thebuilding.cloud
ALPHA CONTROL ECOSYSTEM [ACE]

• FOR HOUSING ASSOCIATIONS AND COUNCILS

Safer blocks. Lower costs. Covered for life.

Door entry and access control for social housing, run from one browser. Nothing to fit inside tenants' homes, no phone line, and every door controller covered by a lifetime warranty while your subscription is active.

Pilot one block →

See the warranty



Lifetime controller warranty*

Nothing inside homes

No phone line

* While your subscription is active. Exclusions apply.

● WHAT SOCIAL LANDLORDS ASK FOR

Six things every housing team needs from door entry.

We looked at what landlords are measured on, from the Consumer Standards to tenant satisfaction, and built the answers in.

01

Low cost, now and later

Nothing to buy for each home. Door controllers covered for life while your subscription is active.

PAGES 03 · 04 · 05 · 16

02

Doors that keep working

Each door runs on its own controller, and you see a fault before tenants report it.

PAGE 06

03

Safe, compliant, on record

Every entry logged, with support for the Consumer Standards, Secured by Design and fire safety duties.

PAGES 07 · 10

04

Nobody left out

Fob, keypad PIN, phone or tablet. Notices by voice call and SMS, not only apps.

PAGES 08 · 13

05

Quick tenancy changes

Give or remove access in seconds. No fobs to collect, cancel and reissue.

PAGE 09

06

Every estate in one place

Patches, blocks and doors in one browser, with the right access for each team.

PAGES 11 · 12

THE PRESSURE ON BUDGETS

Every pound has to work harder than ever.

Repair bills, temporary accommodation and the analogue switch-off all land on the same budgets.

REPAIRS

£10bn

Housing associations' repairs and maintenance spend in 2024–25, up 13% in a year.

RSH GLOBAL ACCOUNTS 2025

TEMPORARY ACCOMMODATION

£2.84bn

Spent by councils in England on temporary accommodation in 2024/25, up 25%.

MHCLG DATA, VIA SHELTER

LOST FOB

10 days

Up to 10 working days to replace a lost fob, at £10 to £19.72 each, at councils we checked.

EALING · FIFE · SLOUGH

SWITCH-OFF

Jan 2027

Analogue landlines end on 31 January. Only about a quarter of grouped living schemes had moved telecare to digital.

BT · PROCUREMENT FOR HOUSING

When a communal door stays insecure, it becomes a complaint. In one Housing Ombudsman case a broken communal door took around 18 months to resolve: **maladministration and £650 in compensation.**

£650

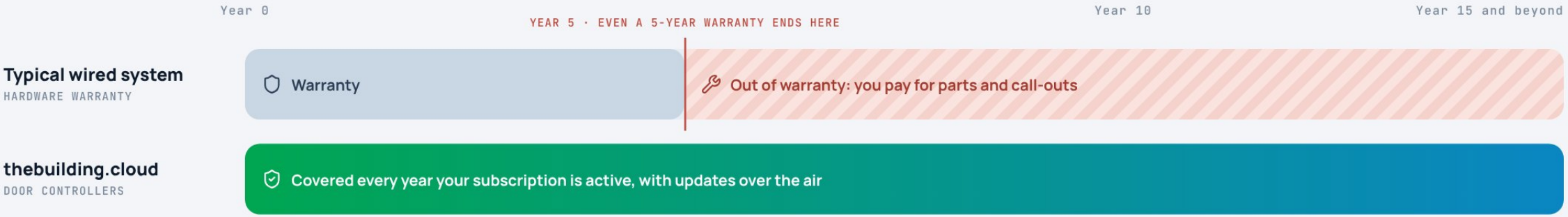
OMBUDSMAN AWARD

Sources: **RSH** Global Accounts 2025, via Inside Housing · **MHCLG** revenue outturn 2024/25, via Shelter · **Ealing, Fife and Slough councils**, fob pages, October 2026 · **BT** all-IP programme · **Procurement for Housing**, digital telecare countdown · **Housing Ombudsman** decision 202417283.

● LIFETIME WARRANTY

Buy the controller once. We cover it for life.

Every door controller is covered by our lifetime hardware warranty for as long as your subscription is active. If a covered controller fails, we repair or replace it.



What's covered

- Door controller hardware faults, repaired or replaced
- Firmware updates delivered over the air
- Remote diagnostics: online state, signal and firmware

Exclusions apply, for example

- Deliberate damage and vandalism
- Fire, flood, lightning and power surges
- Locks, door hardware and third-party devices

The lifetime warranty applies while your subscription is active and is subject to our warranty terms. Five years is the hardware warranty offered by one of the UK's best-known access control brands.

● CAPITAL AND REVENUE

Fewer lines in every budget.

A known cost at each controlled door, then one predictable subscription. Easy to put into a 30-year business plan.

	TRADITIONAL WIRED SYSTEM	THEBUILDING.CLOUD
Capital ONE-OFF, AT INSTALL	✕ ~~A handset or monitor in every home~~ ✕ ~~Riser cabling and containment~~ ✕ ~~Door panel, power supplies and head-end~~ ✕ ~~Door entry PC and software~~ ✕ ~~Fob programmer and fob stock~~	✓ A controller and sign at each controlled door ✓ Lock and door hardware, as you buy today ✓ Nothing inside tenants' homes
Revenue EVERY YEAR	✕ ~~Repairs inside tenants' homes~~ ✕ ~~Fob replacements and admin~~ ✕ ~~Phone line rental~~ ✕ ~~Out-of-warranty parts and call-outs~~	✓ One platform subscription ✓ Lifetime controller warranty while subscribed ✓ Updates over the air, diagnostics from a browser

Pricing is hardware for each controlled door plus a platform subscription. Ask us for a costed proposal for your stock.

● RELIABILITY

Doors that keep working. Faults you see first.

Each door stands alone

One controller per door and no central panel, so a fault at one door doesn't take down the block.

No phone line to fail

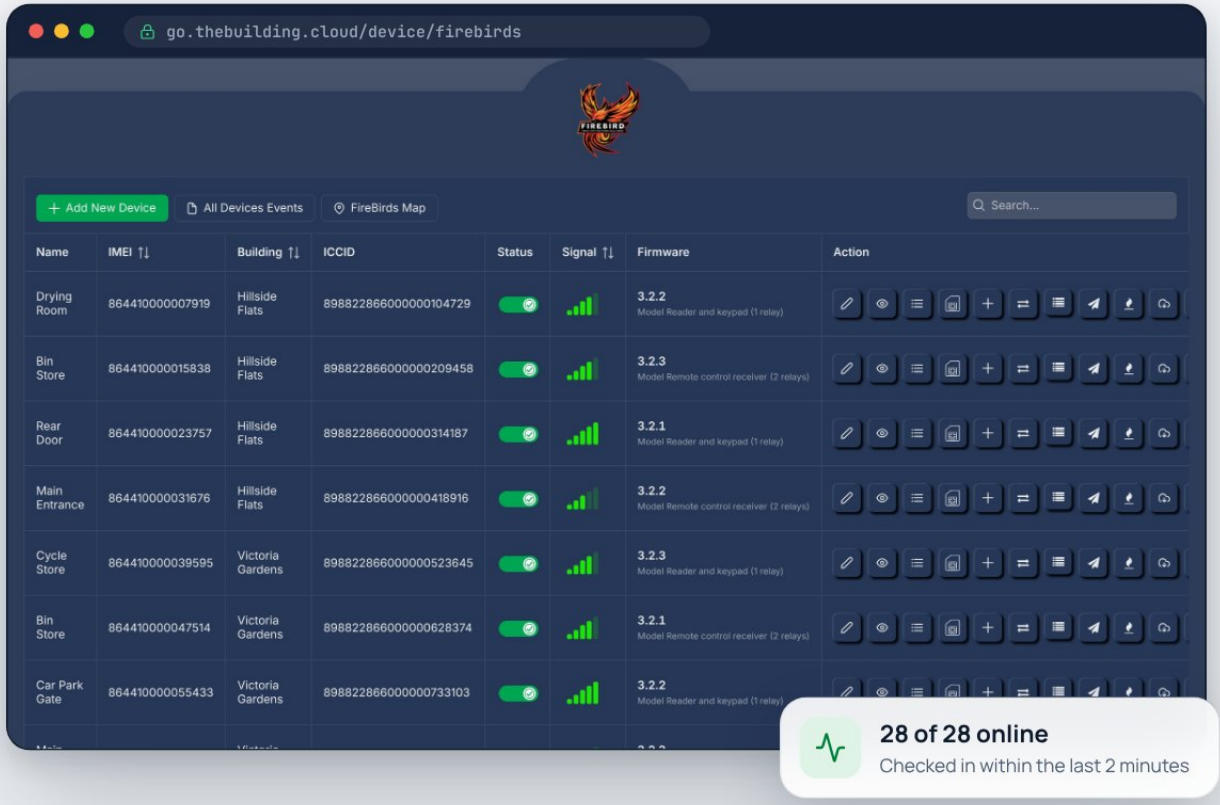
Controllers connect over cellular, or Wi-Fi where you prefer.

Know before tenants call

An automation rule can email or message your team when a controller goes offline.

Updates over the air

Firmware reaches every controller without a site visit.



Remote unlock when it matters

Let in a tenant who's locked out, or an engineer, from the office or on call, and it's logged like every other entry.

● REGULATION & GUIDANCE

Built for what you're measured on.

How the platform supports the standards social landlords are regulated and assessed against. Confirm details with your compliance, fire and building safety leads.

CONSUMER STANDARDS · SAFETY AND QUALITY

Safe communal areas, on record

Take all reasonable steps to keep tenants safe in their homes and communal areas. See every door's status and every entry, and let tenants report faults easily.

Safety and Quality Standard 1.3.1 and 2.3.1

TRANSPARENCY, INFLUENCE AND ACCOUNTABILITY

Information everyone can use

Communication has to suit tenants' diverse needs. Send one notice by email, SMS, voice call or push, so it reaches people who don't use apps.

TIA Standard 2.1.2

TENANT SATISFACTION MEASURES

The scores tenants give you

Supports the measures on feeling safe at home (TP05), keeping tenants informed (TP07), communal areas (TP10) and anti-social behaviour (TP12).

Regulator of Social Housing TSMs

SECURED BY DESIGN

No trades button needed

SBD does not permit trades buttons and asks for fobs that resist cloning. Give contractors a timed PIN or phone key instead; a phone passkey can't be copied at a key kiosk.

SBD Homes 2019 para 27.12 · SBD New Homes 2016

FIRE SAFETY (ENGLAND) REGULATIONS 2022

Fire duties, supported

Send residents their fire safety instructions on the notice board. Door release on the fire signal stays hard-wired, as your fire strategy requires.

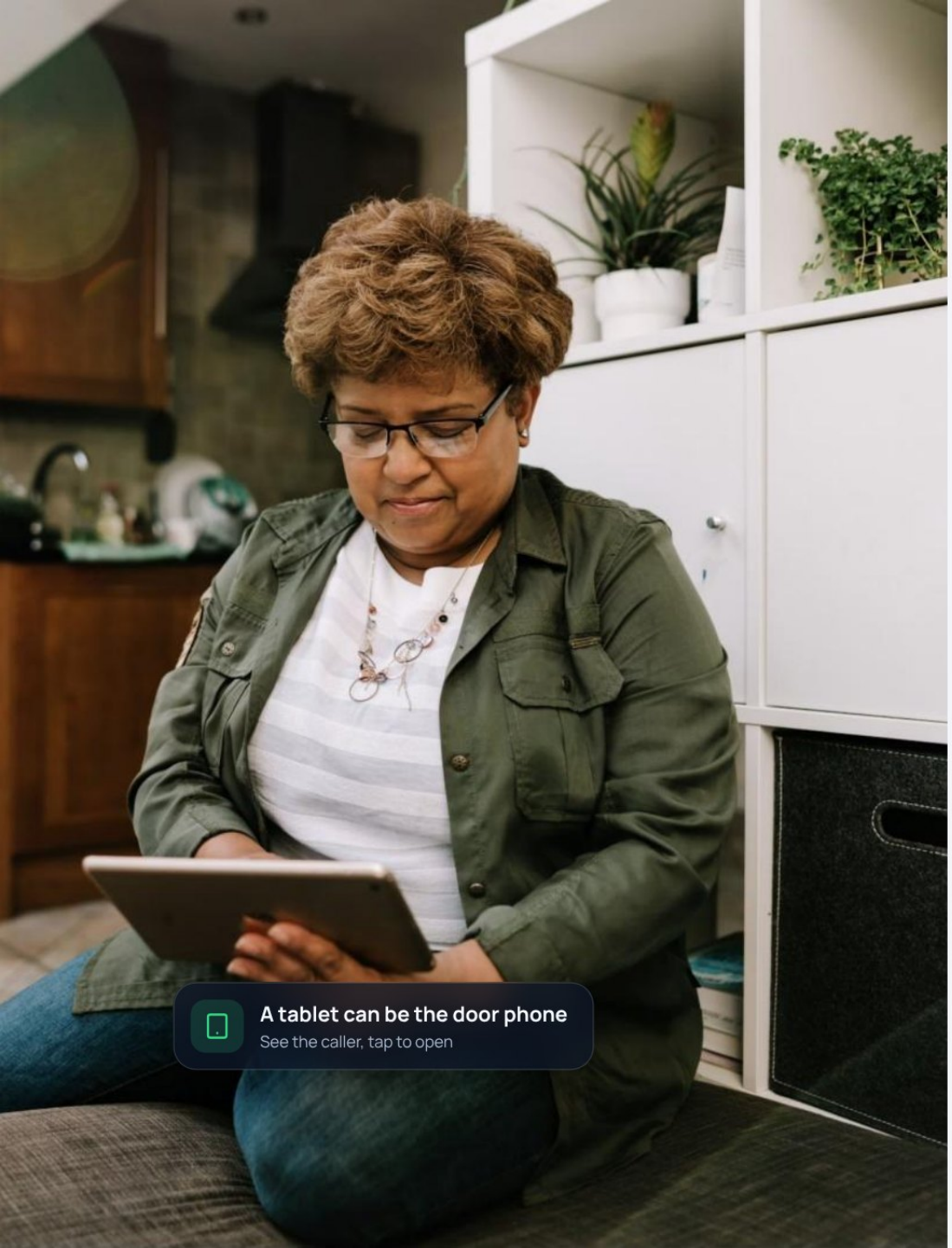
Fire Safety (England) Regulations 2022 · BS 7273-4

AWAAB'S LAW

Ready for tighter timescales

Phase 2 starts on 30 November 2026. Phase 3, expected in 2027, is due to cover the remaining HHSRS hazards, which include entry by intruders. Spot a failing door early and keep the record.

Social Housing (Regulation) Act 2023 · CIH



DIGITAL INCLUSION

Works for every tenant, not only smartphone users.

One in five people over 65 has no internet at home. Door entry can't depend on an app, so every tenant gets a way in that suits them.

Phone key
Passkey, QR or NFC tag

Fob
Tap at the door, as today

Keypad PIN
No device needed

Tablet at home
See callers, open the door

Whole household
Every phone in the home rings

Voice-call notices
Messages read out by phone

Visitors need nothing
Callers scan the sign at the door with their own phone camera. No app and no account.

Source: Ofcom, Adults' Media Use and Attitudes 2025: 21% of people over 65 have no internet access at home.

LETTINGS, VOIDS AND TEMPORARY ACCOMMODATION

Sign-up at nine. Access by five past.

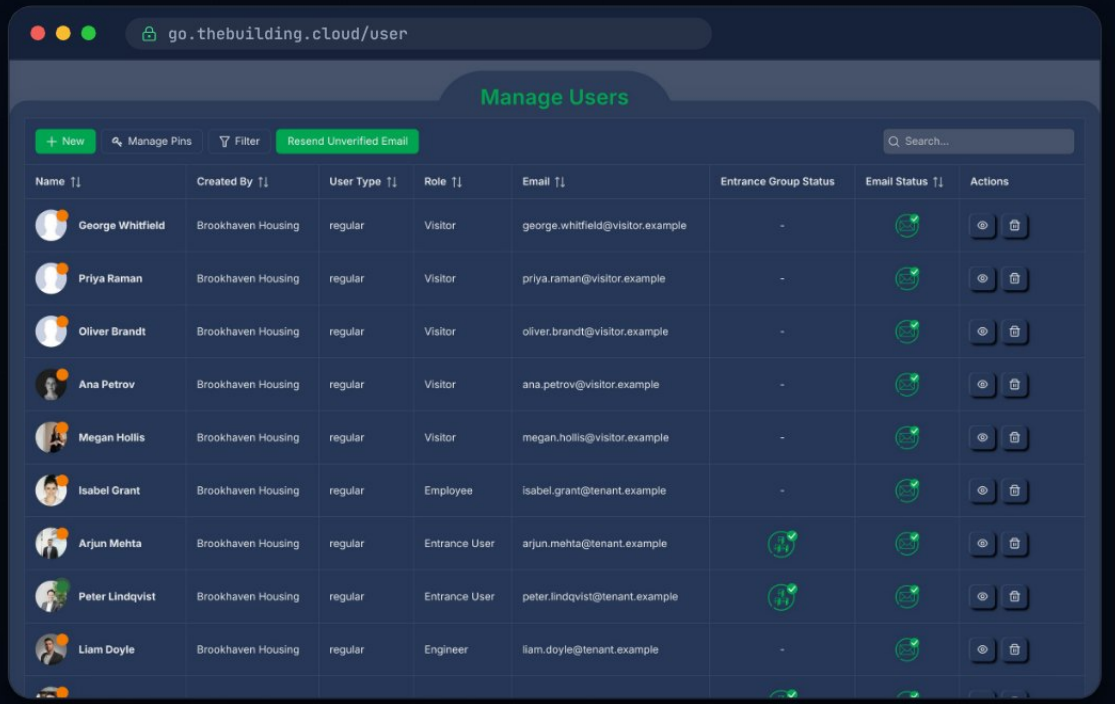
When a tenancy starts or ends, access changes in the dashboard, not at a key cutter's. That matters most where residents come and go often, such as temporary accommodation.

Sign-up day
Add the tenant to their block's group; their phone key, fob or PIN works at once.

Tenancy ends
Deactivate the user and access stops at every door. Nothing to collect.

Void works
Give contractors a PIN that only works in set hours, for a set number of weeks.

A record of every entry
Who came in, through which door, with which credential, and when.





ANTI-SOCIAL BEHAVIOUR

When something happens, you have the record.

Who, where and when

Every entry with the person, the credential, the door and the time.

Refused attempts

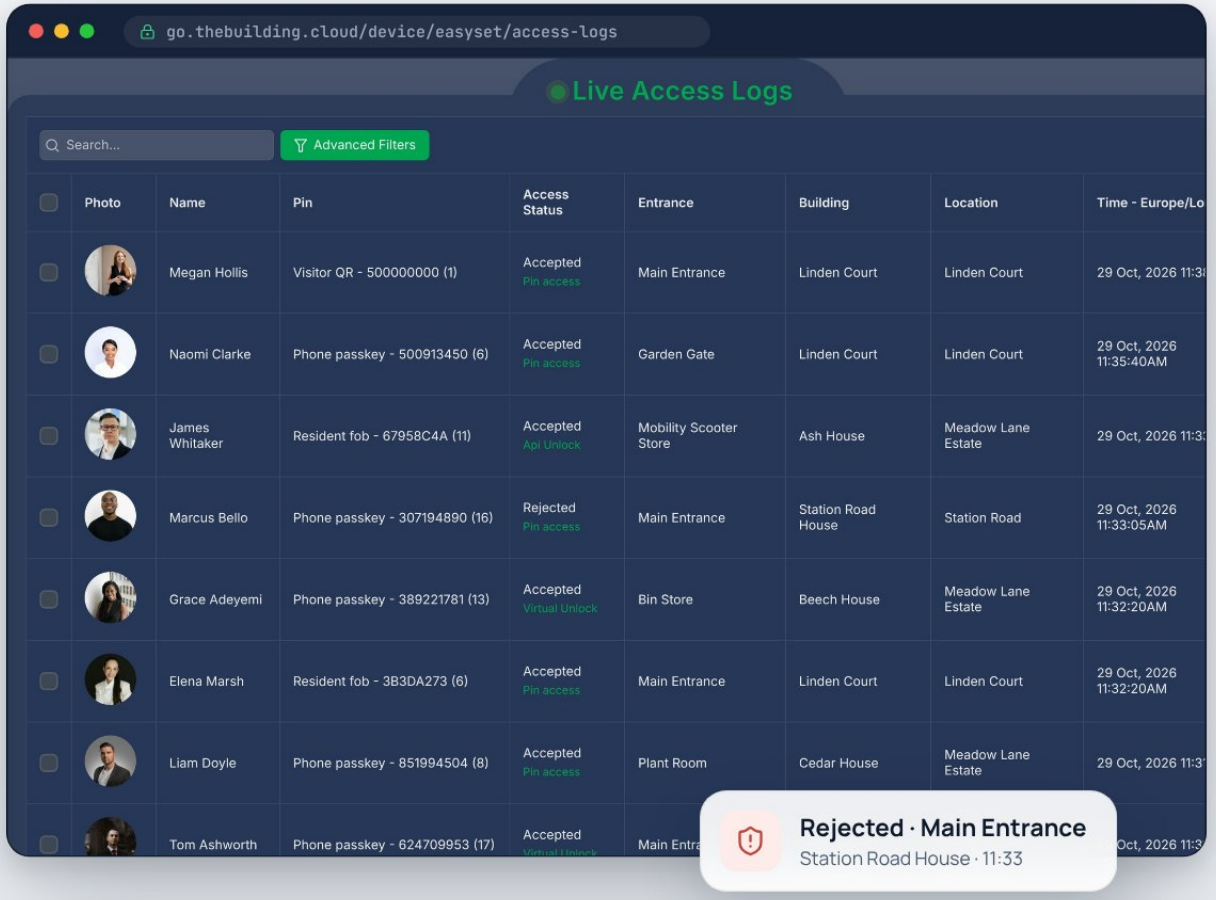
See cancelled or out-of-hours credentials being tried at a door.

Ready for a case

Filter the log and export it for the police, an insurer or an ASB case file.

Keys that can't be copied

A phone passkey can't be copied at a key kiosk, and a lost one is cancelled in seconds.



Supports TP12

Tenants' satisfaction with how you handle anti-social behaviour is one of the measures you report.

ESTATE MANAGEMENT

Every estate.
One browser tab.

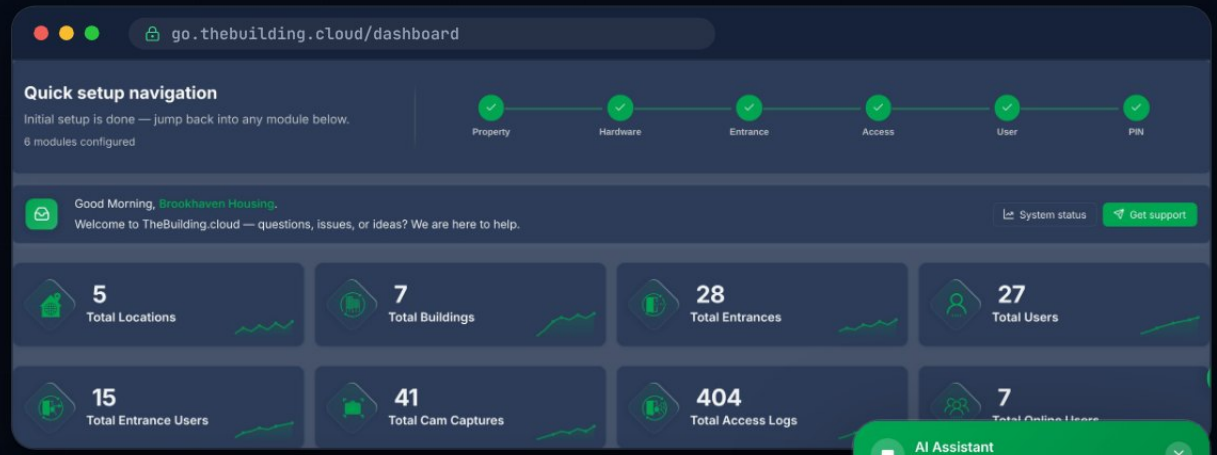
Patches and estates
Locations, blocks and doors organised the way your teams work.

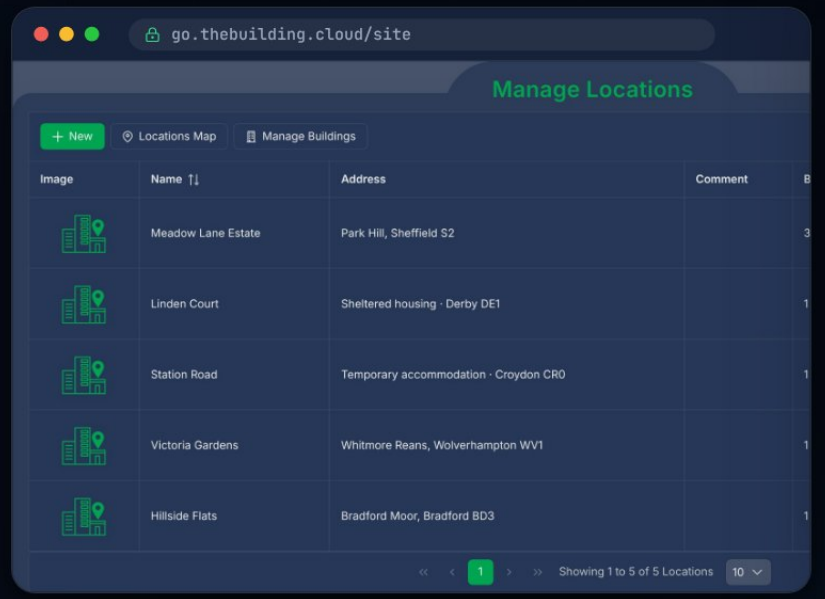
Roles for every team
Housing officers, caretakers, scheme staff and contractors each see what they need.

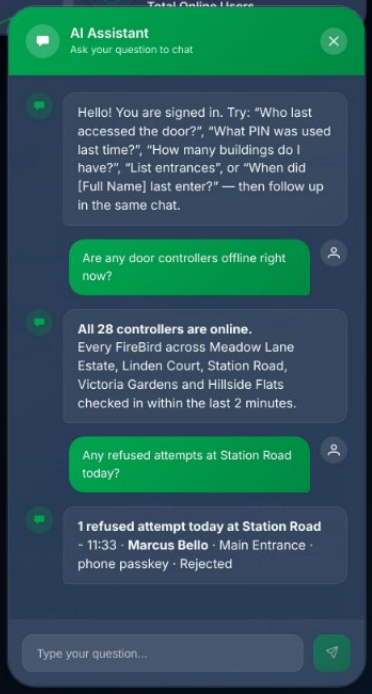
Rules by the clock
Caretaker rotas, carer visits and contractor windows.

Ask the assistant
"Any refused attempts at Station Road today?" answered in seconds.

Connect your systems
A documented REST API for your housing management system.

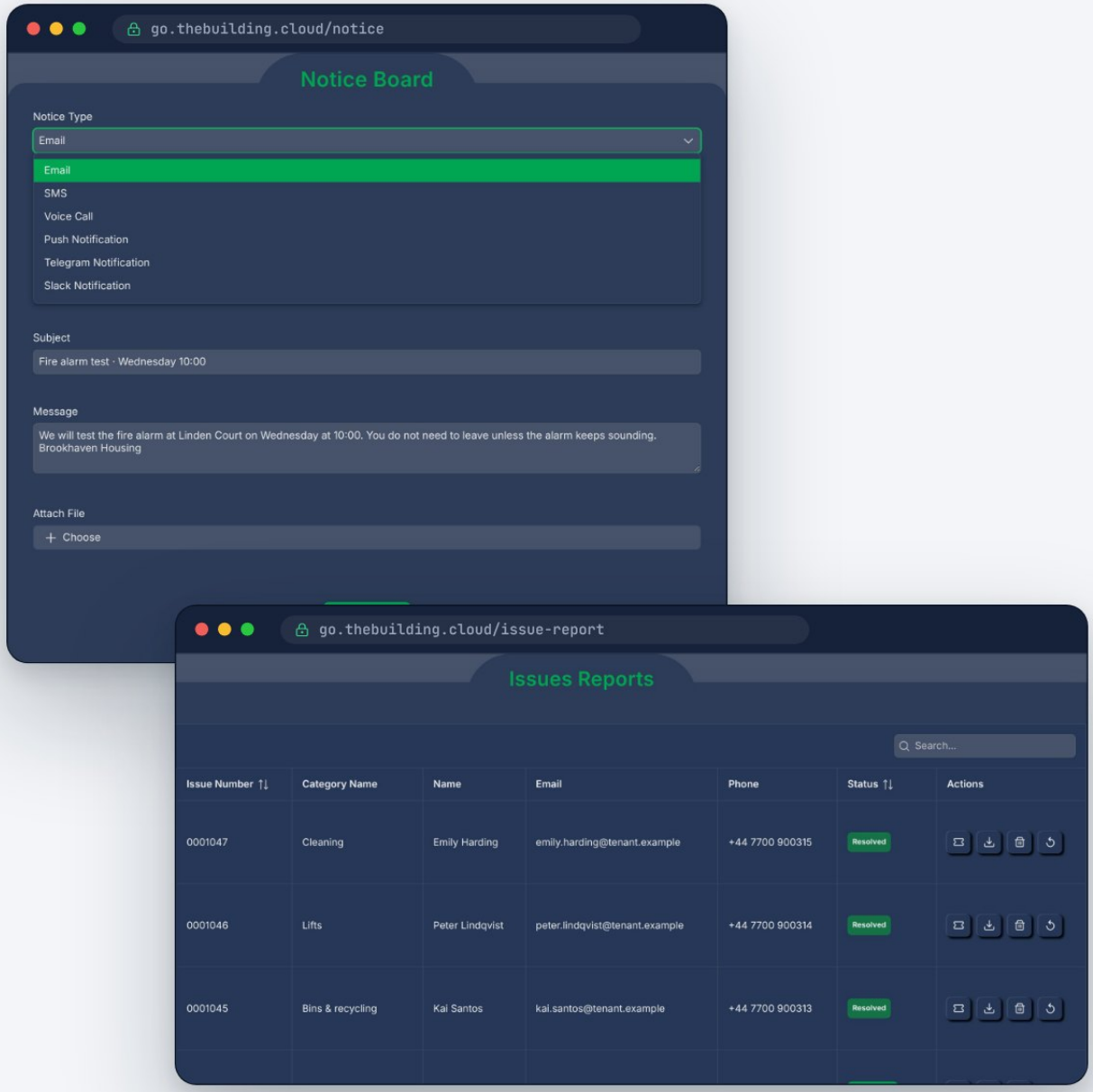






● REPAIRS AND COMMUNICATION

Tell every tenant.
Hear about every fault.



One notice, six channels

Fire alarm tests, lift works, bin day changes: write it once on the notice board and choose how it goes out.

Email · SMS · Voice call · Push · Telegram · Slack

Faults reported properly

Tenants choose a category, answer a question and add a photo. Your team comments, tracks the status and downloads a report.

Supports Safety and Quality Standard 2.3.1: enable repairs to be reported easily. Issue reports are included on the Pro and Enterprise plans.

SHELTERED AND SUPPORTED HOUSING

Carers in on time. Everyone else kept out.

Timed carer access

A carer's fob, PIN or phone key works only in visit hours, for example 07:00 to 22:00.

Let help in remotely

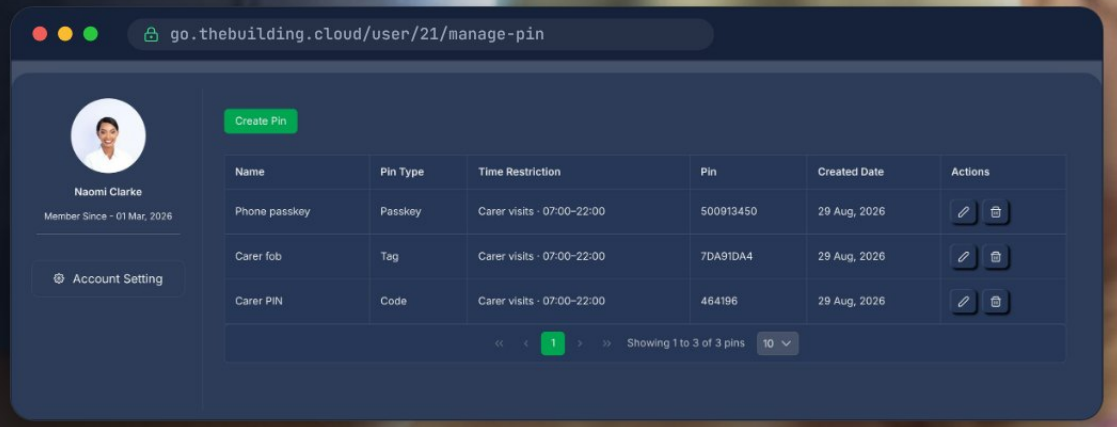
Scheme staff can open the door for a paramedic or a relative from the office or on call.

Answer on a tablet

Residents see and speak to callers on a tablet, and open the door with one tap.

One less switch-off worry

Only about a quarter of grouped living schemes had moved telecare to digital. Door entry here never used an analogue line.



● ANALOGUE SWITCH-OFF

94 days to go

UNTIL ANALOGUE LANDLINES END
31 JANUARY 2027

BT lists door entry systems among the devices that may be affected. Systems that call out over a phone line need a plan now.

● RETROFIT

Upgrade the block without entering a home.

1. **Survey and fit at the entrance**
   Check the signal, fit a controller, connect an electric lock and power. No access appointments inside homes.
2. **Give tenants their way in**
   Email invites for phone keys, or fobs and PINs for anyone who prefers them.
3. **Run both while people switch**
   Works alongside existing intercoms, for example CAME.



PROCUREMENT AND FINANCE

Easy to buy.
Easy to budget.

What finance, procurement and leasehold teams usually ask, answered up front.

LOW RISK

Start with a pilot

Prove it on one block or one scheme before you commit to a programme.

PRICING

Clear pricing

Hardware for each controlled door plus one platform subscription. Nothing to buy for each home.

WARRANTY

Lifetime controller warranty

Door controllers covered for as long as your subscription is active. Exclusions apply.

LEASEHOLDERS

Section 20 ready

If leaseholders pay, an agreement over 12 months that costs any leaseholder more than £100 a year needs consultation. We'll give you per-block costs for your notices.

Landlord and Tenant Act 1985 s.20 · LEASE guidance

DATA

Your data, exportable

Export access logs, and reach everything through a documented REST API.

SECURITY

Secure by default

Role-based permissions, passkey sign-in and a separate API token for each integration.

● AFTER INSTALLATION

Cheaper to run, year after year.

Where the money goes once a system is in, and what changes when the phone is the key.

	TRADITIONAL WIRED SYSTEM	THEBUILDING.CLOUD
Lost fob	✕ £10–£20 and up to 10 working days	✓ **Cancel and reissue in seconds; phone keys cost nothing**
Faulty handset	✕ An access appointment inside a tenant's home	✓ **No handsets in homes**
Controller fault	✕ Out of warranty: parts and a call-out	✓ **Covered for life while subscribed**
Finding the fault	✕ A site visit to see what's wrong	✓ **Status, signal and history from a browser**
Phone line	✕ Line rental, then replacement before 2027	✓ **None: cellular or Wi-Fi**
Tenancy change	✕ Collect, cancel and reissue fobs	✓ **Deactivate the user; access stops at every door**
Notices	✕ Letters and posters in the lobby	✓ **Email, SMS, voice call or push in one go**

Fob prices and lead times: Ealing, Fife and Slough council pages, October 2026. Lifetime warranty applies to door controllers while subscribed; exclusions apply.

● QUESTIONS WE HEAR

Straight answers for your board paper.

What does the warranty cover?

Door controller hardware faults, for as long as your subscription is active. Exclusions apply, such as deliberate damage, fire, flood and third-party hardware.

A tenant has no smartphone?

Fobs, keypad PINs and a tablet at home all work. Anyone else in the household can answer the door too.

What happens in a fire?

Locks release through the hard-wired fire alarm interface your fire strategy specifies. The cloud is never in that path.

What if the signal is weak?

We check at survey, and controllers can use Wi-Fi instead. Each controller's signal strength shows in the dashboard.

Do we have to rip out our intercom?

No. It can run alongside existing systems, for example CAME, while tenants move over.

Who can manage it?

Your housing, caretaking and scheme teams, each with their own role. Contractors get timed access only.

thebuilding.cloud
ALPHA CONTROL ECOSYSTEM (ACE)

• NEXT STEP

Start with one block. See the difference.

Tell us about the block or scheme you'd like to try. We'll survey it, price it and set it up, and you'll see every door in your dashboard.

- Number of blocks, homes and communal doors
- Any sheltered or supported schemes
- Your target start date

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help@thebuilding.cloud

WEBSITE
thebuilding.cloud

