# USE OF SUPRA LOCKBOXES

## ENSURING THE SECURITY AND SAFETY OF CLIENT HOMES



LSTAR strongly encourages the use of Supra Lockboxes among all our members.

Professionalism requires us to make choices that prioritize the best interest of our clients. One of the key responsibilities REALTORS® have is ensuring the security of clients' homes while they are listed on the market.

Before installing any lockbox, REALTORS® must provide a thorough explanation to the seller regarding the type of lockboxes available and the associated risks, regardless of whether the property is occupied, unattended, or vacant. Written consent from the seller is required prior to installation.

As a REALTOR®, it is your responsibility to safeguard the property during showings. With the increasing use of mechanical lockboxes within LSTAR's jurisdiction, there have been instances of unauthorized access and showings outside scheduled appointment times, which can erode trust in the REALTOR® and diminish the level of professionalism expected in our industry.

LSTAR members are **not** obligated to use mechanical lockboxes at the request of a lawyer for closing purposes or at the request of a non-LSTAR member who does not wish to obtain Supra access. The decision rests with the seller, who must be fully informed of the risks.

Mechanical lockboxes present several security concerns, including use of the same code, the inability to track showings, vulnerability to break-ins, and the potential for code-sharing with unauthorized individuals. These factors can compromise the security of both real and personal property, as well as the privacy and safety of the home.

In contrast, advanced technology provided by Supra, LSTAR's lockbox provider, offers enhanced security features. These include real-time identification of individuals accessing the property, tracking of entry times and durations, and automatic code changes after each showing. Supra also offers safeguards such as preventing key release without a valid eKey code, and LSTAR retains the ability to disable access if a member fails to comply with MLS® Rules concerning showings.

**Ultimately, the decision rests with the seller, who should be fully informed of the options and risks by their REALTOR®.**

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