

WHAT YOU NEED TO KNOW ABOUT PERMANENTLY MOUNTED STRATA LOCKBOXES

1. OMREB provides and assists with the installation of permanently mounted lockboxes on the exterior of Strata buildings (condo apartments and some stacked row-style townhouses). The purpose of this is to increase security as well as the aesthetics of the property both of which can be compromised when numerous lockboxes are hanging on railings. Railings can be removed and the lockboxes cut off allowing the lockboxes to be taken to an alternate location where a dedicated thief can gain entry. REALTORS® have been faced with the cost of re-keying an entire building when this happens.
2. A permanently mounted Strata lockbox is meant only to house the building key/fob. Your lockbox should be placed on the door of the individual listing inside the building and contain the unit entry key/storage locker key. It should be placed either on the door knob or with an over-the-door hanger. (Hangers can be purchased from the Board.) Please DO NOT put any other keys in the permanently mounted lockbox.
3. Before placing a lockbox on any Strata property, please check to see if the building has a permanently mounted Strata lockbox in place. They are usually placed in a highly visible location near the entrance.
4. In most cases where a permanently mounted Strata lockbox is present, a motion has been passed at an AGM or Special Meeting giving approval for the placement of a permanent lockbox and there may also be other instructions regarding the placement of REALTOR® lockboxes. Please check the minutes of these meetings and the strata rules/regulations to ensure you and your client are complying with the Strata's wishes. If your Seller wants a lockbox placed in a specific location other than where the Strata Council has directed, the Seller will need to seek written permission.
5. When showing a strata unit and you remove the Strata building key/fob from the permanently mounted Strata lockbox, DO NOT leave the box open while you conduct your showing as this can result in the pins locking. Open the building door then return the key to the Strata lockbox immediately in the event another REALTOR® would like to show a different property in the building while you are in attendance. This is also to prevent the accidental disappearance of the key/fob, leaving the building inaccessible to other REALTORS®.
6. If attending a Strata building that has a permanently mounted Strata lockbox and the building key/fob is missing, please contact the Board immediately (or SentiLock if after office hours) to determine who was the last REALTOR® to access the box so they can be contacted to retrieve the key.