

# LOCKBOX/KEY RULES & REGULATIONS

## SUPRA SYSTEM

The Supra system is a service provided by the Englewood Area Board of REALTORS<sup>®</sup>, Inc. (EABOR). To participate in the system, you must be a REALTOR<sup>®</sup> or Affiliate Business Partner member of EABOR or Subscriber to the MFRMLS. This service is entirely voluntary for members and sellers. Assignments to Affiliate Business Partners will be at the discretion of the CEO. Assignments to unlicensed Assistants will be at the discretion of the CEO.

## LOCKBOX/KEY SYSTEM RULES

The following are rules for use of the Board's lockbox/key system. These rules are in addition to the terms and conditions of the Supra Lease Agreement and the Lockbox Security Requirements of the National Association of REALTORS<sup>®</sup>.

**REALTOR<sup>®</sup> Member/MLS Participant/Subscriber (REALTOR at Large)/Assistants Requirements:**

1. Use of the lockbox/key system shall be governed by the terms and conditions of the Supra Lease Agreement and the Lockbox Security Requirements of the National Association of REALTORS<sup>®</sup>.
2. No more than one Supra device shall be leased to any licensee (including licensed or certified appraisers) affiliated with a MLS Participant/Designated REALTOR<sup>®</sup>.
3. Violations are noted below and will result in fines up to \$5,000.00, but not less than \$50.00 per offense.
4. The Board may suspend the right of a lockbox keyholder to use Supra following their arrest for any felony or misdemeanor which, in the determination of the Board of Directors, relates to the real estate business or which puts clients, customers or other real estate professionals at risk, or with repeated offenses.
5. The Board may refuse to lease Supra devices/boxes and may terminate lease agreements of any keyholder convicted of a felony or misdemeanor if the crime, in the determination of the Board, relates to the real estate business or puts clients, customers, or other real estate professionals at risk.
6. Unlicensed persons, assistants, administrative and clerical staff, and individuals seeking licensure as real estate appraisers who are under the direct supervision of a Designated REALTOR<sup>®</sup>, or MLS Participant, or their licensed designee, shall be eligible to lease a Supra device on the same terms and conditions as non-principal brokers and sales licensees.

**Affiliate Business Partner Requirements:**

1. A valid business license.
2. Provide a certificate of liability insurance of at least \$500,000 naming the Englewood Area Board of REALTORS<sup>®</sup>, Inc. as an additional insured.
3. The CEO must have approved their application for Affiliate Business Partner membership.
4. A signed Lease Agreement. This must be signed by one of the owners of the company.
5. Only those affiliates that have a demonstrated an approved need to enter the property may obtain a key device. Those identified as eligible for consideration at this time are pest control operators/inspectors and home inspectors.
6. Use of the lockbox/device system shall be governed by the terms and conditions of the Supra Lease Agreement and the Lockbox Security Requirements of the National Association of REALTORS<sup>®</sup>.
7. Use of the lockbox system is not an open invitation to enter the property. Appointments are mandatory. Affiliate Business Partner members are expressly prohibited from using Supra device to enter a property without the owner's and/or listing broker's permission.
8. Violations are noted below and will result in fines up to \$5,000.00, but not less than \$50.00 per offense.
9. The Board may suspend the right of a lockbox keyholder to use Supra following their arrest for any felony or misdemeanor which, in the determination of the Board of Directors, relates to the real estate business or which puts clients, customers or other real estate professionals at risk, or with repeated offenses.
10. The Board may refuse to lease Supra keys/boxes and may terminate lease agreements of any keyholder convicted of a felony or misdemeanor if the crime, in the determination of the Board, relates to the real estate business or puts clients, customers, or other real estate professionals at risk.

**ASSIGNMENT OF LOCKBOXES TO LISTINGS, ADDITIONAL RULES and VIOLATIONS – SUBJECT TO FINES:**

1. Lockbox inventory will be conducted as needed.
2. All lockboxes MUST be on the property they are assigned to, of the primary listing agent.
3. Inclusion in the MLS is not required for a property to have a lockbox, however frequent reporting of the listing status may be required if not in the MLS. If a listing is not in the MLS, a copy of the fully executed MLS waiver form must be submitted to EABOR in order to receive a lockbox.
4. A lockbox can be obtained on a listing that is an “incomplete” status in the MLS, as long as a MLS number has been assigned, and an early lockbox check-out acknowledgement form is signed indicating the listing will be “active” in the MLS within 72 hours (excluding weekends and holidays).
5. No one other than the keyholder is authorized to use the key/device assigned to them. Violation of this will result in a fine. **This is a serious breach of security.**
6. Do not attach or write your pin code or shackle numbers on your lockboxes or key. **This is a serious breach of security.**
7. Failure to remove **AND RETURN** a lockbox to EABOR within 72 hours (excluding weekends and holidays) on a listing that has expired, withdrawn, or closed, is a violation that will result in a fine or penalty.
8. Compromising the security of the property and/or integrity of the system is a violation that will result in a fine or penalty.
9. Other violations include, but are not limited to:
  - (a) Unauthorized use of the lockbox.
  - (b) Taking the key from the lockbox of a former listing agency to put in a new listing agency lockbox without permission.
  - (c) Handing over the key to another agent for showing after your showing.
  - (d) Unauthorized removal of the lockbox.
  - (e) Entering a lockbox property in violation of the MFR showing instructions.
  - (f) Transferring a lockbox to another listing with the same agent without written notification to EABOR.
  - (g) Not replacing the key and/or closing the lockbox door.
10. Failure to return all lockboxes, and return/de-activate any Supra device within five business days **upon departure from membership or affiliation with EABOR.** Individuals not returning lockboxes **will** be invoiced for those lockboxes assigned to him/her, and subject to legal action if not paid.

**BEST PRACTICES:**

1. Lockboxes should not be placed on or near water pipes or sprinklers.
2. Lockboxes may have no more than ONE gate card and THREE keys in the box. The keys MUST be placed in the key container of the lockbox.
3. Do not put in direct sunlight, or the box may not work.
4. Lockboxes should be placed on an A.D.A. compliant location.
5. Keep your key device dry at all times. Do not leave in your car due to the heat.

**FINES – SAME OFFENSE:**

- 1<sup>st</sup> Offense - \$50.00
- 2<sup>nd</sup> Offense - \$100.00
- 3<sup>rd</sup> Offense - \$200.00
- 4<sup>th</sup> Offense - \$500.00

**UNAUTHORIZED USE OF KEY/DEVICE**

- 1<sup>st</sup> Offense - \$500.00
- 2<sup>nd</sup> Offense - \$1,000.00
- 3<sup>rd</sup> Offense - \$5,000.00

**FAILURE TO PAY ANY OF THE ABOVE FINES WITHIN 30 DAYS WILL RESULT IN THE DEACTIVATION OF YOUR SUPRA DEVICE, AND SUBJECT TO ADDITIONAL FINES AND SUSPENSION BY THE BOARD OF DIRECTORS.**

**ADDITIONAL INFORMATION:**

Your device is automatically programed to open lockboxes issued by the Englewood, RASM, Tampa, Port Charlotte, Venice, and Pinellas systems, as soon as your information is put into their system. If opening a lockbox in another area, please check with EABOR first. For access to EABOR lockboxes by a REALTOR other than an EABOR member, a 10-day access will be granted.

EABOR lockboxes operate on set-timed access hours which are 7 AM – 8 PM (Eastern Standard Time) and 8 AM – 9 PM (Daylight Savings Time.) Access hours can be changed to 24 hour by the agent.

Clarification: Lockboxes may be on “Active” – “Pending” – “Temporarily Off Market” – “Incomplete” listings.  
Lockboxes must be removed and returned to EABOR on “Expired” – “Withdrawn” – “Sold” listings.

**LOCKBOX/KEY ADMINISTRATIVE FEES/CHARGES:**

- Annual Administrative Fee - \$80.00 plus tax.
- Annual Administrative Fee Date – The annual fees will be invoiced on or about December 1<sup>st</sup> of each year, and due within 30 days. Failure to pay the fees by the due date will result in a \$25.00 fine, and the key device being deactivated until all fees and fines are paid. There is no proration of the annual fee due to late payment.
- Prorated Administrative Fee – Fees will be prorated monthly for new members, and collected at time of activation of device.

**NOTE:** Fees/fines are subject to change without notice.

**FOR ASSISTANCE WITH YOUR LOCKBOXES: Call EABOR at 941-474-6664**

**FOR ASSISTANCE WITH YOUR SUPRA KEY: Call Supra at 1-877-699-6787**

**I acknowledge receipt of these Rules & Regulations:**

\_\_\_\_\_  
**REALTOR SIGNATURE**

\_\_\_\_\_  
**STAFF**

\_\_\_\_\_  
**DATE**