



SECURITYIN30
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Complexities, Challenges and
Opportunities for the Integrator
within the Multifamily Market

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Question & Answer

Q. What other resources would you suggest to learn more about the multifamily industry?

- National Multifamily Housing Council (www.nmhc.org)
- National Apartment Association (www.naahq.org)
- Multifamily Executive (www.multifamilyexecutive.com)
- Group 337 - Inside Multifamily Access Control Newsletter (<https://www.insideaccesscontrol.com/subscribe>)
- Allegion Multifamily (<https://us.allegion.com/en/home/markets/multifamily.html>)

Q. Do you have a mobile credential, and does it work with the Proptech partners?

- A. Yes, our mobile credential is now available for our locks today on our ENGAGE™ access control platform. We also have a number of PropTech and access control partners currently integrating to our mobile credential. Stay tuned to our multifamily webpage for the latest news on integrations and partners.

Q. My customer is only interested in the resident lock and doesn't want to change out their perimeter system. Any suggestions?

- A. Depending on the system, you may be able to integrate the database. But this is not uncommon. In order to keep costs down, some properties elect to manage two databases for access control. One for the perimeter/common areas and one for the resident door. We do suggest utilizing a single fob/card for the resident that can work on both systems.

Q. I saw "one app" on your distribution slide, can you explain what "one app" is?

- A. One App is the single application where the resident can perform all their tasks. The ideal experience is to be able to access the single application to open any door you have access to, pay your rent, reserve the club room, request a maintenance ticket, communicate with your property manager and turn down your thermostat. You can achieve all these things in separate applications, but the experience is not ideal. The single app also gives the property the opportunity to white label or brand their experience to the resident.

Q. What type of credential works on your resident lock?

- A. Our mobile enabled Control lock uses smart credentials and our Schlage Mobile Access Credential. It does not work with proximity (prox) technology. We do make a dual technology fob to work with both our lock and a prox system.

- Q. How does mixed use housing (low income v. mid-level income) influence the need for technology?**
- A. Mixed use is a complex environment, really blending all aspects of commercial and residential. In those environments, the unification of multiple systems working together for efficiency and management becomes very apparent. That is where we are seeing both PropTech partners and Access Control Ecosystem partners coming together to help drive a technology solution. The same benefits of those solutions can apply in both Class B and workforce housing applications.
- Q. Can you comment on the use of non-contact biometrics?**
- A. We haven't seen a lot of traditional non-contact biometrics adopted in this space around access control. With that said, the use of biometrics on the phone as part of an application to enhance security is an area where we anticipate more adoption. Also, the ability to use people counting technology to assist with room occupancy control (think number of residents in the gym due to social distancing) is also a growing topic.
- Q. What are the defining differences between Class A and Class B?**
- A. Class A tends to be your most desired location and building that can command the most return on investment. Class B would be a step below A in terms of investment expectations.
- Q. There are a lot of costs savings with these locks. Are there any figures I can use to persuade an owner that in the long run the cost savings?**
- A. Labor saving from having to rekey and audit trails has generated most of the interest into adoption of electronic locks at the resident unit. There are a number of variables to get to an estimated dollar figure, but we'd be more than happy to sit down with you to walk you through the calculations. Reach out via our [contact us](#) form at our US Allegion website.
- Q. Can you explain the influence that hospitality has had on PropTech and multifamily?**
- A. Hospitality has had a large influence on multifamily. Concierge level of service, mobile credentials, available services are all stemming from hospitalities influence on the market. PropTech partners are looking at the ability to use software and technology to help solve and make these experiences a reality in multifamily.