



News Release

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CNL HEALTHCARE PROPERTIES CELEBRATES TOP MANAGEMENT COMPANIES OF 2017

--Third annual satisfaction survey conducted in partnership with Kingsley Associates--

(ORLANDO, Fla.) Jan. 6, 2018 — CNL Healthcare Properties, a real estate investment trust (REIT) focused on seniors housing and healthcare facilities, recognized one of its property management companies and two professionals for their outstanding performance on the 2017 tenant satisfaction surveys conducted by Kingsley Associates.

This is the third consecutive year that CNL Healthcare Properties proactively surveyed its approximately 3-million-square-foot, multi-tenant medical office portfolio through Kingsley Associates, a leading survey, research and consulting firm. The goal of the assessment is to solicit tenant feedback on quality measures throughout the portfolio of medical office buildings and use this feedback to improve performance, increase tenant retention and satisfaction and enhance portfolio value.

The awards recognize the property management company with the best overall satisfaction score, the property manager with the best individual overall satisfaction score and the property manager with the most improved tenant satisfaction score.

The company and individuals recognized this year were:

- Holladay Properties received the award for the property management company with the highest overall satisfaction score. Based in Nashville, Tennessee, Holladay's Healthcare and Medical Office group manages 14 medical office buildings for CNL Healthcare Properties.
- Melissa Melendres of Holladay Properties, for individual with the highest overall satisfaction score. She represents the South Florida region for Holladay Properties. This is the second consecutive year Melendres has received this award.
- Patty Doss of Holladay Properties, for property manager with the most improved tenant satisfaction score. Doss represents the Mid-Atlantic Region for Holladay Properties.

“These awards represent our continued commitment to tenant and customer experiences by constantly improving and driving performance at our medical office properties” said Stephen H. Mauldin, president and CEO of CNL Healthcare Properties. “We are proud to recognize the exceptional work of these individuals, as well as all of our property manager and leasing teams, who strive daily basis to provide the highest level of service to our tenants and their patients.”

About CNL Healthcare Properties

CNL Healthcare Properties, Inc., is a real estate investment trust (REIT) that focuses on acquiring properties in the seniors housing and healthcare sectors, including stabilized, value-add and development assets, as well as other income-producing properties, real-estate related securities and loans. CNL Financial Group, LLC is the sponsor of CNL Healthcare Properties. For more information, visit cnlhealthcareproperties.com.

About CNL Financial Group

CNL Financial Group (CNL) is a private investment management firm providing real estate and alternative investments. Since inception in 1973, CNL and/or its affiliates have formed or acquired companies with more than \$34 billion in assets. CNL is headquartered in Orlando, Florida. For more information, visit cnl.com.

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