thebuilding.cloud
ALPHA CONTROL ECOSYSTEM [ACE]

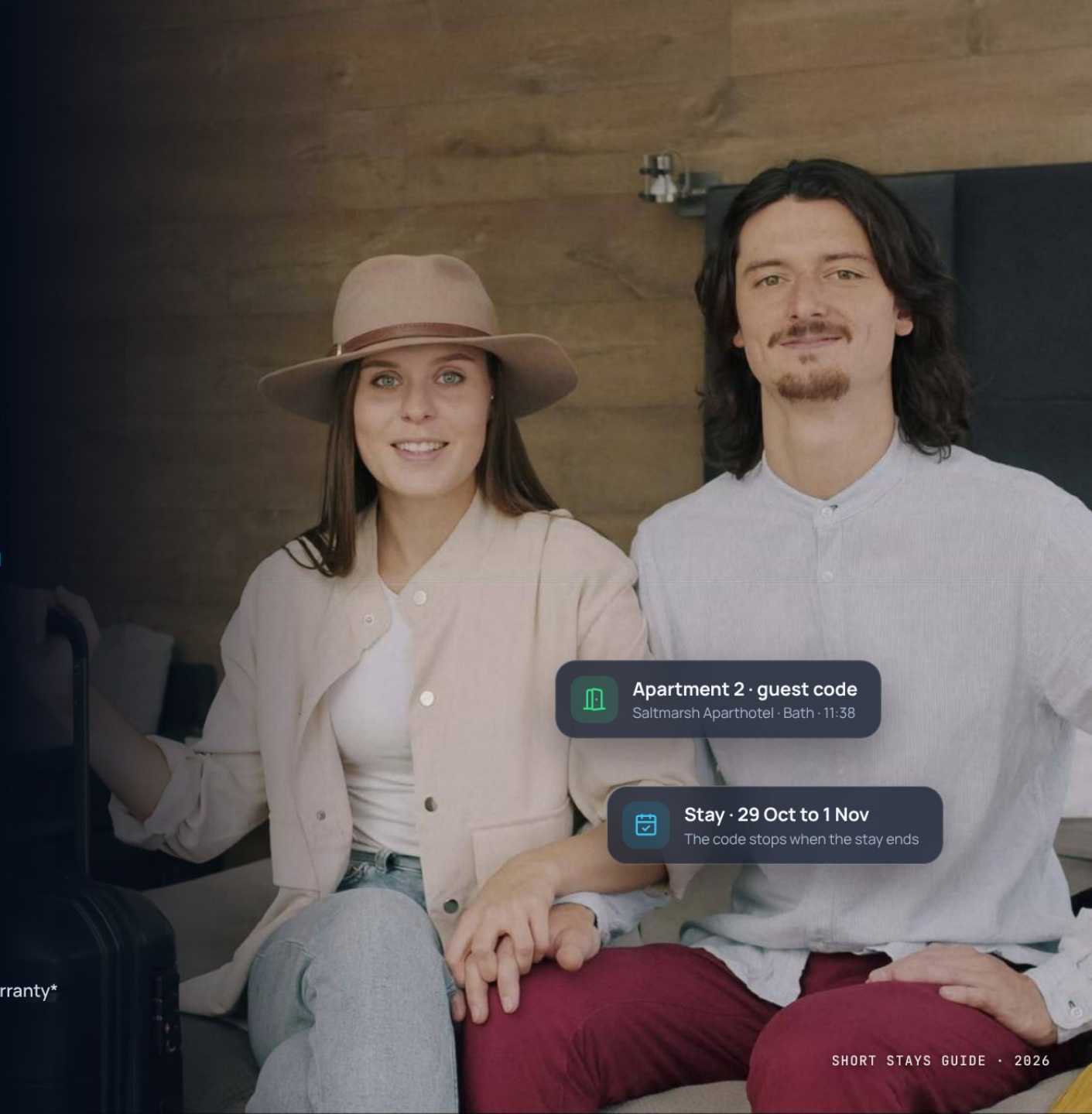
FOR SERVICED APARTMENTS, APARTHOTELS AND HOLIDAY LETS

Check-in at any hour. No key handover.

Door access for short stays, run from one browser. Every guest gets a code that works only for their stay, housekeeping gets its hours, and every door controller is covered for life while your subscription is active.

Pilot one property →

See how a stay works



A code that lasts for the stay

No keys to hand over

Lifetime controller warranty*

* In cloud mode, while your subscription is active. Exclusions apply.

SHORT STAYS GUIDE · 2026

WHAT HOSTS AND OPERATORS ASK FOR

Six things every short-stay operator needs from its doors.

Guests arrive late, leave early and lose keys. Cleaners need in between. Someone has to be reachable when a code doesn't work.

01

Arrivals at any hour

The guest's code works from their arrival date, with no one waiting at a desk or a key safe.

PAGES 04 · 05

02

Codes that end with the stay

Each code carries the stay dates, so it stops opening the door when the guest has gone.

PAGE 04

03

Housekeeping on the clock

Cleaners and engineers get their hours and their doors, and nothing more.

PAGE 06

04

Help without a site visit

A guest stuck outside calls from the door, and your team opens it from a phone.

PAGES 05 · 07

05

Records you can show

Every entry logged for 60 days, and exportable for disputes, insurers and your records.

PAGES 07 · 09

06

Every property in one place

City apartments and country cottages in one browser, with each team seeing its own.

PAGE 08

• THE NUMBERS

Guests expect self check-in. Regulators expect records.

Self-service is now normal for travellers, and short lets are coming under closer watch.

SELF-SERVICE

~80%

of travellers surveyed would stay at a hotel with a fully automated front desk or self-service kiosk.

MEWS SURVEY, 2024

KEYLESS ENTRY

34%

chose keyless room entry as part of their perfect hotel stay.

MEWS SURVEY, 2024

SHORT-LET REGISTER

Mar 2027

England's national register of short-term and holiday lets is due to be fully operational.

DCMS, VIA PROPERTYMARK

FIRE SAFETY

No key

Exit doors must be easy to open from the inside without a key, says the Home Office guide.

HOME OFFICE GUIDANCE



Key safe codes stay the same for months and get passed on. **Here every stay gets its own code, and it stops working when the stay ends.** Nothing to collect, nothing to change.

1

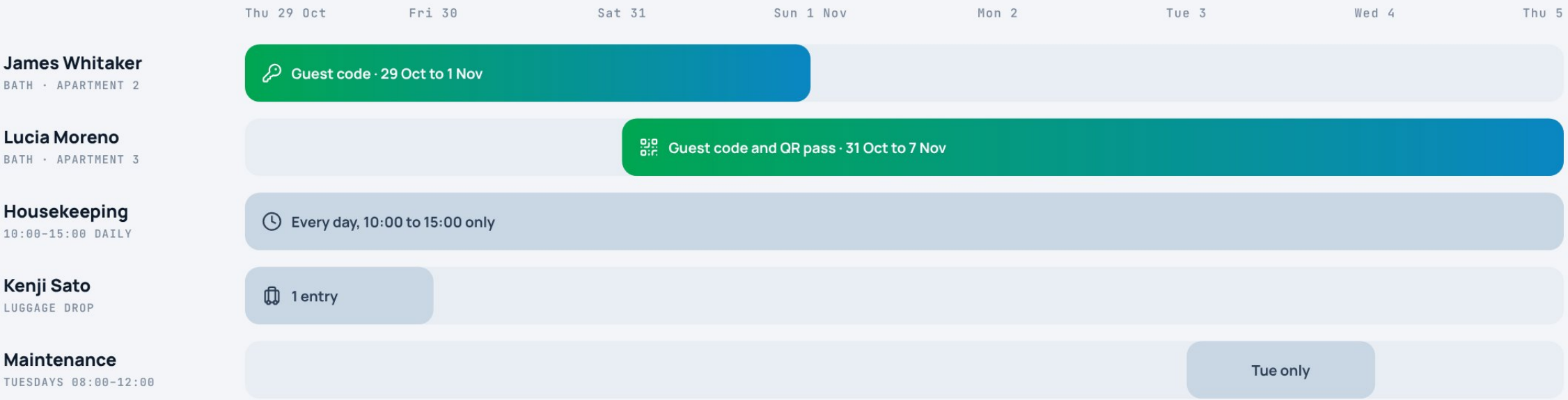
CODE PER STAY

Sources: **Mews** survey of 1,000 US travellers by OnePoll, 2024, via Hospitality Net · **DCMS** statement to Parliament, 3 September 2026, via Propertymark · **Home Office**, A guide to making your small paying guest accommodation safe from fire.

● HOW A STAY WORKS

One stay. One code. Then it's gone.

Each code can carry its own dates, hours and days, and even a number of entries. Here is one week at a small aparthotel, from our demo account.



Stay dates

A start and end date for every guest code.

Daily hours

Housekeeping and contractors only in their window.

Number of entries

One entry for a luggage drop or a viewing.

Checked at the door

The controller checks each code against its window.

● ARRIVAL

Arrive at midnight. Walk straight in.

Send the code with the booking

Add it to your usual pre-arrival message, from whichever channel the guest booked on.

Or a QR pass by email

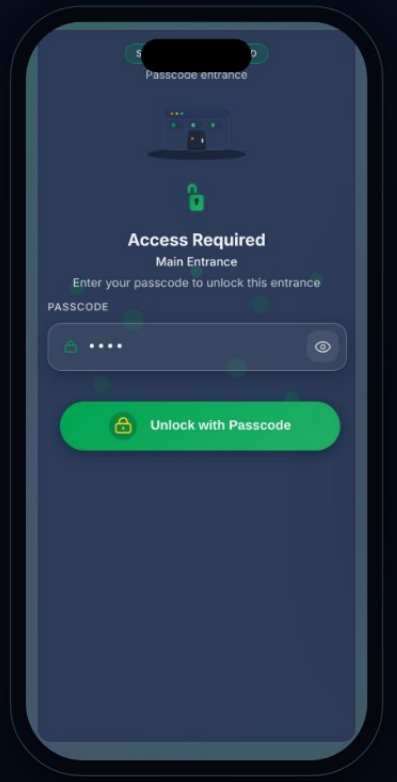
At doors with a QR reader, create a QR pass and it's emailed to the guest automatically.

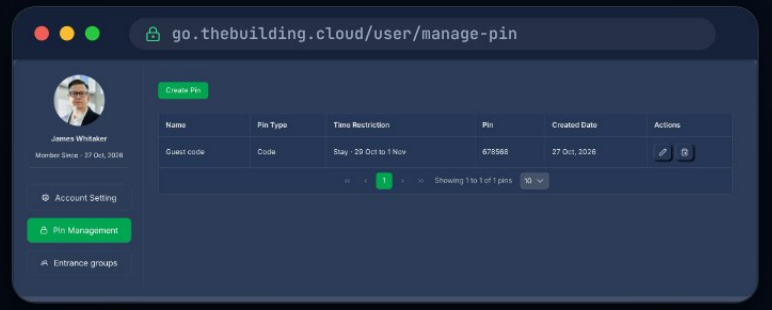
Type it at the door

Guests key in their code. No app to download.

Stuck outside? Call from the door

Guests scan the intercom sign to video-call your team, who can open the door from their phone.





Guest code · accepted
Apartment 2 · Saltmarsh · 11:38

Free exit, as the fire guide asks

The controller manages entry from outside. Design every exit door to open from the inside without a key.



HOUSEKEEPING AND MAINTENANCE

Turnovers on time. Doors on schedule.

Cleaners, linen suppliers and engineers each get their own fob or code, limited to their properties and their hours.



Early arrival? Drop the bags

A luggage room code limited to one entry lets a guest leave bags before check-in.

RECORDS AND REMOTE HELP

Know who came in. Help from anywhere.

Every entry, logged

Guest, cleaner or engineer, with the door, the code and the time.

Old codes, refused

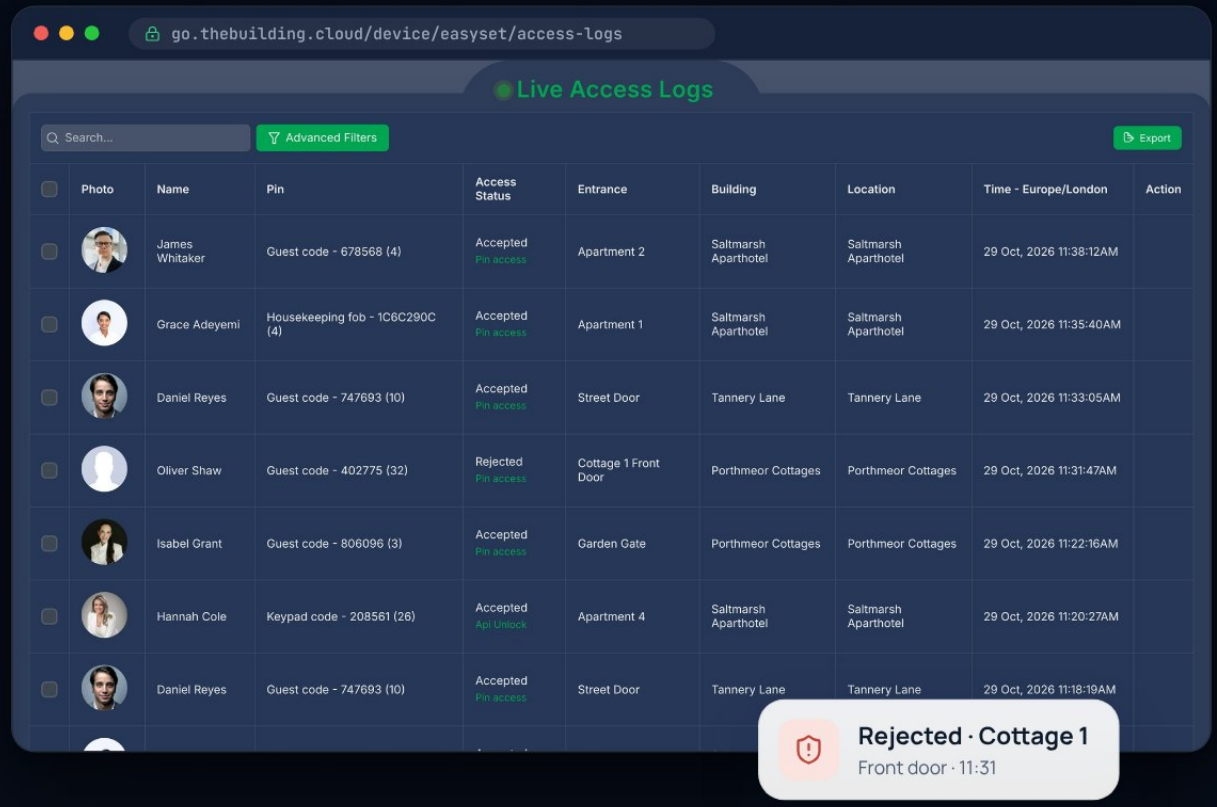
See refused attempts, including a code tried after check-out.

Ready for a dispute

Filter the log and export it for a complaint or an insurer. Logs are kept for 60 days, so export the ones you need.

Open the door remotely

Let a guest or a contractor in from the dashboard on your phone. It's logged too.



Video calls from the door

The intercom sign at the door lets guests and couriers video-call your team on their phones or in the dashboard.

● YOUR WHOLE PORTFOLIO

Every property.
One browser tab.

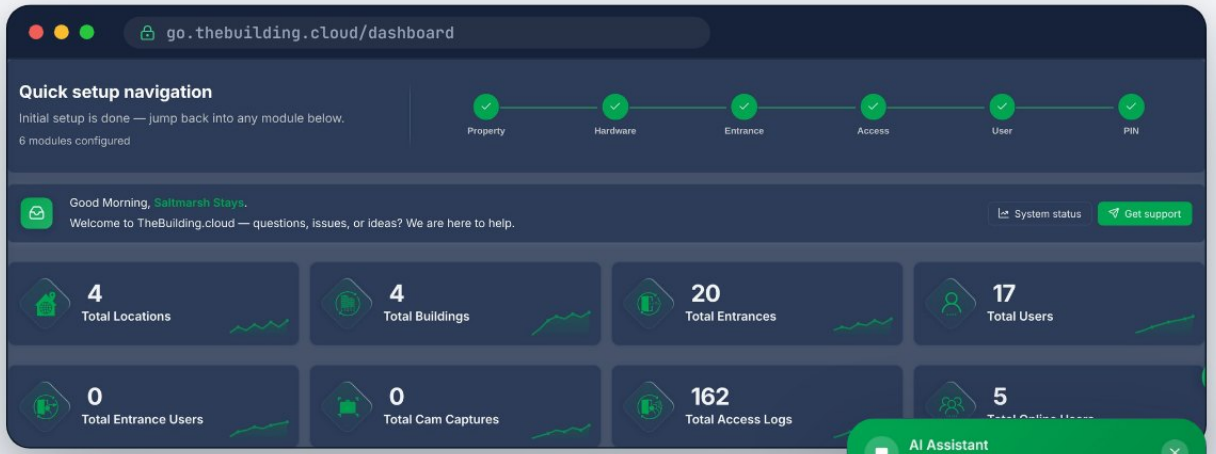
Apartments, cottages, buildings
Every property and door, organised the way you run them.

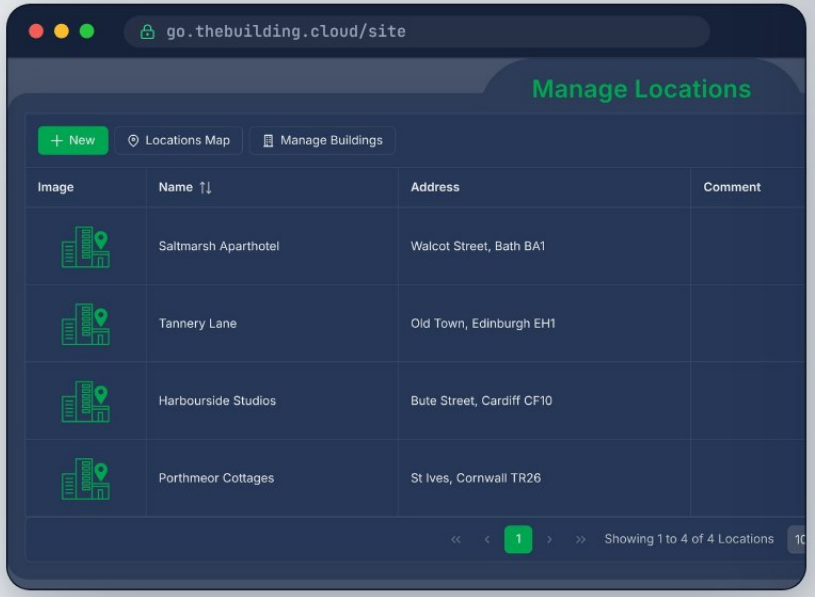
Each team sees its own
Give a local team or a cleaning partner only its properties.

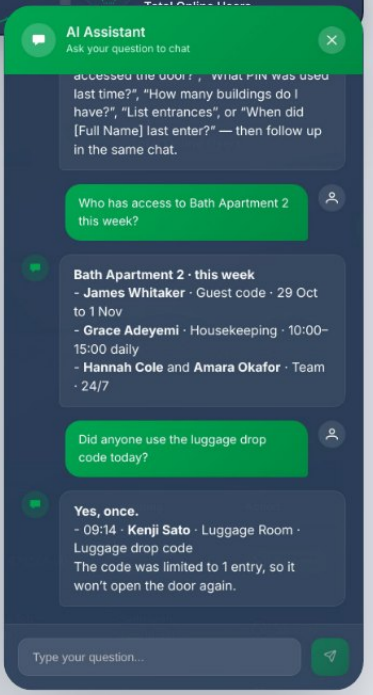
Message guests
Arrival details or works notices by email, SMS or voice call.

Ask the assistant
“Who has access to Bath Apartment 2 this week?” answered in seconds.

Connect your booking system
Create and remove guest codes from your own system through our REST API.







RULES AND RECORDS

Ready for closer scrutiny of short lets.

How the platform helps with the rules short-stay operators work under. Confirm the details for your properties with your advisers and fire risk assessor.

SHORT-TERM LETS REGISTER · ENGLAND

Your properties, in order

The national register is due to be fully operational by March 2027. Keep every property, door and access record in one place.

DCMS, via Propertymark · Clyde & Co, October 2026

FIRE SAFETY · SMALL PAYING-GUEST ACCOMMODATION

Free exit from inside

Exit doors must open from inside without a key, and you must record your fire risk assessment. The controller only manages entry from outside.

Home Office guide · Regulatory Reform (Fire Safety) Order 2005

DISPUTES AND INSURANCE

Who was there, and when

Show which code opened which door and when, if a guest disputes a charge or an insurer asks. Logs are kept for 60 days; export them to keep them longer.

Access logs: export as CSV, HTML or PDF

GUEST PRIVACY

Only what you need

Guests only get a code for their own stay and doors. Your team's access depends on its role.

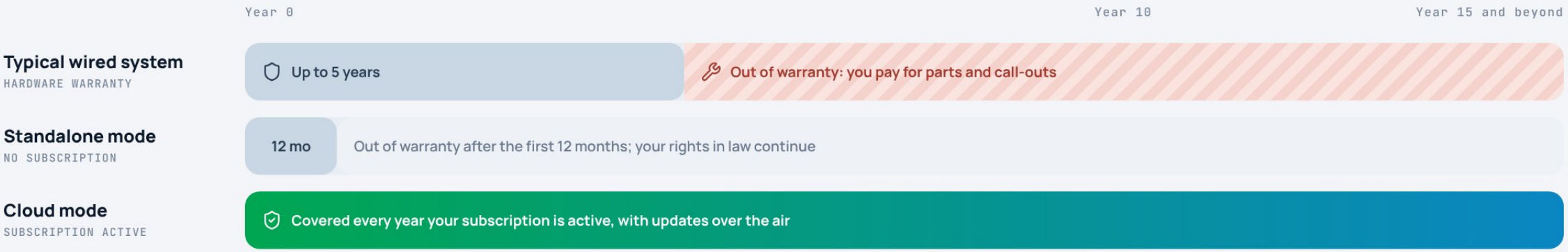
Role-based permissions

General information, not legal advice. Rules differ across England, Scotland, Wales and Northern Ireland and are changing; check the position for each property.

● LIFETIME WARRANTY

Buy the controller once. We cover it for life.

In cloud mode, every door controller is covered for as long as your subscription is active. In standalone mode, it has a 12-month warranty.



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

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

Lifetime cover applies to door controllers we supply, while your subscription is active, and is subject to our warranty terms. Your rights in law are not affected.

● CAPITAL AND RUNNING COSTS

No keys to cut.
No trips to let guests in.

A known cost at each controlled door, then one predictable subscription.

	KEYS AND KEY SAFES	THEBUILDING.CLOUD
Set-up ONE-OFF	✕ ~~Keys cut for every guest door~~ ✕ ~~Key safes or a staffed desk~~ ✕ ~~Spare sets for cleaners and contractors~~	✓ A controller at each controlled door ✓ A keypad or reader at the door ✓ Lock hardware, as you buy today
Running EVERY MONTH	✕ ~~Lost keys and lock changes~~ ✕ ~~Late-night trips to let guests in~~ ✕ ~~Key safe codes changed by hand~~ ✕ ~~No record of who came in~~	✓ One platform subscription ✓ Lifetime controller warranty while subscribed ✓ Remote help and a full entry log

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

● QUESTIONS WE HEAR

Straight answers before the next booking.

What does the warranty cover?

Door controller hardware faults: for life in cloud mode while your subscription is active, or 12 months in standalone mode. Exclusions apply.

The property has no Wi-Fi?

Controllers connect over cellular, so they don't depend on the guest Wi-Fi or a phone line.

What if a guest extends their stay?

Move the end date of their stay timer, from the office or your phone.

Does it suit a single cottage?

Yes. Start with one front door and add more properties as you grow.

A guest can't get in at 2am?

They video-call your team from the intercom sign at the door, and you open it remotely.

Can it link to our booking system?

Yes, through our documented REST API, so codes can be created and removed as bookings change.

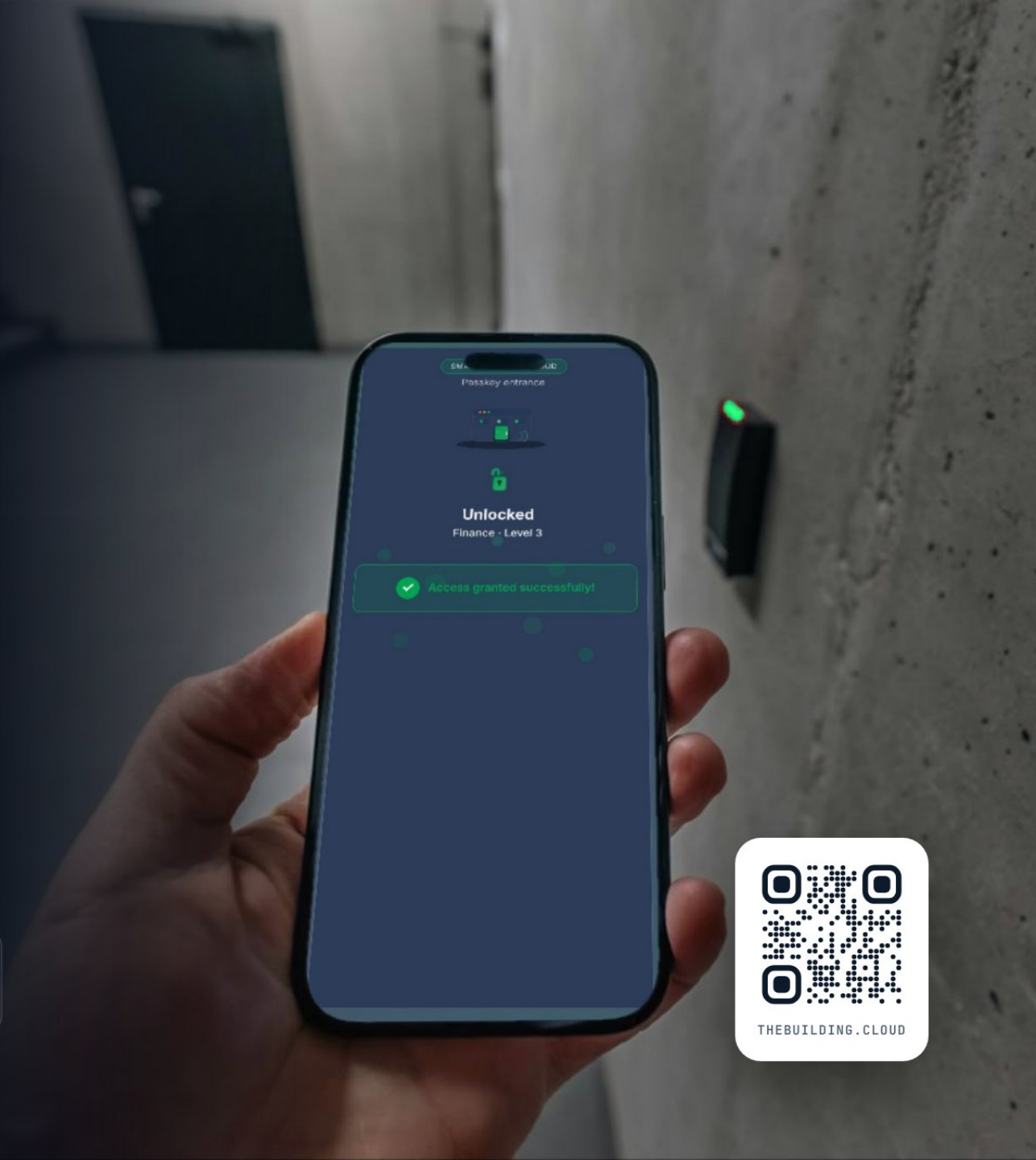
thebuilding.cloud
ALPHA CONTROL ECOSYSTEM (ACE)

• NEXT STEP

Start with one property. Hand over no keys.

Tell us about the property you'd like to try. We'll price it, and you'll see every door in your dashboard.

- Number of properties and controlled doors
- How guests book today
- Who cleans and maintains them



EMAIL
help@thebuilding.cloud

WEBSITE
thebuilding.cloud

THEBUILDING.CLOUD