

Apartment Units with Smart Lock Exceeds 300,000: Industry's Largest Number of Units Installed by Single Company



Leopalace21 Corporation (Headquarters: Nakano-ku, Tokyo; President and CEO: Bunya Miyao; "the Company") is pleased to announce that the number of units with smart lock installed in the Company's managed apartments exceeded 300,000, the largest scale in Japan's rental housing management industry.

With the smart lock installation, it improved customer convenience such as saving the trouble of visiting the leasing sales office for picking up keys upon moving-in, in addition to the fact that it helped the Company to increase operational productivity.



Leopalace21's apartment units with smart lock exceeds 300,000

Enhanced Customer Convenience with Smart Lock Feature

The smart lock enables the entrance door to be unlocked by multiple authentication methods, such as a dedicated application on a smartphone, a smart card, or a PIN entry by a numeric keypad. The smart lock brings about the benefit to the tenants of waiving the trouble of visiting the leasing sales office for key pick-up. Such digital keys reduce the risk of lost keys and having self-locking door functionality is good for added security.

Ninety-two percent of New Tenants Enjoy Convenience of Smart Lock

The Company began installing smart locks in managed apartments in June 2022 and the number of apartment units with smart lock have now surpassed 300,000, the largest number of units installed by a single company in the industry. As a result, 92% of new tenants from April 2024 to February 2025 moved into apartment units with smart lock installed.

Since smart locks do not need physical keys, they reduce the amount of work involved in changing locks and keys when the tenants move out, and save efforts of making new locks, and handing over keys when the tenants move in. In addition, by issuing a one-time passcode during the viewing process, it eliminates the need for the employees of the Company to accompany the customer, which leads to increased productivity.

Customers' feedback



金子建設株式会社

**Mr. Hayato Kaneko Dept. Manager,
Construction Dept. Kaneko Construction Co., Ltd.**

Since smart locks have been installed in Leoplace21 apartments, our employees much appreciated it. The feature saved the trouble of admin staff when they conclude contracts.

Because fewer sales offices are available, we faced a bottleneck to get there while it opens before getting the apartment unit. We even had to book a hotel room just for picking up keys. As the apartment units are equipped with smart lock, we manage to cut down the costs and the employees can move in at their own convenience. We make it a rule to arrange apartment units only with smart lock as company housing.

株式会社 テクノサービス



**Ms. Sumie Kiriya Administration,
Techno Service Co., Ltd.**

I think the advantage with smart lock is that it saves travel time for employees to visit a sales office to pick up the keys. Since employees from the head office in Hokkaido often stay with Leoplace21's apartment units for business trips, they do not have to book a ferry or plane considering the need of arrival during the office hours.

We always make it a requirement to have apartment units with smart lock when contacting Leoplace21 for availability.



株式会社マルシン

**Mr. Takayoshi Watanabe Director and Dept. Mgr,
Construction Dept. MARUSHIN Co., Ltd.**

The biggest advantage with smart locks is no need to go to a sales office for key pick-up. We sometimes lose physical keys because of its small size, and require the replacement each time. Smart lock reduces the risk of lost keys and made us free from anxiety.

I like it that I can choose from a variety of unlocking methods such as setting a passcode, which saves the need to look for the key in a bag and makes it hassle-free to get in and out of the room.



**Mr. Toshimitsu Fukazawa Executive Officer,
Human Resources, Makes Co., Ltd.**

It is no longer necessary to go to the office to pick up the keys, which makes it easier to schedule the day of move-in.

It is also convenient to register the employee ID card as the apartment key and give them to employees when they move in. I think it is very good that the main key registration management can be done at the head office. Once we get used to the procedure, it is easy and stress-free when arranging apartments for the new tenants.

Outlook

The Company aims to build a foundation for a sustainable and flexible business model through DX and to respond quickly to changes in society. The Company is committed to promoting real estate tech for its business to create new value and provide better living for the customers.

■ Company information

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