

## **Akron Area Board of REALTORS**

### **1400 – Supra Rules & Regulations**

The SUPRA Electronic Keybox System shall be a member service of the Akron Area Board of REALTORS®.

#### **1400.01 – Membership**

REALTOR® or Affiliate members in good standing of any REALTOR Association or REALTOR-owned MLS is eligible to participate in the SUPRA Electronic Keybox System and to hold a SUPRA key provided they comply with all rules and regulations.

New members who participate within 90 days following completion of their membership requirements will only have to pay half of the current Supra Keypad Issuance Fee.  
Modified by Board of Directors – 6/28/07

#### **1400.02 – Application Process**

Eligible applicants may apply to participate in the SUPRA Electronic Keybox System as follows:

1. Verify membership in a REALTOR Association or REALTOR-owned MLS;
2. Agree to SUPRA lease agreement by signing invoice;
3. Lease of equipment (including used lockboxes);
4. Payment of SUPRA key issuance fee (applicable after conversion dates non-refundable);
5. Payment of semi-annual display key usage fee (non-refundable) or monthly payment for e-key.

The annual SUPRA key lease fee shall be in such amount as established annually by SUPRA based upon the contract and includes CPI increases. AABOR reserves the right to charge member and non-member pricing.

Modified by Board of Directors – 6/28/07

#### **1400.03 – SUPRA Electronic Keybox and Key Equipment**

Any number of keyboxes may be purchased from AABOR at the then current SUPRA price plus any applicable tax and shipping and handling costs.

REALTORS® are encouraged, but not required to use the SUPRA electronic keybox on listed property, however, written permission from the seller or, if applicable, any tenant in possession of the property, is required. The SUPRA electronic keyboxes are not designed nor marketed as a security system.

The SUPRA key may be leased from AABOR at the then current SUPRA lease key fee plus any applicable tax.

No one shall be required to lease a key from the association except on a voluntary basis. Possession of a SUPRA key, however, acknowledges and the keyholder has read, understands, and agrees, as a condition of the Keybox Rules and Regulations governing the operation of the system.

#### **1400.04 – Licensed Personal Assistants**

Licensed personal assistants who are REALTOR® members of AABOR working on behalf of another REALTOR® member of AABOR may transfer ownership of keypad to his/her successor upon termination of the position as personal assistant, when the following conditions are met:

1. REALTOR® being assisted pays all SUPRA fees when keypad was issued.
2. Licensed personal assistant being replaced signs release so keypad may be reissued.

3. New personal assistant agrees to sign new lease agreement.
4. REALTOR® being assisted agrees to pay future annual fees billed by SUPRA for the keypad.
5. REALTOR® being assisted and his/her broker signs form verifying the personal assistant is using the keypad for business conducted for the REALTOR®.

#### **1400.05 – Transfer or Termination of Membership**

##### **Transfer:**

If a SUPRA keyholder transfers to a different company, the keyholder is responsible for notifying the association office within 48 hours of such action.

There is no cost to a member to transfer, but failure to comply with the transfer procedure will result in deactivation of the SUPRA key and a \$25 charge to reactivate the SUPRA key.

##### **Termination:**

If a SUPRA keyholder decides to: a) no longer participate in the SUPRA Electronic Keybox System or b) no longer remains an active, licensed sales agent or licensed or certified appraiser, or c) no longer is employed by an Affiliate Member, the keyholder is responsible for notifying the SUPRA System Administrator at the association office within 48 hours of such action. NOTE: The SUPRA key cannot be transferred to anyone.

In the case of discontinuing the service, the keyholder is responsible for turning in his/her SUPRA key and any leased keyboxes into the SUPRA System Administrator and for fulfilling any other responsibilities for all equipment damages.

Modified by Board of Directors – 5/26/05

**NOTE:** An agent may, alternatively, assign his/her inventory of leased keyboxes to another agent and avoid any future keybox financial responsibility to SUPRA. This assignment must be reported to the SUPRA System Administrator within 48 hours of transfer and any outstanding fees owed must be paid by the resigning keyholder.

#### **1400.06 – Lost or Stolen Keys**

If a SUPRA key is lost or stolen, a keyholder must notify the AABOR immediately. The association shall take any steps deemed necessary to resecure the system.

If the loss or divulging of the identity number of the SUPRA key causes the security of the system to be breached, the keyholder or responsible person or entity thereof may be required to pay liquidated damages to offset some of the costs in re-establishing the security of the overall SUPRA Electronic Keybox System if it is determined the security has been comprised through the negligence or fault of the keyholder.

Any member who loses a keypad will be charged a replacement fee of \$150 for a display key or e-key shell and \$99 for a cradle per section 4.3 of the SUPRA contract unless the member has purchased SUPRA key insurance. If member subsequently finds the lost keypad, a full refund will be issued upon return of the second keypad minus the current dues if keypad was not paid for during the current billing cycle.

Modified by Board of Directors – 1/27/05

#### **1400.07 – Equipment Defects**

If a SUPRA key breaks due to defects in workmanship or materials the keyholder will be issued a new key at no charge.

If a SUPRA key breaks or is damaged due to misuse, the keyholder shall be responsible for the replacement of the key and the replacement fee.

Modified by Board of Directors – 1/27/05

### **1400.08 – Rules**

1. It shall be the responsibility of all REALTORS® to acquire written authorization from the property owner prior to placement of a keybox on a property. Such permission exists via the use of the CRIS Exclusive Right to Sell.
2. REALTORS®, whether functioning or subagents of the listing broker or as agents of potential purchasers, must contact the listing broker to disclose their agency status and to arrange appointments to show listed property prior to showing a property on which a keybox has been placed, unless the listing broker has given specific permission to show the property without first contacting the listing broker.
3. No one, including but not limited to REALTORS®, authorized Affiliate Members, or licensed assistants and clerical staff shall use a SUPRA key leased to another person, with or without their permission.
4. Each member shall maintain a log of each keybox showing the number of the keybox, address on which the keybox is placed, listing agent for that property, date box is placed on the property and the date removed.
5. If a keyholder transfers to a different company, the keyholder is responsible for notifying the SUPRA System Administrator of such action within 48 hours.
6. If a keyholder transfers to a different Board/Association within CRIS, the keyholder is responsible for notifying the Supra System Administrator at the new Board that he/she is joining of such action within 48 hours in order to get the keypad transferred to the Board/Association's KIM System.
7. If a keyholder leaves the business or ceases his/her affiliation with a REALTOR Association or REALTOR-owned MLS he/she must notify the association within forty-eight (48) hours and the keyholder will be removed from the system.

Modified by Board of Directors – 6/28/07

### **1400.09 – Fines**

Any SUPRA keyholder or responsible person/entity thereof for such keyholder may be brought before the Board of Directors of the AABOR for review and possible punitive action, including monetary fine and/or suspension from the keybox system for any violation of the Keybox Rules and Regulations.

1. A \$25.00 fine will be imposed on members who use their SUPRA key and enter a property without first calling the listing office for an appointment.  
  
If a member fails to contact the listing agent/broker, the listing agent/broker can file a complaint with the Board of Directors by contacting the SUPRA System Administrator at the Association office. To file a complaint, the listing agent/broker must complete a complaint form, provide copies of the activity printout from the keybox in question and provide copies of the broker's showing log.
2. A \$100.00 fine will be imposed on members who give out their SUPRA key for use by another person.
3. A \$100.00 fine will be imposed on a member who uses a SUPRA key leased to another person, with or without their permission.
4. Repeated offenses may result in suspension of membership and/or service.

### **1400.10 – Enforcement of Rules and Regulations**

The AABOR Board of Directors will enforce the provisions of the Keybox/Keysafe Rules and Regulations and shall have the authority to amend these Rules and Regulations from time to time.

If the alleged offense is a violation of the Rules and Regulations of the service and does not involve a charge of alleged unethical conduct or request for arbitration, it may be administratively considered and

determined by the Board of Directors of the service, and if a violation is determined, the Board of Directors may direct the imposition of sanction, provided the recipient of such sanction may request a hearing before the Professional Standards Committee of the association in accordance with the Bylaws and Rules and Regulations of the Association of REALTORS® within twenty (20) days following receipt of the Directors' decision.

If rather than conducting an administrative review, the MLS has a procedure established to conduct hearings, any appeal of the decision of the hearing tribunal may be appealed to the Board of Directors of the MLS within twenty (20) days of the tribunal's decision. Alleged violations involving unethical conduct shall be referred to the Professional Standards Committee of the Association of REALTORS® for processing in accordance with the professional standards procedures of the association. If the charge alleges a refusal to arbitrate, such charge shall be referred directly to the board of Directors of the Association of REALTORS®.

Modified by Board of Directors – 03/22/07