

## Q & A to the membership

- 1- Since Associations north of FAAR, Prince William, Greater Piedmont and Northern Virginia, are now using the Sentrilock system, why is FAAR even considering staying with SUPRA?

*FAAR is surrounded by SUPRA and Sentrilock system users. Associations to the West, East and South use the SUPRA system. Currently, approximately 20% of the members are using both systems.*

- 2- There is a lot of misinformation on day codes with the Sentrilock system? Which Associations offer a Day Code?

*The decision to use the Sentrilock Day Code option is up to the Association purchasing the system. GPAAR and PWAR DO have the day code option (PWAR has a few real estate offices that do NOT participate). NVAR does NOT offer the option.*

- 3- Has SUPRA come up with an answer to the Day Code issue?

*The upgrade to the current iBox allows non-SUPRA users to access the box via their smart phone after getting a code from the listing agent. The new box will be available later this year and FAAR members will be able to swap out some of their boxes for the newer version. A total Association conversion will not be necessary.*

- 4- What is the single best feature of the SUPRA key, the Sentrilock key?

*If FAAR signs a new contract with SUPRA the members will convert to the new wireless ActiveKey which updates automatically without cradling.*

*The Sentrilock key card is smaller, is more portable and has additional applications the Board could take advantage of, photo id, classroom registration, etc.*

- 5- From the Association's point of view, what is the single biggest difference in the two systems?

*SUPRA is a leased system. FAAR can choose to upgrade to newer products without having to sell off older products. Since there is no financial investment/loan fluctuations in membership population would not impact the financial security of the Association.*

*The Sentrilock system must be purchased/financed. Since FAAR would own the system there is a possibility that fees could be reduced once the loan is paid off (5 years). However, the membership fluctuation could impact the Association financially and upgrading to newer products may keep the fee pricing from being lowered.*

- 6- If FAAR converts to Sentrilock and I decide to also have a SUPRA key where will I be able to lease one?

*There are 4 surrounding Associations that have Supra (DAAR, BRAR, RAR and CAAR). **See the financial sheet PDF document for more information on costs.***

- 7- What are some of the myths about the Sentrilock system?

*Unfounded myths are weather exposure compromises the box, the key card is susceptible to viruses and the key card is fragile. The Sentrilock system representative responded that the box is weather tight, despite the exposed keypad, there has NEVER been a virus associated with the card, and the card CAN break, bend, and scratch if not kept in a secure environment.*

- 8- What are the reporting features of both systems?

*Both systems have internet reporting features. The Sentrilock card updates the showings after the card has been update in a card reader. The SUPRA ActiveKey updates wirelessly immediately after each lockbox entry. Both systems send notifications to the listing agent. Both systems create reports for the agents. See the attached links to both company websites for more details.*

- 9- What system works best for a Blackberry?

*SUPRA and Sentrilock both have applications for the Blackberry. Currently, both require a "FOB" to open the box with a Blackberry. Other smart phones with infrared do not require a fob with SUPRA. When SUPRA releases their new lockbox, the fob will no longer be necessary.*

- 10- Agents from the North are angry that FAAR agents don't have a Sentrilock box on FAAR listings. How should I reply to their disapproval?

*Agents need to realize that in a two box environment, and FAAR will continue to be a two box environment even if it signs a Sentrilock*

*contract, the sellers' best interests are served when an agent has the key system to access the property no matter what box hangs on the door.*

*The same logic applies to FAAR agents going to areas where Sentrilock is the system used.*

11- Which system resolves the combo box problem?

*Neither system completely resolves the combo box problem. It is a difficult reality to regulate. Both companies have instituted day code and contractor codes options to handle the access for non-users but some agents will continue to use combo boxes.*

12- Why is the BOD making the final decision and not the membership?

*Members will have a straw poll vote in September Board elections. The BOD has been studying this issue for two years and has the most information and will take into account the results of the surveys, focus nights, vendor presentations, office visits, AND the straw poll vote in making its decision.*

13- Is there insurance needed for the Sentrilock card?

*No, you do not purchase insurance for the Sentrilock card. The Association sets the price for a replacement card, whether damaged or lost.*

14- If FAAR signs a new contract with SUPRA, will the existing iBoxes still be under warranty?

*Yes, they would be under warranty for the life of the contract- six years. If an iBox fails, it is replaced Free of Charge.*



