

“IMPORTANT: REALTOR® and Affiliate Members of the West Central Association of REALTORS®, MLS ONLY subscribers, and other persons authorized to access listed properties are responsible to know and follow all lockbox, eKey, and electronic Key Box rules (below). Failure to abide by West Central Association of REALTORS® lockbox and eKey/Key Box requirements will result in Fines and may also violate MLS Rules, NAR Code of Ethics, and Ohio License Law.”



Key Box System Policies

May 2024

The following are the West Central Association of REALTORS® Policies regarding the eKey and electronic Key Box system.

1. Participation in the eKey and electronic Key Box system is open to REALTOR® members of the West Central Association of REALTORS® in good standing.
 - New users will sign a statement verifying that they have read and understand the “Lockbox and Key Box Rules,” and “eKey and Electronic Key Box Policies” before they will be granted access to the eKey and electronic Key Box system.
2. eKey and Keybox Security: Keyholder acknowledges that if the eKEY or its PIN comes into the possession of any unauthorized person, the security of all Key Boxes could be compromised. Therefore, the Keyholder agrees:
 - a. Keyholder shall keep the eKEY in Keyholder’s possession, or in a safe place at all times and shall only use the eKEY for proper purposes in connection with real estate services to the public. Keyholder shall not allow their PIN to be attached to eKEY.
 - b. Keyholder shall not loan or otherwise transfer the eKEY to any person or entity, with the exception of emergency use with prior notification of listing broker.
 - c. Keyholder shall notify the West Central Association of REALTORS® in writing within 24 hours should the eKey be lost or stolen, including all circumstances surrounding such loss or theft.
 - d. Keyholder shall follow all security procedures now existing or hereafter adopted by the West Central Association of REALTORS® in connection with use of the eKEY and the Key Boxes.
 - e. Keyholder shall safeguard the Shackle Code for each Key Box from all other individuals and entities, whether or not authorized Keyholders.
 - f. **Failure to abide by the eKey and Key Box Rules and Policies may result in Key Box Fines and other disciplines as directed by the MLS Committee.**
3. Failure of eKEY: If the eKEY software fails to work properly, contact the West Central Association of REALTORS® during regular business hours of 9:00 a.m. to 5:00 p.m., Monday through Friday. For help after hours, Keyholders may also contact the SentiLock Support Line at 513-618-5800 or by email support@sentrilock.com.
4. Failure of Key Boxes: If the Key Box fails, a replacement Key Box will be issued when the old Key Box is brought to the West Central Association of REALTORS®’ office for an exchange. If a Key

Box fails while attached to a property, the Agent who is assigned to the Box must call the office for further instructions.

5. Hours of Operation: Electronic Key Boxes shall be accessible for showing between the hours of 7 a.m. and 9 p.m. Eastern Standard Time (winter) and the hours of 8 a.m. and 10 p.m. Daylight Savings Time (summer).
 - Listing agents can program the Key Box to be available 24 hours a day by using his/her eKEY to do so or they may bring the Key Box to the West Central Association of REALTORS® to program the box for special hours.
 - Listing agents have access to their own listings 24 hours a day.
 - Key Boxes should be programmed to deny access to all Keyholders except the listing agent during “Coming Soon” status. This is for the privacy and protection of the Seller.
6. Transfer of Keyholder to Another Firm. If a Keyholder using the eKey and Keybox System transfers agency affiliation, they must notify the West Central Association of REALTORS® within fourteen (14) days of the change as recorded with the Ohio Division of Real Estate. There is no cost to a Keyholder to transfer.
7. Transfer of Key Boxes: Notwithstanding the other provisions of the Key Box Agreement, while Member is not in breach of the Key Box Agreement, Member may at any time during the term
 - transfer any Key Boxes in Member's possession to another system Broker or Member who has signed this form of Agreement with the West Central Association of REALTORS®, and
 - receive from other Brokers and Members their Key Boxes.Members shall notify the West Central Association of REALTORS® in writing within 24 hours of the transfer.
8. Inspections and Audits: the West Central Association of REALTORS® shall have the right to inspect all eKEYs at all reasonable times and places to protect the security and integrity of the system. Failure to comply with the terms of this paragraph shall constitute an event of default under this program.
9. Indemnification: Keyholder covenants and agrees to indemnify and hold harmless the West Central Association of REALTORS® and their officers, directors and employees from any and all liability, claims, causes of action, suits, obligations, or demands against the West Central Association of REALTORS® as a result of Keyholder's loss of or use of the eKey and/or Key Box System for any reason, including, but not limited to: attorney's fees incurred by the West Central Association of REALTORS® as result of damage or injury to premises or persons arising out of the use by Keyholder or by another person using the eKey or Key Box System.

IMPORTANT: REALTOR® and Affiliate Members of Columbus REALTORS®, MLS ONLY subscribers, and other persons authorized to access listed properties are responsible to know and follow all lockbox, eKey, and electronic Key Box rules (below). Failure to abide by Columbus REALTORS® lockbox and eKey/Key Box requirements will result in Fines and may also violate MLS Rules, NAR Code of Ethics, and Ohio License Law.



LOCKBOX, eKEY, and ELECTRONIC KEY BOX RULES

May 2024

The minimum responsibilities of REALTORS® and Affiliate members of the West Central Association of REALTORS® are consumer safety and protection of property. We therefore view the following rules as essential to the business and practice of real estate.

1. Definitions:
 - a. "Lockboxes" shall refer to on-site non-electronic devices that allow access to the key to a property. Lockboxes are opened manually such as by means of a combination or key.
 - b. "eKey" and "Key Box" shall refer to the electronic entry system utilized by the West Central Association of REALTORS® including electronic Key Boxes on loan from the West Central Association of REALTORS® and accessed by means of an application on the Keyholder's smart phone. The company currently utilized is SentiLock.
 - c. "Lockbox and Electronic Key Box Rules" shall be applicable to use of eKeys/Key Boxes and to broker/agent/Seller-provided non-electronic lockboxes, unless specifically stipulated in individual rules below.
 - d. "Keyholder" shall refer to the REALTOR® or associate member or authorized non-licensed assistant who has been granted written permission to enter the property using a lockbox or the eKey/electronic Key Box system, via Seller's signature on the Listing Contract or Seller's signature on another form.

2. Duties of Listing Agent / Broker:
 - a. Seller Authority is required in writing before lockbox/Key Box placement on a property.
 - b. Lockbox/Key Box placement and use will be governed by Condominium/HOA rules, if applicable. For example, the listing agent's card and the unit number may be required on the box, and the box placed in a particular location.
 - c. Permission to access a lockbox/Key Box must be granted in writing by Seller to buyers' agents and others through their REALTOR® or Affiliate membership in the West Central Association of REALTORS® or the MLS and granted to other licensed/unlicensed persons by the Seller/seller's broker.
 - d. Principal brokers/designated REALTORS® are responsible to actively supervise and educate their licensed agents and other users under their supervision regarding use of lockboxes/eKey/Key Boxes.
 - e. Employers of licensed/unlicensed employees are responsible to actively supervise and educate their licensed/unlicensed employees who have access to lockboxes/eKeys/Key Boxes.

- f. Listing agents/brokers are responsible for the confidential nature of their electronic Key Box Shackle Code. Code is not to be shared with anyone.
 - g. Listing agents/brokers are responsible for the confidential nature of the combination for combination lockboxes. Combinations are to be shared only with authorized persons per written agreement with Sellers.
 - h. Lockboxes and Key Boxes are to be removed from the property within 96 hours after closing, possession, termination, or expiration of listing, whichever is later, or as agreed in writing.
 - i. The owner of the lockbox or Key Box may be charged a fine or removal fee at the discretion of the MLS Committee.
3. Mandatory Showing Responsibilities: Extreme care is to be taken to guard the safety of the Seller and their family, and Seller's property and privacy.
- a. Keyholder shall access the lockbox/Key Box only with authorization and only for the purpose of sale or lease of the property at which a lockbox/Key Box has been placed; Keyholder may grant access to home inspector, appraiser, or contractor, etc. as authorized by the Seller.
 - b. Keyholders wishing to show a listed property MUST contact the listing agent/broker/ designated showing service to schedule an appointment, whether the property is vacant or occupied. Appointments must also be made to show land/lot properties. This is for the protection of the Keyholder and customers and the privacy and protection of the Seller and their property.
 - c. Showings are approved for a specific showing agent at a particular appointment window. It's a violation for another agent to show the property without approval of the listing agent, broker or showing service.
 - a. If a showing agent is unable to attend a showing, the original showing agent must notify the listing agent, broker, or showing service and receive permission to substitute a named agent. This rule applies to vacant as well as occupied properties.
 - b. If a showing agent arrives at a property or remains inside the property outside the approved appointment window, the showing agent must obtain approval from the listing agent, broker, or showing service for the amended time for entry or exit. This rule applies to vacant as well as occupied properties.
 - d. Any Keyholder who makes, or instructs their representative to make, an appointment to enter a listed property shall be responsible to open the property upon arrival and to secure the property when leaving.
 - e. Keyholder shall remain with those persons for whom they have gained access throughout the duration of those persons' time in the property.
 - f. Keyholder is responsible to secure the property and replace the key in the lockbox/Key Box upon completion of their showing.
 - g. Keyholder will not allow a second Keyholder or buyers' agent to access the property without the second Keyholder/agent using their own code to access the key. This is for the security of the Seller and to guard the liability of each Keyholder.
 - h. Keyholder (combination lockbox only) shall not divulge the combination of the lockbox to a customer or any other person without explicit written approval of the listing agent/broker/Seller.
 - i. Keyholder will admit only their customers to the property during the appointed showing time reserved, unless overlapping showings have been approved by the Seller. Keyholder is

to allow no walk-ups, neighbors, passers-by, delivery persons, or other individuals to access to the property during a private showing without prior written consent of the Sellers.

- j. Keyholder is to follow, and ensure their customers follow, any showing instructions of listing agent/broker, located in the MLS private remarks, showing service instructions, or otherwise relayed by the listing agent/broker. Examples of common instructions: booties to be worn; masks to be worn; no children permitted; only decision makers permitted; do not let cat out; turn off lights at end of showing; leave business card on table; no overlapping showings; "Coming Soon"/no-show period in effect dates.
- k. Extreme care shall be taken by Keyholder to ensure that all doors and windows to the listed property and the lockbox/Key Box are securely locked upon their exit.
- l. Under no circumstances may Keyholder depart a property leaving non-licensed customers in the property for any amount of time.

I hereby acknowledge that I have read and fully understand my responsibilities under the West Central Association of REALTORS® Lockbox and Key Box Rules.

_____ Date _____
Key Holder Signature

Key Holder Printed Name