



NEW RESEARCH ABOUT THE FUTURE OF MULTIFAMILY ACCESS CONTROL

By Carl Hanley, KeyTrak

Despite the rise of smart locks, physical keys aren't going anywhere. KeyTrak's nationwide survey, conducted in 2022 and again in 2024, reveals how industry professionals' perspectives on access control have changed. It found that:

CONVENIENCE DRIVES ADOPTION

Multifamily professionals often view smart locks as an operational enhancement, with adoption drivers including:

- Avoiding rekeying (22%, down from 36% in 2022)
- Standardizing technology across the organization's properties (26%, down from 45%)
- Viewing them as the way of the future (26%, down from 49%)
- Simplifying lockout situations (33%, down from 44%)

Surprisingly, no one cited security as a reason for adopting digital locks.

SMART LOCKS INTRODUCE CHALLENGES

While smart locks have advantages, they don't automatically simplify operations. Respondents cited issues with the following:

- Dead batteries (30%, up from 24%)
- The time required to program new fobs, codes, etc. (22%, down from 36%)
- Software malfunctions (4%, down from 31%)

These operational challenges affect the overall user experience and increase the workload for property management staff.



TRADITIONAL KEYS ARE HERE TO STAY

Traditional keys remain vital to multifamily properties, even as technology evolves. In fact, 76% of respondents still use traditional keys exclusively at their properties (up from 61%). Of these, 81% said they don't have plans to implement smart locks (up from 67%).

Others use metal keys along with smart locks (16%, down from 30%). In addition to primary apartment keys, properties use keys for common areas, mailboxes, and more.

For a deeper dive into these and other findings, download the full report at: keytrak.com/access-trends.

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