

**13.2.2 Lockbox Requirements.** If any lockbox or other device giving access to On Market listed property for real estate professionals and/or service providers is authorized by the seller and/or occupant and is placed on or present on property listed through the Service, such lockbox or device must be one that is approved by the MLS where the listing has been submitted. The authorized lockboxes **are those that are** sold by, leased by, or otherwise offered through the local Association or MLS where the listing is submitted have been approved by the MLS. **To find the approved lockbox for a specific geographical area, a map and list of the neighboring Associations/MLSs [click here](#).**

Unless expressly indicated otherwise by the MLS, for any other lockbox or device to be considered “approved,” use of it must provide reasonable, timely access to listed property such that:

- (1) It allows all participants and subscribers timely access to listed property by reliance solely on data submitted to and residing on the MLS;
- (2) complete, accurate and stand-alone instructions are provided for accessing the listed property in the appropriate agent section on the Service; and
- (3) it ensures that the lockbox or device will provide reasonable access to listed property with any information, code or key needed to access the contents of the lockbox or device to be made available or access to the property otherwise scheduled within four (4) hours of initial contact in the event the lockbox or device requires the participating member to obtain additional information to enable access (ex: “call listing agent for entry code”) with said 4 hour response obligation in effect every day from 8:00 am to 6:00 pm.

The MLS reserves the right to require that the device be submitted in advance for approval. The MLS also may revoke the approval and/or subject the participant to discipline if the device is used in a manner that fails to continue to satisfy this requirement. Failure to provide reasonable and timely access as required by this section will subject the listing agent to discipline and potential fines. More than one lockbox or access device may be used on a property as long as one of them is approved where the listing is submitted.

**For violation of this section, see Appendix A, Citable Infractions.**

13.2.2	Use of Lockbox	1 <sup>st</sup> - Courtesy Call 2 <sup>nd</sup> - \$200 Violation 3 <sup>rd</sup> - \$400 Violation 4 <sup>th</sup> - \$800 Violation + \$200 Admin fee & Class
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