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### **DOWNERS GROVE**

Main Office  
6655 Main Street  
Downers Grove, IL 60516

### **ARLINGTON HEIGHTS**

1114 N. Arlington Heights Rd.  
Arlington Heights, IL 60004

### **LIBERTYVILLE**

1580 S. Milwaukee Ave., Ste. 312  
Libertyville, IL 60048

### **TINLEY PARK**

16345 S. Harlem Ave., Ste. 200  
Tinley Park, IL 60477

## **Best Practices Regarding One-Day Codes**

### **Best Practices in Establishing an Office Policy Regarding One-Day Codes**

1. Determine whether or not your company will issue One-Day Codes.
2. Ensure that your sellers are informed of your company policies regarding access to their property.
3. If your company determines not to issue One-Day Codes, please skip to the last section.
4. Consider how showings are scheduled by your company.
  - a. If showings are scheduled through the listing agent, require that the listing agent follow MORE's recommended Best Practices for Issuing a One-Day Code.
  - b. If showings are scheduled through your administrative desk, require that the administrative desk follow MORE's recommended Best Practices for Issuing a One-Day Code.
  - c. If showings are scheduled through a third party showing service, require that the showing service follow MORE's recommended Best Practices for Issuing a One-Day Code.
  - d. Determine how your company will handle requests for One-Day Codes from service providers (i.e. home inspector, radon inspector, painter, etc.). It is important to note that a service provider may not be licensed and allowing unaccompanied access should always be on the seller's terms.
5. Ensure that your office remains committed to enforcing the security of the SentiLock system by reporting any unauthorized access or abuse of the SentiLock system to MORE.

### **Best Practices for Issuing a One-Day Code (via SentiLock Website)**

1. When a real estate licensee calls asking for a One-Day Code, ensure that they are a member of the MLS by searching for their name or member number on connectMLS.
  - a. If the real estate licensee is not a member of the MLS, ask for a copy of their pocket card to be e-mailed to you. Ensure that your office policy allows you to give out One-Day Codes to non-members.
    - i. It is important to note that a REALTOR® who is a MORE member will have access to the SentiLock system through their membership at MORE. Technically, all MORE members should have a card or access to the mobile app and would not need a One-Day Code.
    - ii. If the person requesting the One-Day Code is unlicensed, it is not recommended that they be provided a One-Day Code due to potential unlicensed activity and liability.
    - iii. If the person requesting a One-Day Code is unlicensed, but is a service provider (i.e. home inspector, radon inspector, painter etc.), your seller should be contacted to determine whether a One-Day Code will be issued.
  - b. If the real estate licensee is a member of the MLS, tell the member you will return their call with the One-Day Code and end the call. Consider sending the member MORE's SentiLock One-Day Code Notice form to ensure that they are aware of your policies regarding security of the One-Day Code.
2. Generate a One-Day Code.
3. Call the member back on the phone number listed in the MLS (i.e. Cell Phone, Direct Line) to provide the One-Day Code. (This step can also be done via e-mail or via text message.)
4. Inform the member that the One-Day Code is provided for their use only and it may not be used by anyone other than them. (This step might be achieved by sending the member MORE's SentiLock One-Day Code Notice form.)

## **Best Practices for Issuing a One-Day Code (via Mobile App)**

1. When a real estate licensee calls asking for a One-Day Code, ensure that they are a member of the MLS by searching for their name or member number on connectMLS.
  - a. If the real estate licensee is not a member of the MLS, ask for a copy of their pocket card to be e-mailed to you. Ensure that your office policy allows you to give out One-Day Codes to non-members.
    - i. It is important to note that a REALTOR® who is a MORE member will have access to the SentiLock system through their membership at MORE. Technically, all MORE members should have a card or access to the mobile app and would not need a One-Day Code.
  - b. If the real estate licensee is a member of the MLS, tell the member you will return their call with the One-Day Code and end the call.
2. Generate a One-Day Code through the mobile app.
3. Text, e-mail or call the member back on the phone number listed in the MLS (i.e. Cell Phone, Direct Line) to provide the One-Day Code.
4. Inform the member that the One-Day Code is provided for their use only and it may not be used by anyone other than them.
  - a. This step might be achieved by sending the member MORE's SentiLock One-Day Code Notice form or by placing the information in the text or e-mail to the member.

## **Best Practices in Establishing an Office Policy Regarding Not Issuing One-Day Codes**

Ensure that your sellers are informed of your company policies regarding access to their property.

Consider creating language to prepare your staff and office for questions that they might receive as to why you will not issue One-Day Codes.

Offer alternative ways of accessing listed property for real estate licensees who do not use the SentiLock system:

- a. Key at listing office;
- b. Listing agent will accompany every showing;
- c. Seller to provide access.