

How 2B Living Streamlined Property Access Management and Gave Owners a Stronger Bottom Line

When Senior Property Manager Nelly Litovskaya replaced Door King with Swiftlane across 26 San Francisco properties, the result wasn't just a better intercom — it was a smarter operation for her team and a measurable cost reduction for every owner she serves.

What It Takes to Run a Multi-Site SF Portfolio

2B Living is a full-service property management company serving the San Francisco Bay Area, managing over 470 properties and 4,700+ units across a portfolio that ranges from boutique condos and duplexes to large-scale multifamily and mixed-use commercial buildings.

Their client base reflects the full spectrum of real estate ownership — from individual mom-and-pop landlords with one or two buildings, to institutional groups including developers, bank-owned properties, and investor portfolios. For every one of those clients, 2B Living is the operator responsible for keeping the asset running, the tenants satisfied, and the financials clean.

Managing a diverse property portfolio across San Francisco is not a desk job. For Senior Property Manager Nelly Litovskaya at 2B Living, it means overseeing 26 properties and nearly 300 units spanning condos, duplexes, multifamily buildings, and commercial spaces — serving everyone from individual mom-and-pop landlords to institutional investors and developer groups.

At that scale, the goal isn't to be present at every property. It's to make sure every property runs as if someone is.

// I really hone in on making sure that my properties are on autopilot. The best way to know a property is running right is if you can step back and not touch anything — and for a few days everything just goes smoothly.

— Nelly Litovskaya, Senior Property Manager, 2B Living

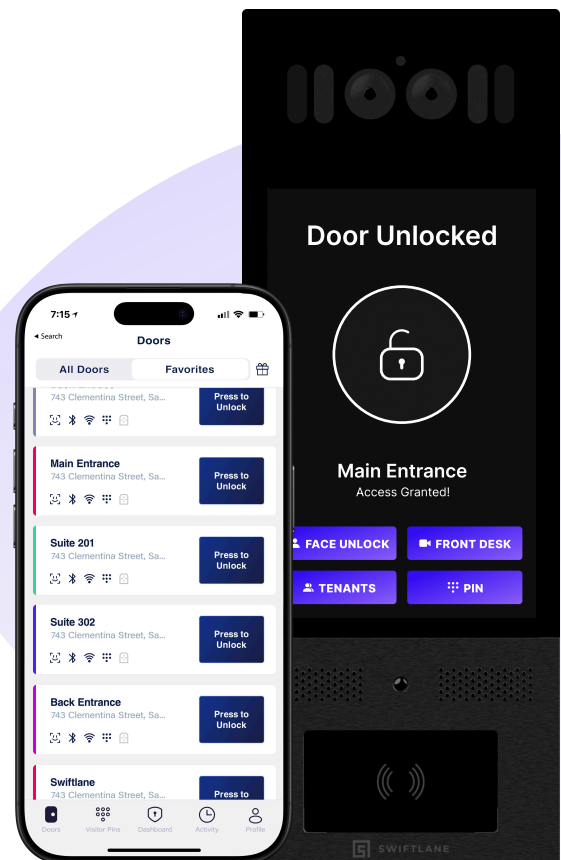


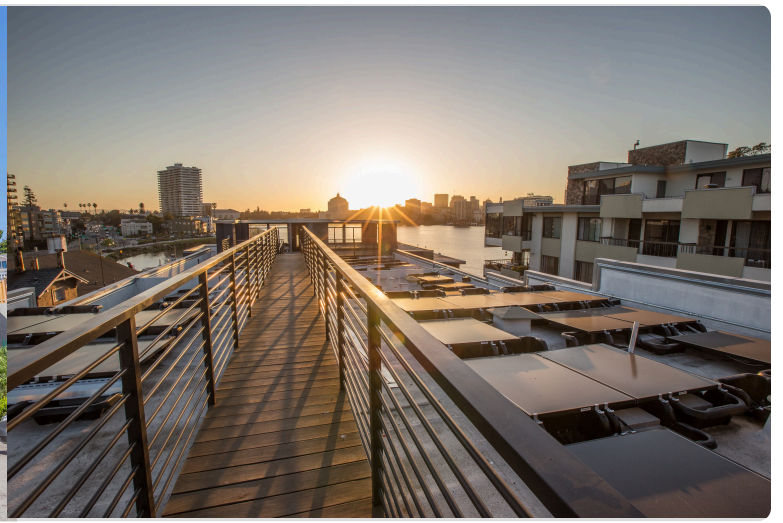
The Property Manager Problem — Time, Access & Visibility

For a multi-site property manager, the single most disruptive daily challenge isn't paperwork or tenant complaints — it's access. Every time a vendor needs to get into a building, every time a maintenance crew is on-site, every time the fire department shows up or a tenant locks themselves out — someone has to physically be there to open the door. Or used to.

Before Swiftlane, that someone was Nelly. Or someone on her team. Driving across San Francisco, pulling away from ownership calls, stepping out of meetings — just to let someone in.

The legacy Door King systems offered no remote capability. Codes had to be programmed on-site. Resident information had to be updated manually at each property. And when a system went down — which happened regularly, because the intercoms ran on landlines — the wait for a repair technician could stretch two to three weeks.





The Property Management Company Problem — Cost & Reliability

The financial case against Door King wasn't subtle. Every property in the portfolio was carrying the weight of a legacy system that cost money every month, broke down regularly, and created liability every time it failed. AT&T copper line plans ran between \$160 and \$300 per month per property. Add the \$56 monthly Door King online system fee, and the average spend just to maintain basic intercom access was roughly \$250 per property — every single month — for a system that couldn't be managed remotely and went offline without warning.

The security exposure made it worse. San Francisco properties were being targeted by a specific type of vandalism: criminals using gel solutions to short-circuit intercom electrical components and release the door lock entirely. Each repair cost up to \$1,000. At some properties, this was happening monthly.

“There have been a huge amount of break-ins into those intercoms. They put a gel solution in there which completely shuts down the electrical wire components and releases the door — so the door is completely open to anyone. Just on that alone we saved \$3,000 because we had to spend it every single month that we had that intercom broken into.”

What Changed for the Property Manager?

With Swiftlane in place, Nelly no longer drives to properties to let people in. She manages building access from wherever she is — granting entry to vendors, maintenance crews, emergency services, and residents directly from her phone or dashboard, in real time.

The tenant management burden also disappeared. Swiftlane integrates directly with 2B Living's property management backend and pulls daily tenant reports automatically — adding new residents and removing former ones without anyone touching the system manually. And when something unusual happens at a property, Nelly can pull up the live feed and investigate from her desk.

“We had a tenant that said her doorbell kept ringing and she didn't know what was happening. I was able to log into Swiftlane easily, go into the live feed without any issue, and see who was at the door at the time she reported those instances.”

— Nelly Litovskaya, Senior Property Manager, 2B Living

What Changed for the Property Management Company?

From an ownership and management company perspective, the switch to Swiftlane translated directly into reduced operating expenses and a better product delivered to clients. Copper line costs were gone. Repair bills from break-ins stopped. And the operational time previously spent on manual access coordination was reinvested into higher-value work.

Nelly had been running properties on Door King, ButterflyMX, and Swiftlane simultaneously — giving her a direct, real-world comparison across all three. The difference wasn't close.

“We've noticed that ever since we added the Swiftlane system, our maintenance costs have gone down extremely. Currently in my properties I have Door King, I have ButterflyMX, and I have **Swiftlane**. The main difference between all three is the interface as well as the features that they provide.

It also reduced the time that our team visits the property — which essentially reduces operating costs for the ownership group.”

— Nelly Litovskaya, Senior Property Manager, 2B Living

The Resident Experience — A Benefit That Sells Itself

A better access system doesn't just help property managers — it shows up in how residents feel about their home. Tenants across 2B Living's Swiftlane properties quickly adopted the app, appreciated the video intercom experience, and responded positively to being able to manage their own guest access without filing a request.

Face recognition stood out as the feature no competing platform could match — something Nelly noted directly when comparing all three systems in her portfolio.

“Tenants really do like the fact that there's an app — you can see who's at the door. It has an incredible interface that tenants find very useful, but also user friendly. They're able to quickly set up another user. It allows tenants to set up their own access points to their friends, their family, their deliveries”

— Nelly Litovskaya, Senior Property Manager, 2B Living