

MIBOR Service Corporation (MSC) Lockbox Usage Standards

A lockbox is a container affixed to property as a device to gain access to the property **for the purpose of efficiently showing, appraising, or inspecting the property** being marketed by a Participant in the Broker Listing Cooperative® Listing Service. MSC licenses the Sentrilock electronic lockbox program to assist in making members' transactions more efficient by utilizing a secure, accountable entry system. To make the system efficient and functional for all who use it, MSC offers the following guidelines for usage:

Preface: A showing appointment and entry using the lockbox system is intended for showing the property to legitimate prospects, not family, friends, neighbors or curious others. It may also be used for legitimate entry purposes related to the real estate transaction, such as inspections, appraisals and repairs.

1. Agents must contact the listing broker's office to arrange showing appointments to show listed property, even if the property has a lockbox affixed to it.
2. Agents must be respectful in the treatment of the premises when gaining entry using a lock box. This includes but is not limited to:
 - a. Keeping the premises clean
 - b. Shutting off lights (that were not on when entering the property)
 - c. Locking all entry doors, patio doors and windows that were unlocked during the showing
 - d. Keeping pets inside the premises
 - e. Following any instructions left by the owner
3. Agents must be respectful of owners' privacy and personal effects. Contents stored in medicine cabinets and clothing dressers are not included in the real estate transaction and should not be inspected by potential buyers.
4. Agents must protect the integrity of the lockbox system by:
 - a. Keeping the Smart Card in Subscriber's possession or in a safe place at all times
 - b. Not allowing his/her personal identification number (PIN) to be kept with, attached to, or written on the Smart Card
 - c. Not allowing the use of the Smart Card by any other individual other than your unlicensed employee who is under your direct supervision. Unlicensed employee use is limited to those lockboxes assigned to the Smart Card holder and/or team members when approved by the Smart Card Holder's managing broker.
 - d. Not duplicating the Smart Card or allow any person to do so
 - e. Not assigning, transferring, or pledging the rights of the Smart Card or Card Reader
 - f. Notifying MSC immediately of the loss or theft of a Smart Card.
 - g. Following the guidelines as outlined on this sheet
5. Listing agents and appointment scheduling staff are responsible for notifying agents who show their listings of the existence of pets, the location of pets in the property and whether the pets have any habits that might affect showing the property, i.e., cats that will try to exit the home when the door opens, dogs who are angry about strangers in their homes. When made aware of situations that might cause difficulties for showings, listing agents should suggest possible alternatives to sellers, such as removing pets from premises for showings.
6. Agents must report system misuse to MSC immediately. To do this, outline the details regarding the misuse in a letter addressed to:

BLC® Listing Service Technology and Operations Committee
Metropolitan Indianapolis Board of REALTORS®
1912 N. Meridian Street
Indianapolis, IN 46202