

# Supra Non-Member Access

## Frequently Asked Questions

In 2021 GBRAR has rolled out Non-Member Access (NMA) for its lockbox owners. NMA allows a Supra electronic lockbox to be used like a combo box, whereby members can authorize temporary access (WITH THE PROPERTY OWNERS PERMISSION) to non-members:

- For a specific iBox in the member's inventory
- For a specific date and timeframe
- Member is liable for nonmember access.

All property access rules remain the same and are enforced. Seller's permission is required for all access.

This feature is NOT to be used to bypass membership. This feature is for your convenience when you have rare and/or unique situations in which a non-member needs access. Abuse will result in revocation of NMA. Remember, MLS Rules require that:

*Once a licensed agent/broker grants access to the property to any third party, they MUST remain onsite while the third party they have granted access to the property is on the premises. Third parties may include, but are not limited to, clients, client's family and friends, appraisers, inspectors, contractors, roofers, etc. If a listing agent obtains authorization from the seller or responsible party, they may allow third parties to remain on the premises without the presence of a licensed agent.*

*Unauthorized access to a property or Keybox is strictly prohibited. In the event there is evidence that an unauthorized access violation has occurred, punitive action may be issued in accordance with Section 25 of these rules. Showings are approved for a specific person. It is a violation for anyone to show the property on behalf of, or in place of, someone else that has been approved for the showing without prior authorization.*

### **I am a licensed member of MLS. Can I be granted NMA?**

No. Because MLS Members are eligible for a Supra eKey, they are not considered a non-member.

### **I forgot to get the owner's permission, am I in trouble?**

Yes. This is this a violation of the keyholder agreement and may result in loss of key or MLS services. Not only should you have permission, but it is also advisable that permission be documented in writing.

### **Who is responsible for any possible damages or loss to the property by a nonmember?**

When you grant a non-member access to a property, as the listing agent you take responsibility for any possible damages or loss at that property.

### **A New Orleans member and licensed agent wants to show my listing. Can I grant them NMA?**

Unfortunately, no. Because NOMAR members are eligible for a Supra eKey in the New Orleans market, they are considered by Supra to be a member and the system will not allow NMA. NOMAR and GBRAR also have a key co-op agreement that will allow keys to work on the other association's boxes from the date of issuance. They should be referred to NOMAR for a key.

### **I cannot reach the Keybox owner and need NMA. Can I call MLS or Supra to get access?**

No, NMA can only be granted by the Keybox owner registered with Supra.

This FAQ address ONLY consequences under the MLS rules. It does not address any liability to persons or for property that may occur from violation of the MLS rules