

Delivering Electronic Access Control For Your Multi-tenant Facility

Recipes for success across multi-family,
assisted living, and mixed-use properties



You want to implement electronic access—now what?

Electronic access control (EAC) is a high-value investment for multi-tenant and mixed-use buildings. Increasingly, it's a must-have for busy tenants. They love the fact that it makes their lives easier and simpler.

Of course, EAC helps staff too. They no longer have to endlessly rekey, change locks, or track down existing keys from previous tenants. Property and facility managers can control everything onsite or remotely from a single management system allowing changes to be actioned instantly.

Electronic access control also gives you greater visibility over who enters your property and when. And full auditing capabilities make it easy to get the real-time data you need, when you need it.

Simplifying access for complex buildings

Every multi-tenant building is complex. Each has multiple areas and multiple needs. With electronic access you gain granular control over specific common areas and leases. This may be to increase security, allow support services to enter on a specific schedule, or enable easy single-time access for visitors.

But electronic access systems can appear complex when you first get started.

Whether you're planning a new build or retrofitting an existing property, knowing where to begin and how to make the best decisions is vital for success. Understanding what you need, where, and why is critical to getting the best solution for your residents and staff.

In this guide, we'll present an overview of some common features of modern electronic access control solutions. We'll help you identify the components you'll need for your properties—whether multi-family, assisted living, or mixed-use. And we'll give you some tips and pointers for questions you should ask potential solution providers.



Getting the right solution begins with asking the right questions

Fundamentally, electronic access control systems are created around a number of core building blocks and industry standards. Once you understand how these fit into your building, you can begin to develop an overview that you can take to potential end-users.

Let's get started.

From multi-family to assisted living to mixed use—we've got you covered

Different types of buildings can have very different access and code requirements.

A multi-family property will need to deliver intuitive ease-of-use, enabling residents to enjoy a great experience. This might be to allow them to access everything from an easy-to-use mobile app. It could be about being able to let in the dog walker while they're at work. Or maybe it'll mean enabling them to pick up packages from secure, intelligent self-service lockers.

Assisted living can be similar in some respects. Residents get packages and may have pets too. But these buildings may also demand increased control over who enters specific areas to ensure resident, staff, and visitor safety. And the ability to audit access logs will be a more important factor.

Mixed-use buildings often need to combine multiple capabilities. Retail and office tenants may want to allow their spaces to be locked and unlocked by an ever-changing team. You might want to control when shared spaces such as the gym are available. And you may want to allow residential users to access apartments, laundry facilities, parking garages, and other areas seamlessly with a single app or fob.

Let's begin with an overview of the key ingredients that make up a modern access solution.



Anatomy of a multi-tenant solution

Leasing office

Get full integration between your access solution and existing management/PMS systems.

Credential readers

Residents, staff, and visitors can access doors with multiple credential types, including mobile apps, cards, fobs, or PIN codes.

Parking garage access

Modern systems will seamlessly integrate with long-range garage access solutions that automatically recognize resident and staff cars.

Intercom integration

Secure building access is supported by integration with visitor buzz-in solutions.

Common area parcel pick up

Enable residents to collect packages with intelligent locker systems.

A range of resident hardware options

Select between deadbolts, interconnected, cylindrical, mortise exit devices, and hardwired options—and manage them all centrally.

Control time-restricted access

Scheduling software will enable you to control when shared areas can be accessed—and by whom.

Limit access to specific areas

Access controls ensure that only authorized personnel can enter specific areas such as maintenance closets.

Commercial locks for every need

For high usage openings, you'll select from a range of Certified Grade 1 locks, built to perform day after day. And for internal tenant doors, Certified Grade 2 decorative locks ensure a seamless, functional aesthetic.



Spotlight on multi-family properties

Implementing electronic access for a multi-family property is fundamentally about creating a great resident experience. You'll be focused on delivering exactly what residents need and doing so with an easy-to-use, simple-to-manage system.

This means specifying a solution allowing residents to use a single credential to access their units, common areas, and parking garages. This could be via a mobile app, a card, or a fob. But that's just the start.

Taking the broader view

When you begin to consider what you'll need, you'll want to think about how to make the entire resident experience seamless.

People today have more technology in their homes than ever—from speakers they control with their voices to vacuums that clean when no one is around. Convenience isn't a nice-to-have, it's the price of attracting and retaining great tenants.

What could this look like for you?

It could be as simple as freeing residents from carrying bulky, easy-to-lose physical keys.

It might involve allowing them to collect packages when it suits them from a secure locker. (In fact, after reliable WiFi, this is the most popular service residents ask for.)

Or it could be about allowing residents to easily schedule access for maintenance or other services with Resident Managed Access®. This means they won't need to take time off work to wait on the premises.

Ultimately, it's about making their lives easier.



ASSA ABLOY
ACCENTRA®
nexTouch®
Keypad Exit Trim
NTT623

Streamlining how you manage access

Then there's the management side of the equation.

Property managers need a system that makes it simple to add new residents, update current leases, cancel outdated access credentials, and audit who went where and when. They need to be able to do this either onsite or remotely.

Importantly, they shouldn't have to jump from system to system or manually re-enter data. Who has time for that?

Shaping your solution—key questions

Begin by outlining the experience you want residents to have. Mentally walk through a typical day in their lives. Think of their journey from curb to couch.

What does this look like? What would make it easier or more rewarding?

Count the number of openings you'll need to manage and split them into groups. This could include external doors, individual unit entrances, parking garage access (and access from the

garage to the rest of the building), common areas, storage facilities, maintenance closets, etc.

For each, determine the number and type of physical locks you'll require, how many readers, and the number of updater control panels.

Now think about the mix of access credentials you'll want. Will you mainly use mobile apps or also offer cards and fobs? What experience do you want to provide to your residents?

What other capabilities will you require? This could be a connected parking garage solution such as Control iD. You might want to add a visitor buzz-in system such as DoorBird. Or intelligent, secure package lockers such as those from Luxer One.

Finally, how will your staff manage everything in a way that delivers a great resident experience? How will your solution integrate with your property management system? How can you make it easy for the team to do their jobs?

With answers in hand, you'll be in a better position to engage with a vendor to create the best solution for your building.



ASSA ABLOY
ACCENTRA®
nexTouch®
Cylindrical Lock
NTB623

All-glass door
compatible with Glass
Solutions CLH-CLE,
CLK-CLE center lock
housing, keeper
integration

The multi-family solution recipe



Doors and entrances

Amenity doors and resident entrances require security, convenience, and access visibility.

- Property unit doors typically require **nexTouch® mortise, cylindrical, deadbolt, or interconnected locks**—deadbolt locks are the most common
- For external doors and anywhere you need added security and durability, consider specifying **Certified Grade 1 cylindrical, mortise, or exit device locks**
- **nexTouch® cylindrical and exit trim smart locks** are ideal for giving easily controlled access to common areas or places of business (e.g., gyms, pools, coffee shops, leasing office, etc)
- For specific egress and code requirements such as doors requiring single motion egress, consult a trusted security integrator or provider to better understand what you'll need



Parking garage access

Parking garage access solutions need to fit seamlessly into resident and property management systems.

- A system with streamlined, integrated databases such as **Control iD** will allow staff to centrally manage permissions to the parking garage, amenities, and units



Visitor buzz-in

Integrating electronic access with your building entry system means you can automatically sync tenant rosters.

- Integrating access control with a video visitor buzz-in system such as **DoorBird** allows you to automatically keep tenant rosters up to date and enable residents to grant access remotely via a mobile app



Package delivery

Having a self-service package pick-up facility delivers a high-value offering to residents.

- With more packages being delivered than ever, adding **Luxer One lockers** provides secure, intelligent, self-service package collection that notifies residents when they have a delivery and allows them to pick it up at their convenience



Credentials

Everyone is different, so it's important to give people options on the credentials they use.

- You'll also need **access credentials** such as our mobile app, fobs, cards, or windshield/car headlamp stickers
- You can also offer **Resident Managed Access®** capabilities enabling residents to give their guests/visitors limited-time access to the building and their units via PIN, mobile app, or remote unlock



Management software

You'll want a system that works seamlessly with your current PMS software.

- Property management software such as **ASSA ABLOY ACCENTRA®** works with many of today's most popular PMS systems making it easy to manage resident, visitor, and staff access across multiple properties

Spotlight on assisted living

Assisted living has specific needs that set it apart from other multi-tenant scenarios.

In many cases, residents and staff will have unique needs. As a result, different groups and individuals may require different levels of access.

For some facilities such as elder care, there may be a need to control access for vulnerable residents to avoid wandering. And managing who can visit and when may be important to keep residents safe.

There may be a need to secure specific resources such as medication cabinets. This will make them easy to access by authorized personnel but place them strictly off-limits to everyone else.

You will also have to carefully consider the access credentials you offer to make sure these are simple to use by everyone. One size may not fit all.

Giving residents the help they need

Assisted living residents often use a greater number of support services than average. These may include home helps, family members, healthcare providers, you name it. If this is this case, you'll need to enable residents to easily provide access to the right people at the right time. Revoking it should be just as easy too.

You may also want to make it simple for residents to securely collect packages when it suits them. This will be especially valuable to those that have mobility issues.



**ASSA ABLOY
ACCENTRA®
Card reader and fob**
NTX600-ACCCRD-8K
NTX600-ACCFB-8K

Making management easy

From a management perspective, having robust real-time auditing capabilities will be a must-have. You'll want a solution that automatically captures data on who enters which doors and when.

You'll need to be able to be able to easily manage multiple levels of permissions for specific staff and residents. This should be fast, simple, and secure. And you'll also want to be able to instantly issue new credentials and revoke them should they be misplaced.

Shaping your solution—key questions

Unlike other multi-tenant buildings, planning an assisted living solution starts with a thorough risk assessment. You'll need to invest time identifying potential problems and factoring them into your planning. This will be critical to success.

Having a robust approach for emergency access will be a natural consideration. This will likely mean building on processes and mechanisms you already have in place.

A good approach is to zone the building for different access requirements. From here you can determine the appropriate levels of access for staff, patients, and visitors.

Count the number of openings you'll need to manage and split them into groups: external doors, internal doors, shared spaces, parking garage access (and access from the garage to the rest of the property), storage facilities, medicine cabinets, maintenance closets, etc.

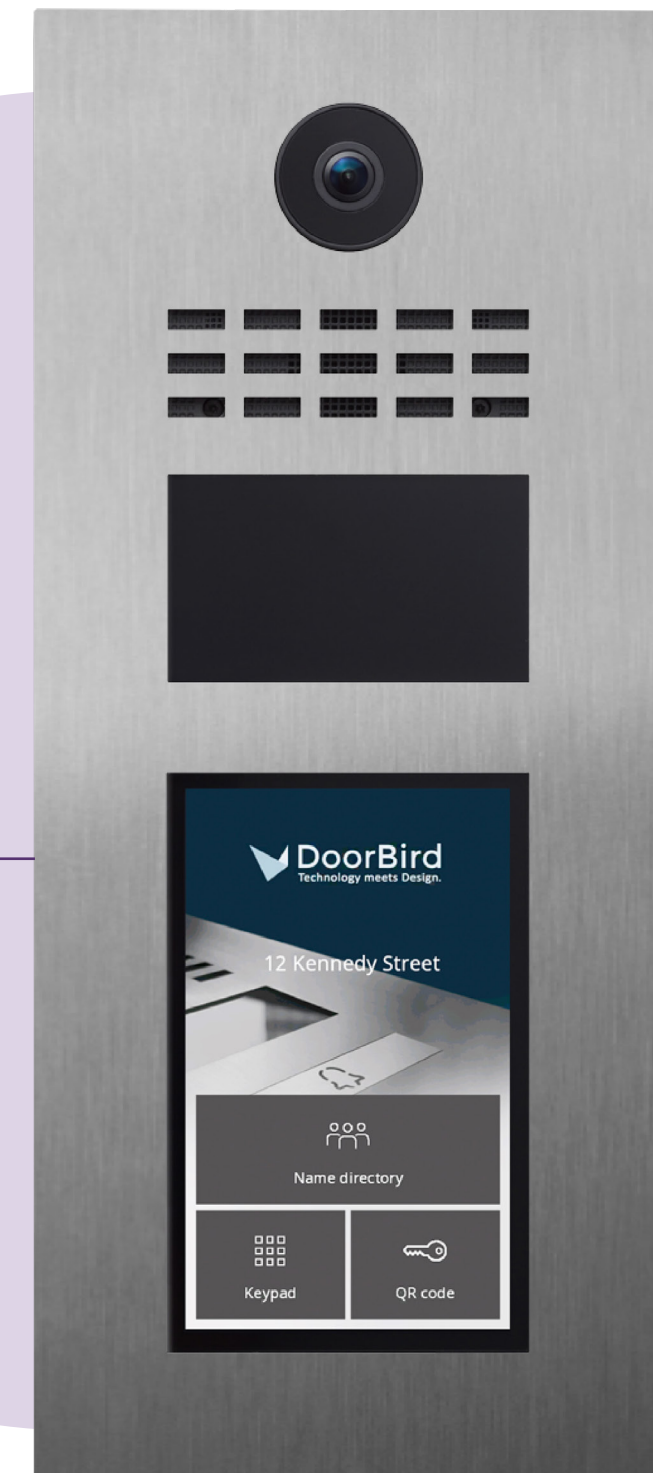
For each, determine the number and type of physical locks, readers, and updater control panels you'll require.

Decide on the mix of access credentials you'll need for different users. Will you predominantly use mobile app control or also offer cards and fobs for less tech-savvy residents?

Then think carefully about other systems you will need to work with—from parking to package collection.

Finally, what kind of management capabilities will your staff need to ensure they deliver the care and assistance your residents require?

DoorBird reader
D31



The assisted living solution recipe



Doors and entrances

Resident and staff entrances, as well as supply and medicinal storage closets, demand security, convenience, and access visibility.

- Interior and resident unit doors typically require **nexTouch® mortise, cylindrical, deadbolt, or interconnected locks**—deadbolt locks are the most common
- For external doors and anywhere you need added security and durability, consider specifying **DoorBird readers** or **nexTouch® cylindrical, mortise, or exit device locks**
- **nexTouch® cylindrical** and **exit trim smart locks** are ideal for giving easily controlled access to common areas or places of business (e.g., gyms, pools, physical therapy centers, restaurant facilities, etc)
- For specific egress and code requirements such as doors requiring single motion egress, consult a trusted security integrator or provider to better understand what you'll need



Readers and controllers

Highly encrypted readers and controllers which operate on a single streamlined platform offer the greatest security and convenience.

- **HID readers and controllers** will be needed at common area entrances to present your credential and gain access



Parking garage access

Parking garage access solutions need to fit seamlessly into resident, providers, and property management systems.

- A system such as **Control iD** will enable residents to use their property credentials to gain access and your staff to centrally manage permissions



Visitor buzz-in

Integrating electronic access with your building entry system means you can automatically sync resident rosters.

- Adding a video visitor buzz-in system such as **DoorBird** allows you to automatically keep resident rosters in sync and enable residents to grant access remotely via a mobile app



Package delivery

Having a self-service package pick-up facility delivers a high-value offering to residents.

- With more packages being delivered than ever, adding **Luxer One lockers** provides secure, intelligent, self-service package collection that notifies residents when they have a delivery and allows them to pick it up at their convenience
- Also consider how you can use the system to enable residents to securely pick-up medicinal deliveries



Credentials

Residents of assisted care facilities may require more credential flexibility, so it's important to give them options.

- You'll be able to choose from a range of **access credentials** including our mobile app, fobs, cards, or windshield/headlamp stickers
- You can also offer the ability for residents to give visitors and support services limited-time access to the building and their units via PIN, mobile app, or remote unlock



Management software

You'll want a system that integrates seamlessly with your current PMS software.

- Property management software such as **ASSA ABLOY ACCENTRA®** works with many of today's most popular PMS systems making it easy to manage resident, visitor, and staff access

Spotlight on mixed-use buildings

Mixed-use buildings are complex. It's not unusual for them to include high-traffic retail stores, office suites, and residential properties.

Each has a specific set of requirements. Determining who can access what and when can appear challenging.

In thinking around mixed-use properties, you will need to consider multiple access layers catering for different types of resident and visitor (as well as support staff). In addition, there will likely be a number of other systems you'll need to integrate with to make everything work seamlessly.

Nothing stands still

Mixed-use buildings are dynamic. Stores regularly take additional space. Offices move from unit to unit. Residents come and go. This means you'll need a solution that can be updated quickly and easily.

You may need to cater for specific areas that require time-based access—e.g., a gym that can be used by residents and office workers (potentially at different times). Parking garage access may need to be zoned—one area for residents, another for office workers, and another for the general public. Entrance lobbies will have different access requirements outside work hours.

Making it easy for every user

Importantly, you'll want an integrated solution where credentials can be easily managed by a central system. Your solution should allow everyone to access their properties, stores,

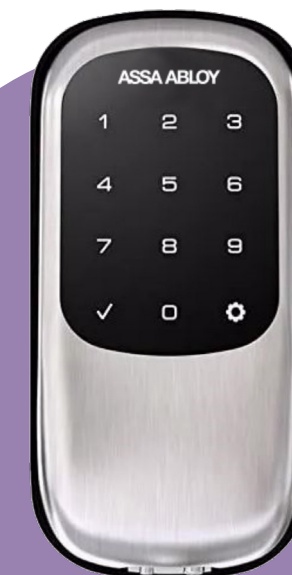
offices, common areas, and parking garages with a single credential. This could be a card, a fob, a mobile app, or a sticker inside their windshield or headlamp.

You'll also want to think about how to make every user's experience simple and hassle free.

For residential tenants, this could be about integrating their door access with the building's buzz-in visitor system.

For office users, it could be about streamlining the way they manage changing permissions and how they issue and revoke credentials.

And for retail stores, it might be about making it easy to control which staff can lock and unlock the store on specific days and times.



**ASSA ABLOY
ACCENTRA®
nexTouch® Sectional
Mortise Lock
NTD643**

Complex buildings, streamlined management

With so many moving parts, property managers need a system that enables sophisticated, granular control with streamlined ease-of-use.

This should make it simple to add new users and cancel outdated access credentials. Managers should be able to audit who enters the building. And just as importantly, it should allow them to restrict people visiting commercial spaces from accessing residential areas and vice versa.

Having a single view of the entire system means managers can do what they need to do, fast. The fewer applications that have to be accessed, the easier it is to deliver a great experience to everyone in the building.

Shaping your solution—key questions

Start by viewing the building as a number of zones. Each will have its own demands and requirements.

Within these zones, think about the specific needs of residents, workers, visitors, and your own staff. This will help you gain a high-level view of your solution.

Count the number of openings you'll need to manage and split them into groups: external doors, high-use internal doors, individual unit entrances, parking garage access (and access from the garage to the rest of the building), common areas, storage facilities, maintenance closets, etc.

For each, determine the number and type of physical locks, readers, and updater control panels you'll require.

Think about the mix of access credentials you'll need. Will you predominantly use a mobile app or also offer cards and fobs?

What integrations will you require? This could be to connect with a garage access solution such as Control iD, visitor buzz-in systems such as DoorBird, or intelligent package lockers such as those from Luxer One.

Finally, how will your staff manage the solution in a way that delivers a great user experience? How will your solution integrate with your property management system? How can you make it easy for the team to do their jobs?



ASSA ABLOY
ACCENTRA®
nexTouch®
Cylindrical Lock
NTB623

All-glass door
compatible with Glass
Solutions CLH-CLE,
CLK-CLE center lock
housing, keeper
integration

The mixed-use solution recipe



Doors and entrances

Retail doors and resident entrances require security, convenience, and access visibility.

- ❑ Residential doors typically require **nexTouch® mortise, cylindrical, deadbolt, or interconnected locks**—deadbolt locks are the most common
- ❑ For external doors, office doors, and retail entrances—anywhere you need added security and durability—**mortise locks** will be your go-to option
- ❑ **nexTouch® cylindrical** and **exit trim smart locks** are ideal for giving easily controlled access to common areas or places of business (e.g., gyms, pools, conference centers, etc)
- ❑ For specific egress and code requirements such as to meet fire safety regulations and for doors requiring single motion egress, consult a trusted security integrator or provider to better understand what you'll need



Readers and controllers

Highly encrypted readers and controllers which operate on a single streamlined platform offer the greatest security and convenience.

- ❑ **HID readers and controllers** are needed at common area entrances to present your credential and gain access



Parking garage access

Parking garage access solutions need to fit seamlessly into resident and property management systems, while also being accessible to commercial space customers.

- ❑ A system such as **Control iD** will enable residents and workers to use a single credential to access parking as well as offices and residential units. It will also allow staff to centrally manage permissions



Visitor buzz-in

Integrating electronic access with your building entry system means you can automatically sync resident rosters.

- ❑ Integrating access control with a video visitor buzz-in system such as **DoorBird** allows you to automatically keep resident rosters in sync and enable residents to grant access remotely via a mobile app



Package delivery

Having a self-service package pick-up facility delivers a high-value offering to residents.

- ❑ With more packages being delivered than ever, adding **Luxer One lockers** provides secure, intelligent, self-service package collection that notifies residents when they have a delivery and allows them to pick it up at their convenience



Credentials

It's important to provide the right credentials to suit the needs of each tenant—residential or otherwise.

- ❑ You'll need **access credentials** such as our mobile app, fobs, cards, or windshield/headlamp stickers for every tenant—just one will open every door they have access rights for
- ❑ **Credential updaters** will be required to instantly activate new physical credentials and keep existing credentials up to date
- ❑ You can also offer the ability for residents to give guests/visitors limited-time access to the building and their units via PIN, mobile app, or remote unlock



Management software

You'll want a system that integrates seamlessly with your current PMS software.

- ❑ **ASSA ABLOY ACCENTRA®** works with many of today's most popular PMS systems making it easy to manage resident, visitor, and staff access for multiple properties

About ASSA ABLOY ACCENTRA®

ASSA ABLOY ACCENTRA® makes access and egress simple for commercial and institutional facilities. We offer a comprehensive range of door opening products, locks, exit devices, and digital access solutions that are trusted to protect the facilities of today and tomorrow.

ASSA ABLOY ACCENTRA® is backed by a tenured team of consultative experts with a deep understanding of what matters most in your building— from high-performance durability to unmatched security and access management. Working within a security continuum, we equip you with the services and solutions you need to increase the security, life safety, and convenience of your facility.

Learn more at www.accentra-assaabloy.com

The ASSA ABLOY Group is the global leader in access solutions. Every day, we help billions of people experience a more open world.

ASSA ABLOY Opening Solutions leads the development within door openings and products for access solutions in homes, businesses and institutions. Our offering includes doors, frames, door and window hardware, mechanical and smart locks, access control and service.

