



# Key Box Presentations

## Results Overview





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 Responses: Completes  
 Filter: No filter applied

**1.** Taking into account pricing, regional compatability, and technology, which system is the overall best for FAAR agents?

SUPRA		38	81%
Sentrilock		9	19%
Total		47	100%

**2.** Was your mind swayed from supporting one system to endorsing the other?

Yes		18	38%
No		29	62%
Total		47	100%

**3.** What major issues do you see with each system?

#	Response
1	the cost with Sentrilock
2	Still having to pay for second system in order to access properties up North
3	sentrilock is a purchase ...we would be stuck with it. The card has issues. Overall Supra shines.
4	If we are truly representing our clients, I believe we need to go with Sentrilock..access to the client's homes is what it's all about. If we are looking at pricing and features, Supra definitely wins out. I hate that we are forced into a position of taking into account what the surrounding associations are doing!
5	Sentra - cost to association and neighbor boundry problems.
6	I understood that FAAR would have to purchase the Sentrilock system at great expense (am I incorrect on this?) as oppose to a lease program with Supra. Honestly the economy beeing what it is I don't think it would be smart to invest hundred of thousands of dollars on a different system when the one we currently have is still very functional. Also I don't like the fact that agents would have to trade 2 supra boxes to get only 1 back. Also I like the updated key from Supra. I like the features on it more than the card type from Sentrilock that is easily broken...
7	Sentilock is more expensive and this is a hard time right now for all agents to think about changing and paying more... Won't be able to afford the Sentrilock and we should not depend on the older agents to support this system...
8	Everything comes down to Price. With the economy and the market the way they are, it just does not make sense to change a system that works.

9	Supra has been sold off to a company which specializes in owning other companies. NAR owns Sentrilock, but doesn't necessarily have a stellar track record providing cost-effective services to it's members (i.e. Realtor.com)
10	Just compatibility with other Boards.
11	Sentrilock provides better service but poses a significant financial risk for FAAR.
12	Taking 10% of our cash reserves to buy a product that in 5 years could be outdated. There are no guarantees that FAAR will ever make money on this Sentrilock system.
13	No issues - just more updated technology
14	Sentrilock has higher cost, and the Supra cell phone update key has a built in safety contact feature missing in the other system. Now is not a good time to spend reserve and the lease purchase is not as advantageous to us collectively as keeping the lease agreement with Supra. I am sorry Northern Virginia decided to go with Sentrilock but we should not be bound by their lack of consideration for neighboring boards as well.
15	Sentrilock is already inferior to Supra and then you have to commit to a 4 yr contract. Not to mention COST.
16	Costs.
17	The only major issue I have is that we have 2. Northern VA is our sales area. For me personally that is Spotsylvania-North. I don't do business in Richmond but I do in Fairfax & Prince William.
18	I see no reason for FAAR to take on a large debt nor for the agents to have to take on a higher yearly cost to accomodate N VA assoc. The bulk of the agents in FAAR that do business in that area have already purchased a sentra. The bulk of this area uses Supra which works well and covers our needs. IF IT WORKS DON'T FIX IT
19	It seem to me that the Sentrilock was not as up to date as supra.
20	Cost of the sentrilock.
21	If we stay with Supra then we are on a different system then up North which I currently hate. If we switch it may be more costly but as of now I would have to buy a Sentrilock system anyhow . So I would rather pay more to have Sentrilock and be the same with other counties and not have all this craziness!
22	I think the technology that Sentrilock uses is the future. I don't like having a separate keypad to carry vs a credit card that fits in my pocket. Supra is outdated in my opinion.
23	I feel Supra is way ahead technology-wise, with lots less to "break down" and give us issues!
24	Cost of FAAR owning Sentrilock. I do business in Stafford. I will have to have both.... I belive Sentrilock is a better product that offers more benefits.
25	I would really prefer 1 key system compatible with Northern Va. but with the new updates with Supra and the cost increase with Sentrilock, I feel Supra is best for FAAR agents.
26	Sentrilock has additional cost for the more options you want. Supra doesn't have a keypad feature.
27	I feel that the No.Va. market[using Sentrilock] will continue to expand into out area and we will need the same system overall.

28	After hearing the presentations "Supra" seems to be antiquated both in systems and lockbox features. It appears to be less expensive to upgrade the box, instead of replacing them with the Supra box.
29	It is best for FAAR that it NOT own the system.
30	Sentrilock is nice because it is like a credit card that's always with you. Supra makes more sense financially because you don't have to purchase the system.
31	I have both keys. I find the Sentrilock more difficult to use.
32	Supra is not compatible with Prince William County and therefore costs agents more to get both systems
33	Cost, new enhancement to the Supra system
34	I do not like that FAAR would have to buy the Sentrilock.
35	Supra is better technology - compatible with smartphones, better agent reports provided real time.
36	The sentrilock system seems behind in technology to supra
37	Possible use of 2 lockboxes (like it was 20+ years ago).
38	COST AND ABILITY TO CHANGE WITH THE FUTURE
39	Cost & Security of box
40	Day to day use Supra seems much easier to use and Sentrilock appears much more complicated.
41	I don't think Supra can support the environment we are in, surrounded by Sentrilock boards, in being able to give access to agents from other boards. The concern here is that only people with "smart" phones will be able to use the day codes. The Supra box does not offer as many functions as the Sentrilock. We would still be tethered by virtue of having to keep the key's battery charged. The main issue of concern with Sentrilock is the chip has corruption issues if you continually update via a wireless system. I hope that would be addressed in the future.
42	Sentrilock has been nothing but problems for me and I've heard negative feedback from the Northern Va. agents. I've had no problems with SUPRA.
43	I don't see any MAJOR issues with staying with Supra. The MAJOR issue I have with sentrilock is its cost. I don't want to be paying hundreds of dollars a year for the Sentrilock system and then having to pay every time there is an upgrade.

4. Are there any additional questions that you need answered before you could make an informed decision?

#	Response
1	no

2	no
3	no.
4	yes, I would like a clarification on the financial commitment that FAAR would have to do in other to change to Sentrilock and have a comparision (costs wise) with Supra.
5	No have no questions at this time
6	nope.
7	No.
8	I will be attending others and I did receive an email from Sentrilock that I need to evaluate so based on that there may be other questions
9	I would love to see a color map showing the regions covered by each product in VA.
10	Boils down to price, price, price!!!! and we won't be caught with a system we own which may be subject to mandates unknown that will be expensive for us to implement in the future.
11	no
12	No.
13	No
14	Will the updated Supra box be able to give us a day code and will our assoc. allow this benefit to be used?
15	No, my mind is already set
16	no.
17	I want to know if FAAR is going to support using day codes for the Sentrilock system? That is very important to me.
18	What would our commitment be (years) if we stay with Supra? What if FAAR becomes an island surrounded by Sentrilock users? The additional cost would be far higher than switching now because we agents would have to pay for two systems to stay competitive.
19	No
20	Can we do a shorter contract with Supra?
21	No
22	Exact cost of Sentrilock System to convert? Longterm cost to upgrade Supra System vs Sentrilock, that has modules within the lockbox to upgrade them vs buying new Supra Boxes??
23	No.
24	The Sentrilock rep said that the card could be updated on a phone with a smartcard portal. That sounds great, but I have not been able to find a Verizon phone that has a smart card portal. It would be good to be able to update the Supra keypad with a cell phone.

25	I've make my choice
26	No
27	No
28	With sentrilock (since it will be owned at the end of the contract) will we continue to receive and be able to download up-to-date technology to the boxes?
29	No
30	no
31	How much is Supra going to charge agents that need their updated boxes in order to give "day codes"?
32	No...please don't go to Sentrilock, stay with SUPRA. If Northern Va can't deal with SUPRA, that's their problem, don't make it ours.
33	No

## 5. Additional Comments

#	Response
1	Supra is the way to go
2	I feel that we shouldn't base our decision on the fact the other areas have changed to the Sentrilock system. I personally have purchased a key to access their listings and they should do the same if agents want to show our listings. I admit it can be ackward but I don't think that financially it makes sense for us to change to the Sentrilock system.
3	New agents getting in this business will find out it is not that easy to make a pay check in this market and they will drop off like in the past... Don't punish us by upgrading a system that is working now... Why make us pay more and rates going higher when other agents drop out of the business... Listen to us who pay our dues and fees and we can't afford a higher rate.
4	Benefits of staying with Supra far out-way the Sentrilock system
5	I am Team Supra!
6	None
7	Thanks Rene. Bob Mercurio
8	Looking forward to having the presentations on line for agents to see.
9	The good news is that our membership was 'in the loop'! jcheadle
10	none

11	I got the impression that the board members had already made up their minds and was having the presentations as a courtesy. I say let the membership vote.
12	My mind was not made up until I attended the presentation. Thank you FAAR for giving us ample opportunity to find out the fact and costs of this situation. If any body is uninformed it is their own fault.
13	I would hope that FAAR would stick with Supra.
14	no.
15	The Fredericksburg area is going to grow again once jobs are created and we FAAR members have to have the right tools at the right time to stay active and competitive. I don't see Supra as a competitive tool.
16	Only concern is having a different system from north of us, but no reason to go with them if the system does not work as well for us!
17	I did attend FAAR meeting on key box. Thanks for having ALL of the info to make an informed decision.
18	Thank you to everyone who has been working so hard on this.
19	A big problem is that Realtors that have a Sentrilock key want to show property in our local MLS, and expect us to put a Sentilock lockbox on our houses for sale. If we don't, we seem to lose showings. I don't think that combo boxes are an answer. For those of us who show properties with Sentrilock lockboxes, we need to have a Sentrilock card. They also need to have a Sentrilock card and a Supra e-key.
20	none
21	People who do business to the North should buy the Setrilock. It is the cost of doing business. Agents from the North should buy the Supra.
22	I would like the option to convert to the new Supra key ASAP, without waiting for contract renewal.
23	Sentrilock has a lot more to offer and has the up-to-date technology.
24	Recently a Sentrilock Box was vandalized. The whole front cover was pried off. Key remained in the box, but all the electronics are fried with no way to remove the homeowner's key.
25	I hope we stay with Supra
26	I really just want a system that will meet my needs as a realtor, all the way around, taking into account the environment that surrounds me. At this point Sentrilock seems to meet that need better than Supra. The up front cost is worth getting a good system, and FAAR stands to make money off the system they would own once it's paid off.
27	Do we need to get a petition against going with Sentrilock?
28	I do think Supra's customer service needs to be upgraded. Hopefully with the new online system they are installing now, it will be more user friendly.