

Are Lockboxes Safe? 7 Facts to Soothe Client Fears



Ever had a seller who balked at the idea of using a lockbox? If you're like most Realtors, you've probably fielded questions from homeowners concerned about leaving their house key hanging from a box on the front door. Is it safe, they wonder? Will it make their home more vulnerable to crime?

If you're not sure how to answer, share these seven lockbox safety facts to put your clients' fears to rest.

1. Realtor lockboxes are different. First, let's bust a common misconception. The lockboxes used by real estate agents are not the same as the lockboxes from your local hardware store, which often have just a simple combination lock. Realtor lockboxes feature a sophisticated electronic access system that only allows licensed real estate professionals to open them, among other features. They cannot be purchased by the general public. Combination locks, on the other hand, can be opened by anyone, authorized or not, as long as they know the combination to get in.

2. Realtor lockboxes are tested and certified as secure. The Realtor lockbox is engineered to protect its contents and be unattractive to thieves. In fact, it's far easier to break into the home itself than a lockbox. NAR-owned lockbox SentiLock, for example, sports all-metal housing and a steel shackle, which makes attacks with hand tools difficult. SentiLock's lockbox is thoroughly tested and is certified by the Loss Prevention Certification Board for anti-theft alarms and devices.

3. Access logs track everyone who enters a home. Real estate lockboxes track the name, contact information, and entry time of everyone who accesses them. That way, if something happens to a property—e.g., an object goes missing or the back door is left unlocked—the agent can review the access log to see exactly who was in the house and when. Agents can also turn on instant notifications to be alerted to showings in real-time.

4. Homeowners can restrict access at certain times. Sellers can set up restricted access hours, during which the lockbox can't be opened. This is great for retaining privacy during the evening or at other necessary times, and gives the homeowner the comfort of control.

5. Realtor lockboxes are convenient for sellers. From contractors to appraisers to inspectors, many people besides licensed real estate agents need access to a home during the sale process. It may not be easy, or even possible, for the homeowner or listing agent to be present for each of these appointments. That's where a lockbox comes in handy—just set up a one-day code to give third parties entry when you can't be there. As with showings, the access log will track who entered the property and when, granting your sellers peace of mind.

6. Lockboxes can prevent homeowner lockouts. Speaking of one day codes, if your seller accidentally locks themselves out of their home, the lockbox can help! Agents can remotely program a one-day code for their seller, giving them instant access to their property.

7. Homes with lockboxes get more showings. While this last fact isn't strictly safety related, it is important to share with your sellers. Listings that have lockboxes get more showings. Why? Because they're convenient for real estate agents, who prefer instant access to a home over making an appointment or driving across town to pick up a key from the listing agency. And more showings equal more potential offers for a property!

Want to help your prospective seller clients to better understand lockbox security? SentiLock offers helpful flyers you can add to your listing presentation. You can even add your name and contact information at the bottom. To learn more about SentiLock, visit their website.