



SUCCESS STORY

Kent Washington Association of REALTORS® Safety Solutions with SentriLock Lockboxes

The Customer

Kent Washington Association of REALTORS® is an association whose mission is to “Provide resources and support that enable our members to maintain high standards of integrity, knowledge, and professionalism.”

The Problem

During the surge of COVID-19 in 2020, REALTOR® safety became a major concern to both showing and listing agents. Bill Fain, President of the Kent Washington Association of REALTORS®, spoke with SentriLock at the National Association of REALTORS® Convention to discuss why he chose SentriLock as a safety solution.

The Solution

In 2020, multiple listing services (MLS) were scrambling to find a solution to keep agents and clients safe through the showing process during the COVID-19 pandemic. That is why Bill began investigating the SentriLock digital lockbox system. He stated, “It was actually very beneficial, because we did not need to have the listing agent present at the showings. This cut down on the number of people to make it safer both for the sellers and the buyers that we were working with.”

SentriLock’s lockbox and solutions provided additional safety measures throughout the pandemic. The technology allows sellers to control who is entering the home, how long they have access – eliminating the unknown of possible third-party contractors who may be able to enter the home at unauthorized times. Another benefit was metrics, Fain said “It’s great for the listing agent because they get the metrics of exactly who went into the home, how many times they went into the home, and how long they stayed – which is great for negotiation purposes.”

At a Glance

Customer: Kent Washington Association of REALTORS®
Problem: REALTOR® safety during the COVID pandemic
of lockboxes deployed: 500



Contact a SentriLock
representative or visit
sentrilock.com/contact
to learn more.

