

# How Aviara Apartments Eliminated Shared Entry Codes and Gained Full Visibility Into Property Access

Sares Regis replaced Aviara's legacy system with Swiftlane's modern video intercom and vehicle gate access system, eliminating shared entry codes, restoring visibility into who's entering the property, and creating a smoother access experience for residents.

## Modernizing Access at a Sares Regis Community

Aviara Apartments is a 204-unit residential community in San Jose, California managed by Sares Regis Group, a national real estate development, investment, and property management firm.

Like many multifamily communities built with traditional access systems, Aviara relied on a legacy entry setup that had been in place for years. As resident expectations evolved and operational needs changed, the property team began looking for a more modern solution that could improve both security visibility and the resident experience.

Daniel Reyes, Community Manager at Aviara Apartments, led the roll out and quickly saw the difference in both visibility and day-to-day operations.

## Searching for a More Reliable Access System

Reliability was a major factor when evaluating potential systems. Daniel had previously worked with other access technologies and experienced firsthand how unreliable some platforms could be in day-to-day operations.

At another property, he had experience with ButterflyMX, where recurring issues made it difficult to rely on the system consistently.

**“When I worked with ButterflyMx at another property it would just always be breaking down.”**

— Daniel Reyes, Community Manager, Aviara Apartments | Sares Regis Group

Those experiences made it clear that the next system needed to be both easy for residents and dependable for property staff.

## Shared Entry Codes Created a Major Visibility Problem

Before implementing Swiftlane, Aviara Apartments used a DoorKing call box system for building access. Residents entered the property using numeric entry codes. Over time, those codes began circulating beyond the residents they were originally assigned to.

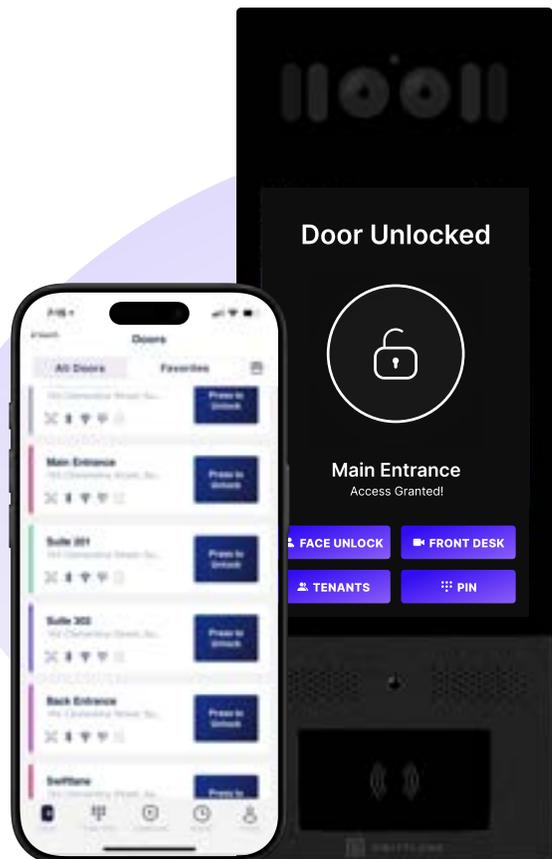
Guests, vendors, and delivery drivers could easily receive a code and reuse it indefinitely.

Because the system lacked an audit trail, the property team had no reliable way to see who was entering the building or when codes were being used. If a problem occurred, management had limited visibility into what actually happened.

Managing those codes also created an operational burden for the property team, since updating or removing access often required manual changes through the system, rather than being handled quickly or remotely.

*“The problem with the old system is we couldn't keep track of who was coming in or out... there was no way of knowing whose code it was or who gave a code out. It got to the point where people were just passing off their codes to whoever.”*

— Daniel Reyes, Community Manager, Aviara Apartments





## Upgrading to Modern Intercom and Vehicle Gate Access

Sares Regis first encountered Swiftlane at another property within its portfolio. After hearing positive feedback from another manager already using the platform, the company decided to bring the same system to Aviara Apartments.

The upgrade included both a Swiftlane video intercom at the building entrance and vehicle gate access for residents, allowing drivers to enter the property automatically using friction-less vehicle sticker credentials.

At first, Daniel was hesitant about changing the system residents relied on. But once the installation was complete and residents began using the platform, the transition proved much smoother than expected.

**//** *I'm not a person who likes change when it comes to something major like that. I was afraid it's not going to work. But once I started using it and got the hang of it, I just 100% fell in love with it."*

— Daniel Reyes, Community Manager, Aviara Apartments

## An Upgrade Residents Noticed Immediately

The system upgrade didn't just benefit management— it also improved the experience for residents.

The Swiftlane intercom allows residents to receive video calls from the building entrance, making it easy to visually confirm who is requesting access before unlocking the door. Residents can manage guest access directly from their phones and provide temporary codes for deliveries or service providers.

These features quickly became some of the most appreciated improvements among the resident community.

*"I had a lot of residents come tell me they loved it. It's almost like FaceTime. And they also like the fact that you could just give a one-time code to visitors or deliveries and then that's it."*

— Daniel Reyes, Community Manager, Aviara Apartments

## Full Visibility Into Who Enters the Property

With Swiftlane in place, the Aviara team gained something the previous system could not provide: complete visibility into entry activity.

Every entry event is tied to a specific resident credential, or temporary visitor access code. The property team can review access logs, track activity, and quickly understand how guests or vendors were granted entry.

Residents can also generate one-time access codes for visitors, which automatically expire after use. This gives residents flexibility while allowing management to maintain accountability across the property. The other thing is just the visibility I like because I can see who's coming in and out, whose code is being used, who gave someone a code.

## Reliable Support No Other Vendor Was Matching

Responsive support also played a role in the system's success. During a temporary internet outage at the property, the Swiftlane team quickly helped restore the system and get the entry hardware back online in minutes. From proactive follow-ups to quick resolutions, Daniel found that Swiftlane's support stood apart from other vendors he had worked with.

*"Whoever you get knows what's going on and they know how to do their job. Communication wise, you guys are 1000% better than other companies I've worked with because you follow up regardless of whether there's an issue or not."*

— Daniel Reyes, Community Manager, Aviara Apartments

## Full Visibility, Easy Setup, Access Ready on Day One

Today, Swiftlane provides Aviara Apartments with a modern access platform that improves both security oversight and everyday convenience for residents.

For Daniel, the biggest benefit comes down to having a system that is simple to manage while providing clear visibility into who is accessing the property.

*"It's multifaceted. Benefits number one is super easy... they download the application themselves, the instructions are super easy. By day one when they come to sign a lease they already have access to the property. Total visibility. And it's easy to use."*

— Daniel Reyes, Community Manager, Aviara Apartments