



Supra Lockbox System

A lockbox is a container affixed to a property containing a device to gain access to the property being marketed by a REALTOR®. Other REALTORS® are authorized under certain conditions to open these lockboxes under terms specified by the listing broker. Cooperating brokers and sales licensees, functioning in any type of legal brokerage relationship with potential purchasers, must contact the listing broker to disclose their brokerage relationship status and to arrange appointments to show the listed property even if the property has a lockbox affixed to it, unless the listing broker has given specific permission (through information published in a multiple listing service or otherwise) to show the property without first contacting the listing broker. Lockboxes are not security devices but are a convenience by which to expedite the showing of property. Nothing shall prevent the owner's right to refuse to have a lockbox on his property.

The key system provided by the Lakeland Association of REALTORS® is a member service offered to REALTOR® members and to affiliate members who are actively engaged in a recognized field of real estate practice or in related fields and who provide inspection or repair services that prepare a property for sale and/or closing. LAR members must agree to comply with all the provisions of keyholder and lockbox contractual vendor agreements and leases and with the rules, policies and security requirements for lockbox use. Violation of these rules, policies or security requirements shall result in fines or in loss of the privilege of using a lockbox key or the lockbox system.

LAR has an exclusive contract with SUPRA, a division of GE Security, a National Association of REALTORS® (NAR) approved vendor as the lockbox vendor. The system includes:

- SUPRA Electronic Keys: ActiveKEYs and eKEYs; i.e., various Smart Phones and Personal Data Assistants
- iBox (SUPRA lockbox)

This system meets the minimum security measures adopted by NAR and by LAR.

The lockbox key records entry into properties and transmits the entry information to the system.

Lockbox Key Policy

Issuance of Supra Equipment

- Lockbox keys are issued by LAR to an individual under a lease with SUPRA. Under no circumstances shall anyone other than the keyholder have use of the key. Keys shall not be shared, loaned, or given to any other person to use to enter a property.
- To be issued a key, members must be in good standing with the association, read and execute a lease agreement, pay the required fees, and attend training on the use of the key.
- LAR will refuse to lease lockbox keys, may terminate existing key lease agreements, and will refuse to activate or reactivate any key held by an individual convicted of a felony or misdemeanor if the crime, in the determination of the Association relates to the real estate business or puts clients, customers, or other real estate professionals at risk.
- No member shall be required to lease a lockbox key from the Association. Leasing a lockbox key is on a voluntary basis.

- Members who have a current ActiveKey lease or eKey user agreement will have the opportunity to lease up to two (2) iBoxes, if available.
- Keys shall be deactivated by the Association for non-payment of Key fees or membership dues. Keys may be deactivated for noncompliance with Code of Ethics sanctions or sanctions for violations of membership duties. Lost, stolen or missing keys will be deactivated when reported to the Association.

Return of Supra Equipment

Leased ActiveKEYs must be returned to the Association when

- a member no longer desires to use the system
- is inactive or terminated from the Association for any reason
- has failed to pay the lease fees or membership dues by their due date
- is not in compliance with a Code of Ethics sanction or a sanction for violation of a membership duty.

The lease can only be cancelled upon the return of the leased equipment. If the leased equipment is not returned within 10 days for one of the above reasons, the member or former member shall owe a \$249 equipment charge for the ActiveKey and a \$250 equipment charge per iBox.

Access to Property

All members who use a lockbox key must

- Contact the listing broker unless given other specific instructions whether in a multiple listing service or otherwise.
- Disclose their brokerage relationship or other status to the listing broker.
- Arrange an appointment to show or enter the property.

Note: The fact that a property has a lockbox available for use does not authorize any keyholder to enter or show the property without first contacting the listing broker.

Leaving the Property

All property keys or other entry devices must be returned to the lockbox container. Under no circumstances are property keys or entry devices to be given to anyone at any time. They are available to enter the property as specified in these rules only.

Lockbox Breach of Security

The lockbox security requirements of the National Association of REALTORS®, as from time to time amended, are hereby adopted and made a part of these Rules and Regulations. A \$5,000 fine and termination of lockbox key privileges until the fine is paid will be assessed for

- Giving the property keys or access devices obtained from the lockbox container to any individual whatsoever.
- Placing the PIN on the key.
- Leaving the PIN in the key pouch.
- Writing the PIN on the instruction card.
- Writing the PIN where it is accessible if lost or stolen.
- Allowing anyone (spouse, significant other, team member, personal assistant, etc., other than keyholder to use the PIN or key.

- A \$100 fine will be assessed for failure to replace the property key or other access device back in the lockbox.

Suspensions & Fines

A member who receives a suspension or fine may request a hearing before the Professional Standards Committee of the Lakeland Association of REALTORS® by filing a written request for such a hearing.

Lost or Stolen Keys

These procedures are adopted from the National Association of REALTORS®.

- Keyholders must report to LAR immediately a potential breach of the system and lost or stolen keys.
- Keyholders must report stolen keys to the police department prior to being issued a replacement key. Keyholders must provide LAR with a copy of the police report as soon as possible.
- LAR will issue replacement ActiveKEYs under the terms of the SUPRA ActiveKEY agreement and once the \$250 replacement fee has been paid.

Lockbox Condition

Lockboxes must be cleaned before returning them to the Association office. Reasonable effort shall be made to remove dirt, grime, mold etc., wear and tear excepted. Staff shall refuse all dirty lockboxes. The Assignee shall be given three business days to clean the lockboxes and return them to the Association office. When a lockbox is not returned within three business days, staff shall bill the Assignee for each lockbox at the current SUPRA replacement price plus a non-refundable fine of \$10 per lockbox. (6/10)

Keyholders Signature

Date