell, CCHP • Amy Schroeder, CCHP • Jessica Washington, CCHP

- Aaxsys Technology • ABODA by RESIDE • AFR Furniture Rental • **AHI Corporate Housing** • Apartment & Relocation Center • Avenida Suites • AZUMA Leasing • Bedford Corporate Housing • CORT Furniture • CWS Corporate Housing • **Dwellworks** • Express Corporate Housing • Furnished Quarters • Gables Corporate Accommodations • Highstreet Accommodations • Korman Communities • **Mainsail Corporate Housing** • Murphy's Corporate Lodging • National Corporate Housing • Nika Corporate Housing • Nomad Temporary Housing • Oasis Corporate Housing • Pinnacle Furnished Suites • Preferred Corporate Housing • Premiere Suites • SuiteAmerica • Suite Home Corporate Housing • Sunshine Rentals • Synergy Global Housing • Today Living Group • TP Corporate Lodging • Travelers Haven • VIP Corporate Housing

As of December 31, 2020

COLLABORATIONS

With most in-person events postponed or cancelled, CHPA's collaborations with stakeholder organizations were virtual. CHPA's close collaboration with ASAP continued, sharing resources to support members.



ISAAP QUALITY ASSESSMENT



- Avenida Suites • Churchill Living • City Gate Suites • Corporate Accommodations • ExecSuites Inc. • Executive Luxury Living • Furnished Quarters • High Street Accommodations • Murphy's Corporate Lodging • Nika Corporate Housing • Oasis Corporate Housing • Premiere Suites • Suites America • Suite Home Chicago

As of December 31, 2020