

RESEARCH REPORT

DURIN

Holiday Travel & Home Security Report 2025

Nearly 80% of Holiday Travelers Will Share Their Codes This Season.

Most Will Never Change Them.





As Americans prepare for holiday travel, a familiar ritual is underway:

texting access codes to house sitters, neighbors, and family members who'll check on the house while you're gone.

It's practical. Your neighbor needs to water plants. The pet sitter needs to feed the dog. The friend staying over needs to get in. Sharing the code solves the immediate problem.



But here's what the data shows: those codes rarely come back.

We surveyed 1,000 homeowners who use access codes for entry—like smart locks, electronic keypads, and garage codes—to understand how codes are shared, managed, and tracked. The findings reveal that holiday travel isn't just a seasonal event. It's an accelerant for a year-round pattern most people have stopped paying attention to.

Who's Getting Your Code This Season?

Among homeowners planning to travel overnight this holiday season, **78% say they'll share their access code with someone.**

Family members

55%

Neighbors

26%

Friends/colleagues

22%



The codes go to various combinations of people: 55% share with family members checking on the house, 26% with neighbors, 24% with house or pet sitters, and 22% with friends or colleagues. In fact, **86% of those who share codes give them to multiple types of people—a family member and a neighbor, a house sitter and a friend, or other combinations.**

That's not reckless behavior. When you're a thousand miles away and the heat needs checking or packages need moving inside, you need someone local with access.

The question is what happens after you get home.

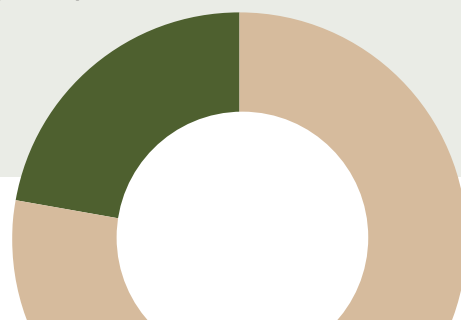
Three-quarters of homeowners (75%) report having shared their access codes with service providers at some point—cleaners, contractors, landscapers, or anyone hired to work in the home.

Among those who have shared codes with service providers, the majority (**56%**) **don't change them consistently: 32% sometimes change codes, 13% rarely do, and 11% never change them at all.** Only 36% always change codes immediately after use, and 8% use temporary codes that automatically expire.

And the primary code—the one used for everyday entry by the household? 22% of homeowners report they have never changed it. Not once since moving in. Given 57% of respondents have lived in their current home for more than 6 years, **this presents a lot of opportunities for home's primary code to be shared with unintended people.**

22%

of homeowners have **NEVER** changed their primary access code.



The Accumulation Effect

Codes don't disappear when people stop needing them. They just sit there, still active, in the background of your daily routine. Over time, they accumulate.

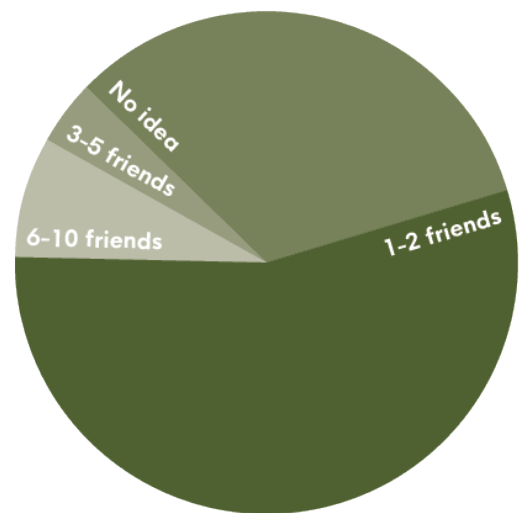
One in four homeowners (26%) report having shared their access code with three or more different service providers since moving into their current home.

Layer in the neighbors who had the code two summers ago to bring in Amazon boxes. The family member who needed access during a home repair. The friend who house-sat last spring. And for households with children, add another network entirely: two-thirds of parents (67%) report that their children's friends have their home access codes. Another third say they have no idea whether their kids have shared codes with friends at all. The codes move through teenage social networks—group chats, sleepovers, after-school hangouts—often beyond parental visibility.

Now add this holiday season's batch: the house sitter gets it, the neighbor gets it, the family member gets it. Three more people. None of whom will likely lose access after you return, because changing codes is disruptive and most people don't bother unless they have a specific reason.

The result is a growing roster of people who could technically walk into your home right now, most of whom you trust, some of whom you've forgotten you gave it to.

67% of parents say their kid's friends have access codes





The One-Code Reality

Here's what makes this harder to track: most people aren't using multiple codes.

When asked how many different access codes they currently use for their doors, 45% of homeowners said one. Everyone—household members, kids, cleaners, neighbors—uses the same code.

Another 39% use two or three codes. Only 16% use four or more.

This creates a fundamental visibility problem. If your teenager, your house cleaner, and last year's pet sitter all use the same code, your smart lock's activity log will show you the door unlocked at 3:47pm on Tuesday. It won't show you who unlocked it.

That gap between "when" and "who" surfaces most clearly when people return from trips.

One in four homeowners (25%) report they've come home from being away and wondered whether someone entered while they were gone. About half of those (12%) found evidence someone had been there, such as moved items and things out of place. The other half (13%) couldn't confirm either way.

You scroll through your lock's activity log. You see entries. You try to remember: was the cleaner scheduled that day? Did the neighbor stop by? Is that when the house sitter was supposed to come?

The timestamps are there.

The answers aren't.

45%
use a single code
for **EVERYONE**



Why Temporary Codes Fail

Most smart locks and electronic keypad systems offer a solution to this: **temporary codes.**

You create a code, set it to expire after a certain time, share it for that specific window, and it deactivates automatically. In fact, 28% of respondents cited temporary codes as the most secure form of giving access.

Yet, only 6% of homeowners actually use them.

It's not an awareness problem. Among homeowners who report being aware of their lock's security features (63% say they know what's available), usage of temporary codes remains minimal.

The issue is friction.



To use a temporary code properly, you have to remember the service provider is coming, open your lock's app ahead of time, generate the code, set the expiration correctly, share it via text or email, and confirm it worked. If something changes—like the cleaner reschedules or the contractor runs late—you have to adjust it manually.

For a house cleaner who comes every other week, that's 26 times a year. For homeowners managing a landscaper, babysitter, petsitter, and occasional contractors, it becomes unmanageable.

So people default to what's easy: the permanent code. Text it once, it works forever, nothing to track.

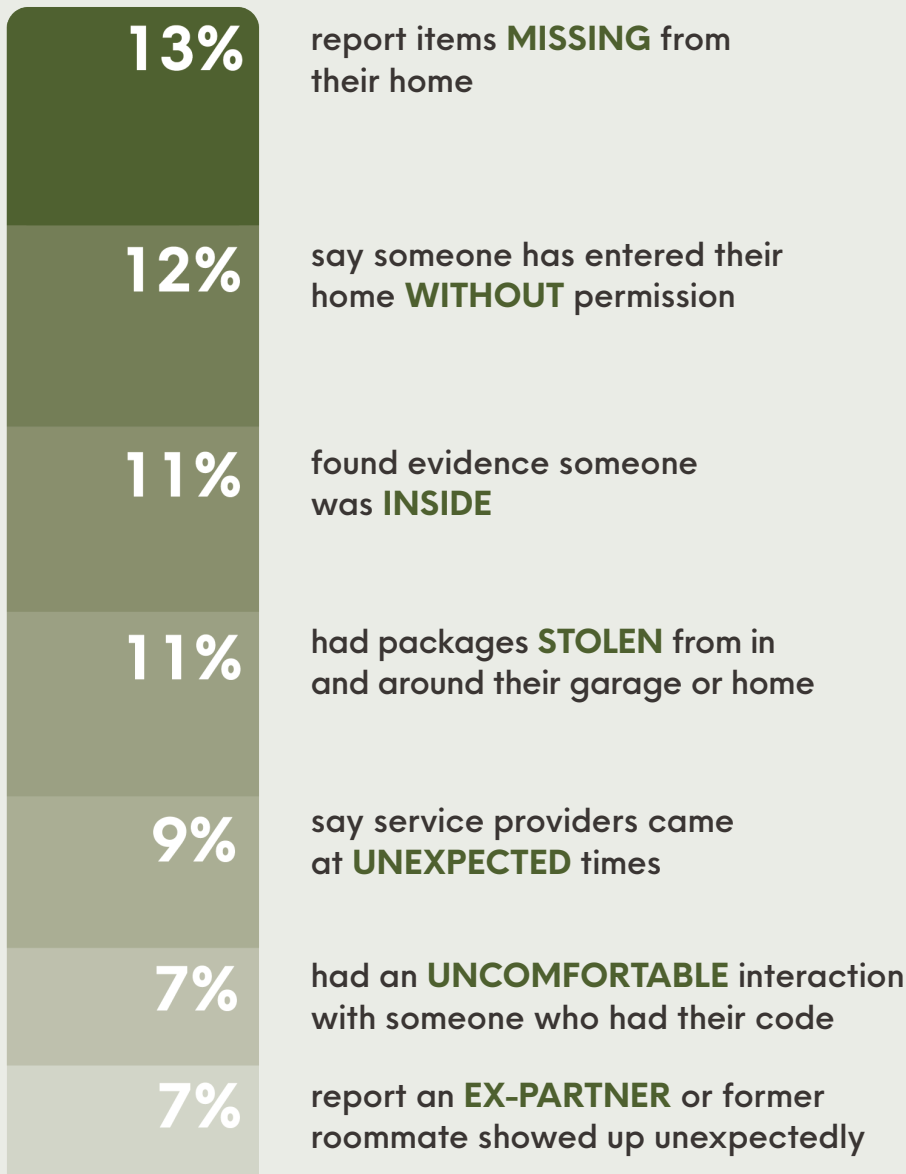
The feature exists. The behavior doesn't follow.



What's Actually Happening

The consequences of this pattern aren't hypothetical.

Two in five homeowners (40%) report experiencing or knowing someone who has experienced at least one access-related security incident since living in their current home.



40%
experienced
at least one
incident

That last one—the ex-partner or former roommate showing up—points to a specific risk most people don't think about until it happens. Relationships end. Roommates move out. But **the code they were given doesn't automatically disappear.**

Seven percent may not sound like a large number until you consider that it represents millions of households nationwide where someone who no longer belongs in the home still has the ability to walk in.

The other incidents—packages stolen from inside, service providers arriving at unexpected times—suggest that access codes are being used beyond their intended scope.

Whether that's intentional misuse or simple miscommunication varies, but the pattern is consistent: once a code is shared, visibility into who's using it and when drops significantly.



What Homeowners Want

Yet when asked about their level of concern, homeowners fall into two distinct camps. Two-thirds (66%) say they're "not very concerned" or "not at all concerned" about who has their codes. The remaining third (34%) report being concerned—either somewhat or very.

That basic level of concern drives their code management habits. The more concerned homeowners say they are, the more likely they are to practice proactive good code hygiene. **Overall, 62% of concerned homeowners practice good code hygiene**—changing codes, regularly, tracking access, and managing service provider codes carefully—compared to just 43% of those who aren't concerned.

But despite these differences in behavior and concern levels, when asked what features would make them feel most secure, both groups want the same things.

The top three features are identical for both concerned and unconcerned homeowners, just in slightly different order:

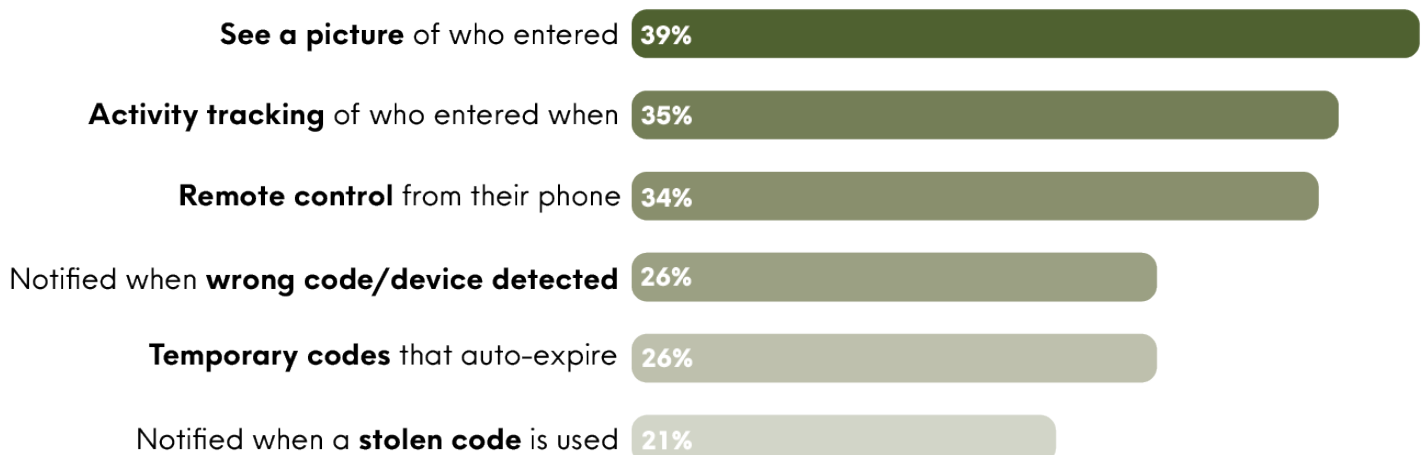
1. The ability to see a picture of who entered: 42% of unconcerned homeowners, 34% of concerned homeowners
2. Activity tracking showing who entered when: 34% of unconcerned, 36% of concerned
3. Remote control from their phone: 35% of unconcerned, 32% of concerned

The next tier follows the same pattern—27% want to disable codes remotely, 25% want temporary codes, 23% want unique codes per person, and 21% want notifications when codes are misused.

Whether homeowners are actively managing their codes or letting them accumulate, the demand is consistent: visibility into who is actually using access codes to enter their home, not just confirmation that the door was unlocked.

The gap isn't between what concerned and unconcerned homeowners want. It's between what all homeowners want and what their current systems can tell them. **Most doorbell cameras show who's at the door before entry. Most smart locks log when the door was unlocked. But they're separate systems, and neither definitively shows you who used what code to unlock the door and walk in.**

That's the visibility gap—and it exists regardless of how concerned you are about it.



The Holiday Stress Test

Holiday travel acts as an accelerant for everything described above.

In a typical year, codes might accumulate slowly—a service provider here, a favor for a neighbor there. But holiday travel compresses that timeline. Within a few short weeks, **millions of homeowners will add multiple people to their access list at once.**

House sitters, neighbors, family members—multiple people get added to the list at once. If you're traveling for both Thanksgiving and Christmas, you might be adding **six people between now and New Year's.**

Unlike multi-dwelling and commercial properties that have purpose-built systems to manage guest turnover with automatically expiring codes, homeowners are managing one-off situations manually. That's why codes given out this Thanksgiving often still work next summer. When you return in January, the statistical likelihood that you'll change your code and redistribute it to everyone who legitimately needs it is low—based on the survey data, **most people won't.**



Changing a code means texting or calling everyone who needs the new one. It means updating your own muscle memory. It means explaining to your teenager why the code changed and hoping they remember it. It's disruptive in a way that just leaving it alone is not.

So the code persists. And the list of people who have it grows.

For the 66% of homeowners who report not being particularly concerned about this, that may be fine. Their assessment is likely correct for their situation—they trust the people they've given access to, and the statistical risk of something going wrong remains low.

But for the 15% who report being "very concerned" about who has their codes, and the 19% who are "somewhat concerned," **this pattern represents a gap between the security they want and the visibility they have.**



What This Means

The data reveals something unexpected about home security in 2025:
most Americans have stopped treating their access codes like keys.

Physical keys were carefully controlled. Getting copies made was a hassle, so people knew exactly who had them. When a relationship ended or a service provider finished work, you changed the locks. The number of people with access was a deliberately managed list.

Digital codes eliminated that discipline. **They're too easy to share, too permanent unless actively managed, and too anonymous to track effectively.**

The holiday season makes this all too visible. Between Thanksgiving and New Year's, **78% of travelers will share codes with house sitters, neighbors, and family members.** Most will give those codes to multiple people. And based on the patterns here, most won't revoke them in January. The codes will simply join the accumulated list of everyone else who's received access over the years.

This isn't recklessness. It's adaptation. People seem to have accepted an unspoken trade-off: the convenience of never being locked out and never coordinating key handoffs, in exchange for limited visibility into who can actually enter their home. **For the 66% with low concern who have let their access hygiene go, that trade-off works fine—until it doesn't.**

Two in five homeowners have seen this trade-off fail—either personally or through someone they know. These incidents aren't happening to strangers on the news—they're happening in people's immediate circles, close enough to be real but apparently not frequent enough to change behavior for the 66% who remain unconcerned.

What's striking is the gap between behavior and preference. When asked what would make them feel most secure, 51%

of homeowners choose methods that would definitively identify precisely who's entering—camera verification, biometric authentication, or identity-linked codes. They want certainty. They just aren't willing to do the ongoing work current systems require to get it.

The smart lock industry promised to make home access easier. It delivered on that promise. What it didn't anticipate was that "easier to grant access" would also mean "harder to track who has it." The convenience came with a visibility cost that most people didn't recognize or anticipate until their access lists had already grown beyond what they could confidently manage.

This holiday season, millions more codes will be shared. Most will never be revoked. And the gap between how many people can enter your home and how many you can actually name will continue to widen—not because people don't care about security, but because the current approach to digital access asks them to choose between convenience and certainty.

For now, most are choosing convenience.





About The Research

This report draws on a survey of 1,000 U.S. homeowners conducted in November 2025. All respondents own single-family homes and use access codes (smart locks, electronic keypads, or garage door codes) to enter their homes. The survey examined code-sharing behavior, security concerns, and feature preferences as homeowners prepare for the holiday travel season.

For more information, visit durin.ai.

