

# **PROCEDURES FOR THE USE OF CONTRACTOR CODES WITH SENTRILOCK BOXES**

The SentiLock system is the only lockbox authorized for use by the Carroll, Harford and Howard County REALTOR® Associations and the Greater Baltimore Board of REALTORS®.

**Brokers and Agents should exercise the utmost caution in authorizing or distributing the Contractor Codes that can be used on the SentiLock boxes. The indiscriminate use and distribution of these codes, effectively transforms this secure electronic lockbox into a combination box, with all of the security shortcomings characteristic of combination boxes.**

**Contractor Access Codes are not to be disclosed or given to any person or client under any circumstance, other than to a licensed broker or agent, or a licensed contractor or inspector!!!**

**You must adhere to the following procedures in using these SentiLock Features Contractor Codes**

*MARS recommends against using Contractor Codes.*

*If you do decide to use a Contractor Code, its use should be limited to:*

- Properties that are vacant or unoccupied with no personal property on the premises.*
- Situations where it is necessary to permit a licensed contractor to gain access to the property.*
- Contractors who are known to the agent or the Broker, or whose identity has been verified.*

**Do not ever give the Contractor Code to any agent!!**

**Procedure for issuing a Contractor Code:**

- 1. Obtain the caller's name and phone number, and the company name and phone number, which is required under State Licensing Regulations.**
- 2. Call the contractors company phone number and confirm that they are in fact associated with that company, before leaving the contractor code, with the office or in the contractor's voice mailbox.**
- 3. You are strongly advised not to leave the code, if the phone number called simply puts you into a personal or unidentified voice mail box, without allowing you to confirm the contractor's status with the company.**

Obviously your own good judgment and discretion should further guide you in the proper use and handling of the Contractor Codes, in protecting the security and best interests of your clients. With the proper precautions, the use of these lockbox features can be a valuable tool in the conduct of your business and the service of your clients.