



The Connected Property Advantage: Insights on Access, Risk, and Value

Exclusive Data Insights

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Unified Automation: The Next Phase of ROI

Almost half (49%) of MDU owners/operators include smart thermostats in resident units in their smart building platform. Water leak detectors are integrated by 42% of properties and support lower property insurance costs and water costs — both by 18%.

40% of companies report lighting control systems integrated into smart building platforms. These systems enhance both resident experience and property value by providing safety, security, and comfort.

26% of residents report using their mobile app to unlock doors or gates, a 6 point increase of use since 2021.

Building operations are evolving toward a unified approach that connects automation, data, and services across energy, access, and resident experience systems. This convergence enables more efficient management, data-driven decision-making, and seamless integration of high-value amenities like smart locks.





Smart Locks: A High-ROI Replacement Market

Smart door locks are standard: **70% of companies report adoption of smart door locks** across at least one property. 91% of companies with luxury properties offer smart door locks.

Companies report **20% increase in operating efficiency** because of smart building deployments.

Early adopters are entering **a replacement and upgrade phase** to enhance reliability and platform integration. Companies with luxury properties tilt towards smart thermostats, video doorbells, and smart lighting control systems for amenity packages.

Upgrades, Deployments, Replacements in the Next Year

- 54% — smart thermostats
- 39% — water leak detection

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Integrated Access Control Drives Operational ROI

8.5 million residential units are in apartment communities with access control, and 2.5 million units have modern, app-based access control solutions. Access solutions streamline operations by reducing manual rekeying and on-site staff visits.

56% of MDU owners use access control to provide remote entry for staff and contractors.

52% of MDU plans to deploy electronic access control in the next year. Smart door locks and electronic access control systems save an average of \$80,000 per year, per building.

Expanding app-based control improves staff efficiency, security visibility, and resident experience. 56% report improved operational efficiency, validating access control as a core cost-saving technology.





Leak Detection Reduces Catastrophic Loss & Insurance Costs

Adding smart technologies **reduces property insurance costs** by at least 16%.

A top US national insurance provider now offers **an 8% discount on homeowner policies in buildings** with comprehensive water leak detection systems.

58% of properties **do not have water leak detection systems** integrated. Among adopters, only 14% of properties have installed water leak detection in more than half of their units.

Water leak detection solutions **are an increasingly important part of companies' loss prevention strategies**, especially when paired with automatic shut-off valves.

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Automation Efficiency: Reducing Costs Through Connected Systems

Smart building solutions deliver a **15–20% improvement** across tested metrics:

- **20%** Increase operating efficiency
- **18%** Reduce operating costs
- **16%** Lower property insurance costs
- **19%** Reduce energy costs
- **18%** Reduce water costs
- **21%** Reduce safety / security incidents

Properties are **deploying risk mitigation tools to reduce damages** from leaks and floods affecting multiple units. Solutions that prevent catastrophic events directly **impact insurance costs and liability** exposure. Water leaks account for an estimated 10% to 25% of all facility expenses annually (*American Society of Civil Engineers*).





Smart Locks Boost Leasing and NPS

49% of apartment renters and 44% of condo owners rate **smart door locks as an important feature** when selecting a home.

41% of properties report **higher resident satisfaction** tied to access control and entry management systems.

Properties promoting **mobile and keyless entry experiences** differentiate on safety and convenience, **improving resident satisfaction and leasing competitiveness.**

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Building Intelligence: Data Powers Compounding ROI

24% of companies report having a smart building provider or aggregator.

Security monitoring, smart thermostats, and water management systems are the **most integrated solutions**, while access control, parking, and package management remain more often stand-alone.

Access data is evolving from a **security function to the foundation of** intelligent automation, triggering actions across HVAC, lighting, and maintenance workflows.

This **unified layer of data** enables buildings to anticipate needs, reduce labor and energy costs, and amplify returns as each integrated system enhances the performance of the others.





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