

Just a Few Reminders concerning the Sentrilock System at CWTAR:

- The **number** of lockboxes that a firm can have is based on how many active residential and commercial listings a firm has. A firm can receive 10% over that amount
Example: Company A has 20 active/pending, residential/commercial listings. They are allowed 22 lockboxes.
- If a firm has an outstanding invoice for lost/stolen lockboxes, that firm **cannot receive more lockboxes until that invoice is paid.**
- Do not put anything other than the key inside the key box as it can get stuck and jam the latch rendering it defective due to user error.
- **You must contact Sentrilock** and troubleshoot a lockbox and it will be up to them to deem lockboxes defective. The **Association Office must receive a copy of that ticket** before giving permission to remove a lockbox.
- CWTAR no longer uses a locksmith to remove lockboxes. It will be up to the Principle/Managing Brokers to remove the lockbox and then return to the Association Office.
- The Association Office must receive "cut off" lockboxes at our facility before removing from the firm's inventory.
- If a firm needs more lockboxes, they may request them and pick those lockboxes up from the Association office **no sooner than 24hrs.**
- If requested lockboxes are not picked up within 3 business days, **lockboxes will be placed back into the lockbox inventory** and a **new request will need to be submitted with another 24 hour waiting period.**
- All lockboxes in your office that are not working need to be returned to the Association Office so that they can be troubleshot. You **will not** receive a replacement that day for **returned, non-working lockboxes.** **If after running an inventory list you are entitled to more lockboxes, you will be able to pick them up after the 24 hour waiting period.**
- If an agent needs a new Sentrilock card, the 1st replacement of the year is at a \$10.00 cost, 2nd \$25.00, 3rd \$50.00 and 4th \$100.00 and **the agent will appear before the Board of Directors before the 4th card is activated.** This starts over at the beginning of every year.