

THE IMPACT OF REGULATION ON THE PROPERTY SERVICES SECTOR IN IRELAND

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1

Context

2

Regulation

3

Effectiveness of PSRA

4

**Conclusions &
Recommendations**





PROPERTY SERVICES
REGULATORY AUTHORITY



Licensing



Standards



Complaint
Handling



Registers



Compensation
Fund



Efficient
Organisation

**Property Services Sector:
Industry Conditions**



**Government:
Market Intervention**

Impact of Regulation on Property Service Providers



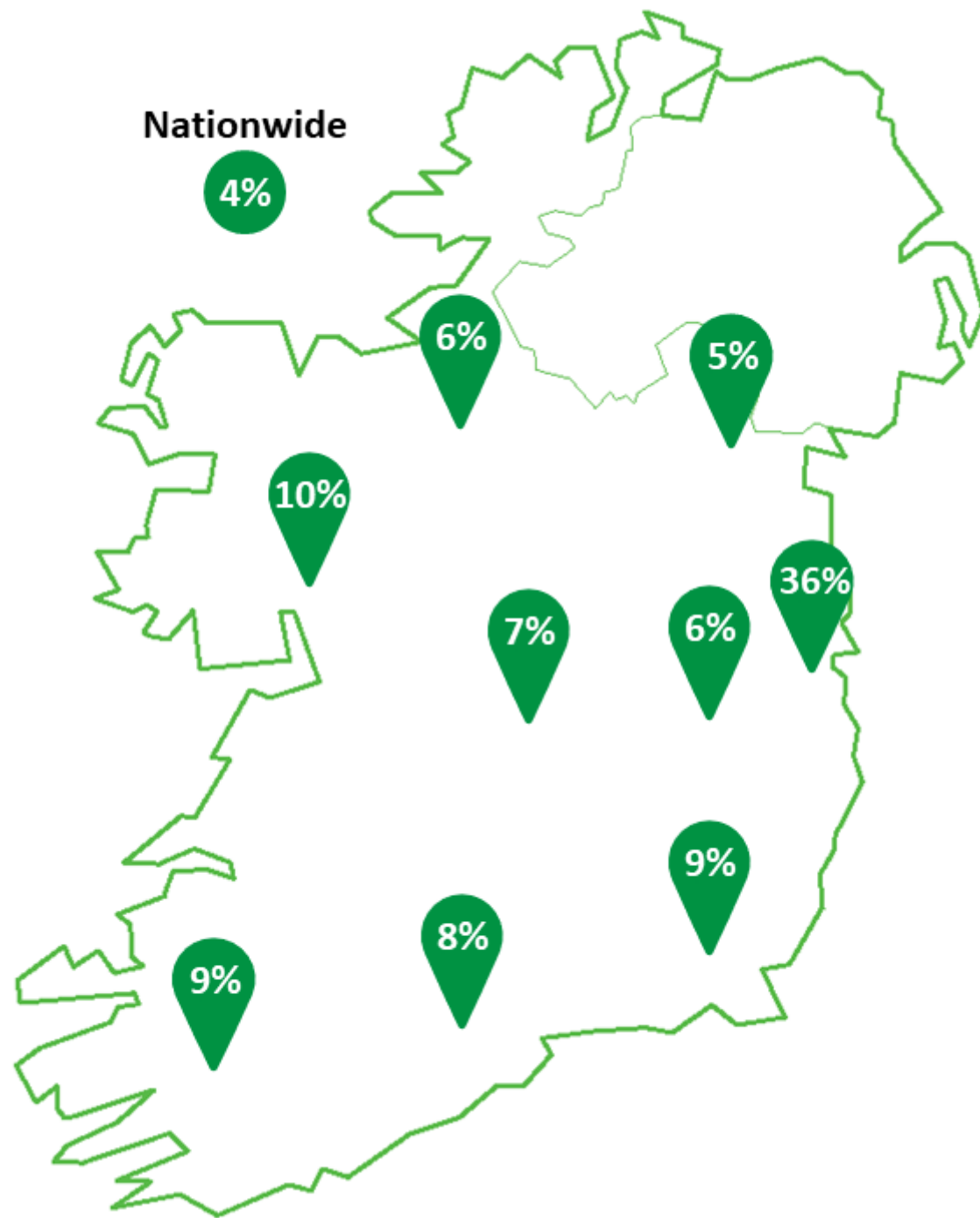
5,860



25%



1,207



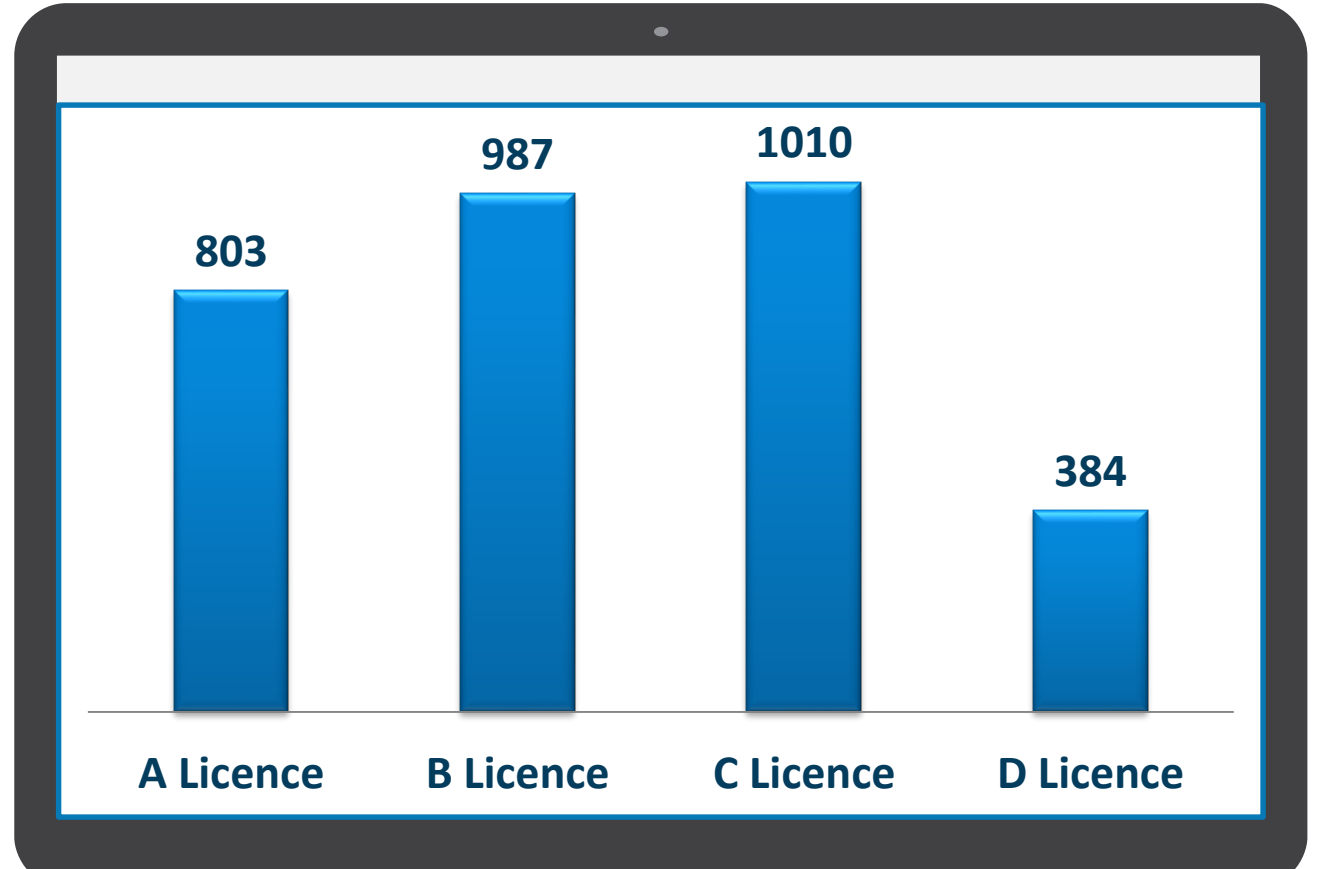
Respondent Profile



Nationwide



Professional body

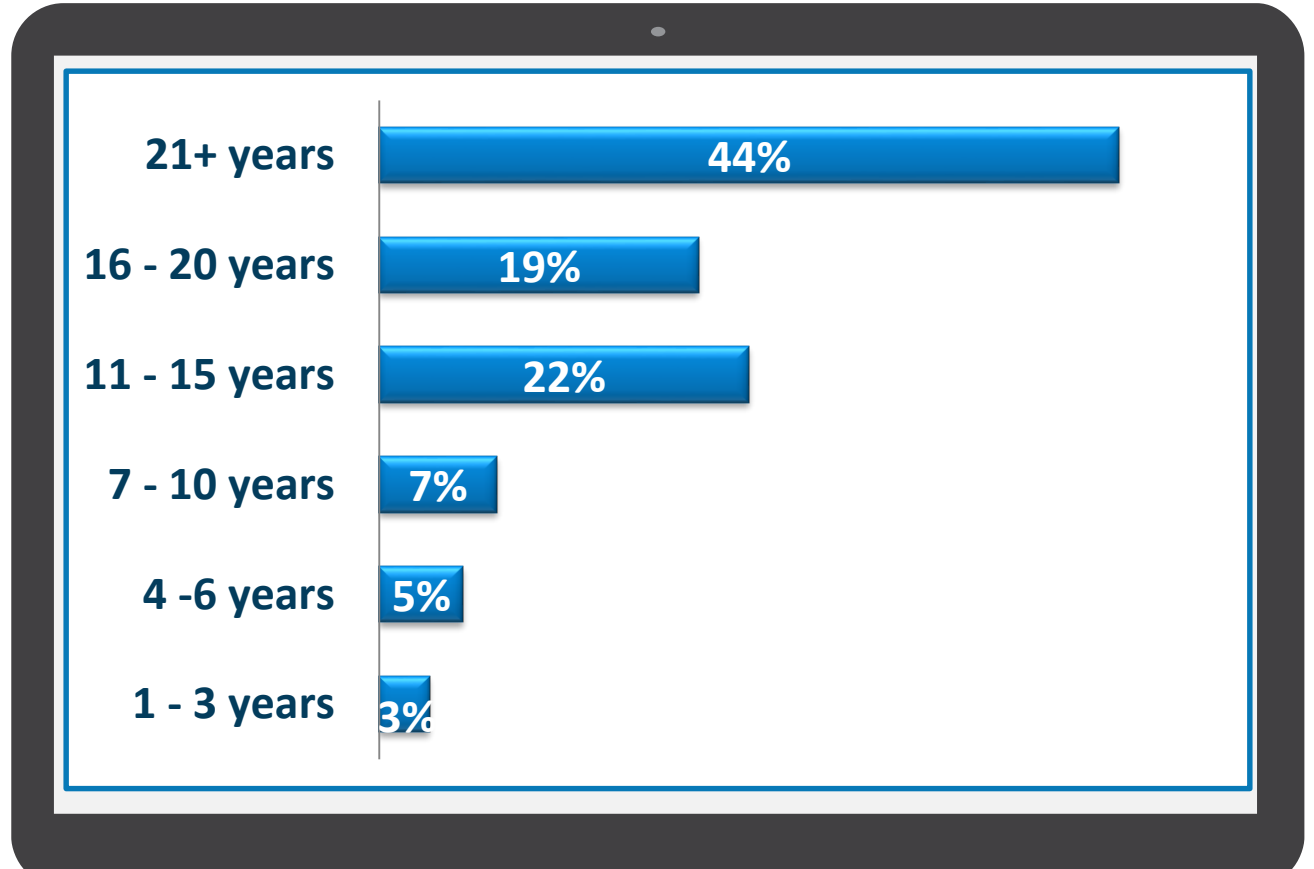




General interest in property

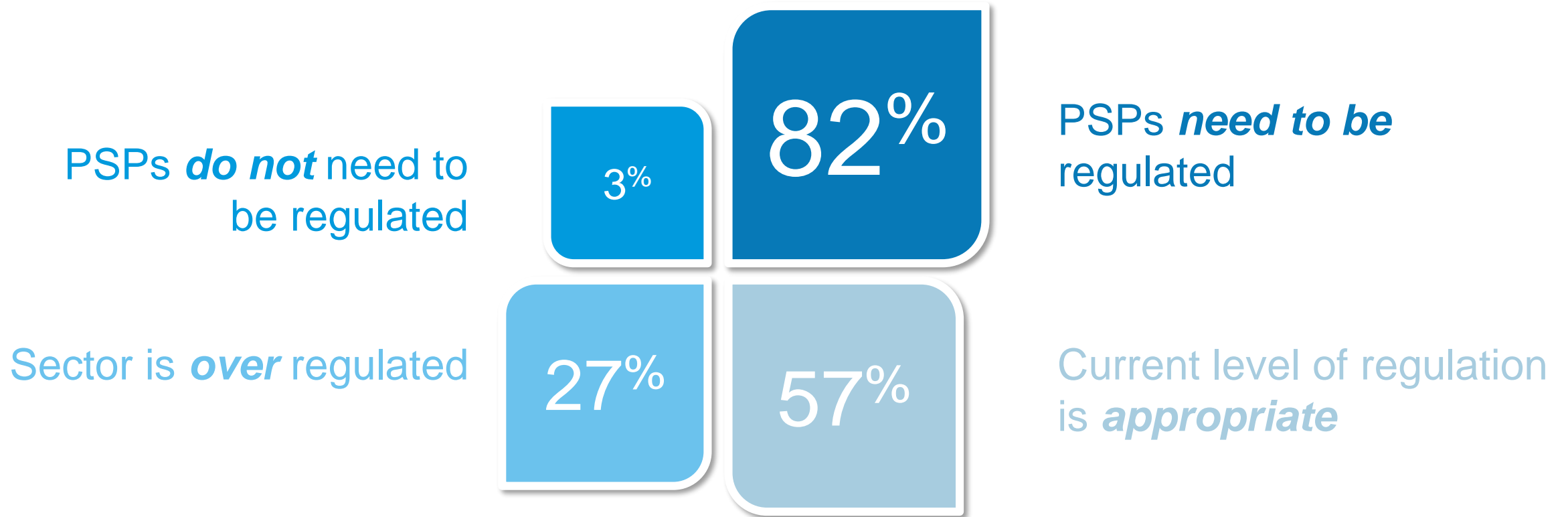


Family Business



Regulation

Perception of the need for and current level of regulation



Benefits of Regulation

Professionalism in the property sector



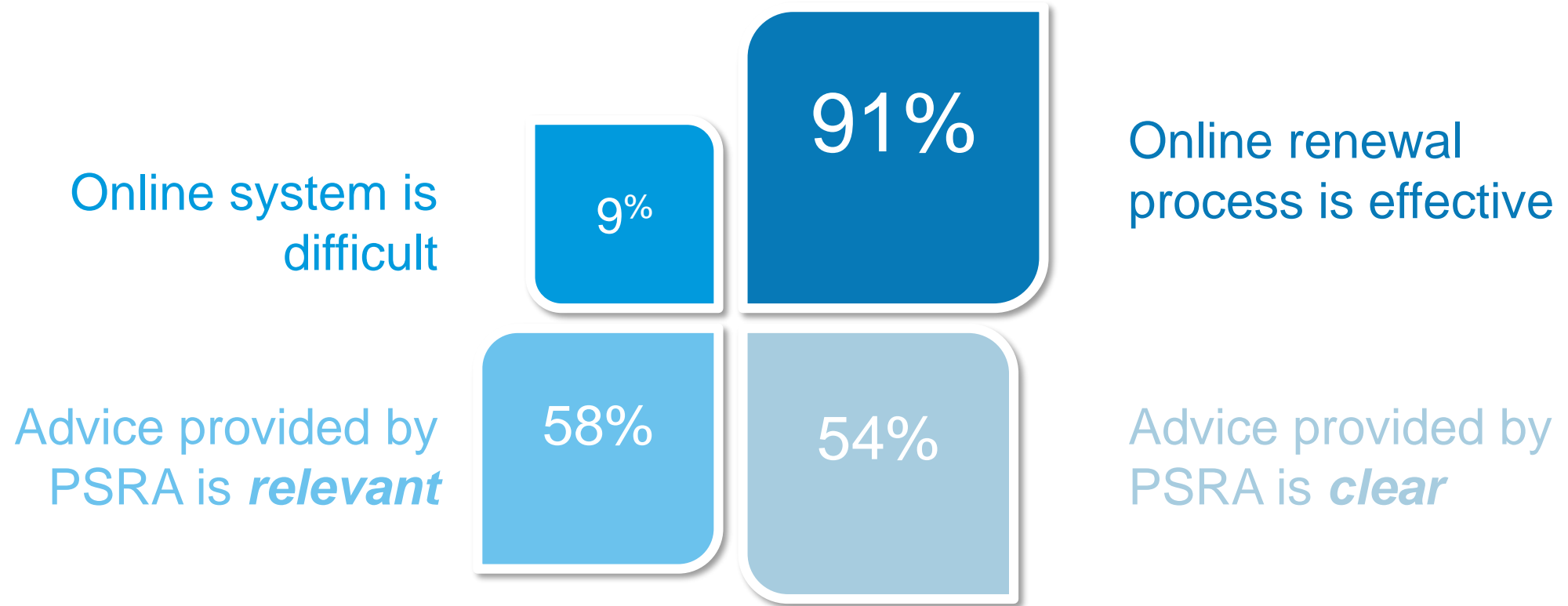
Enhanced reputation of the property sector

Less corruption / more transparency

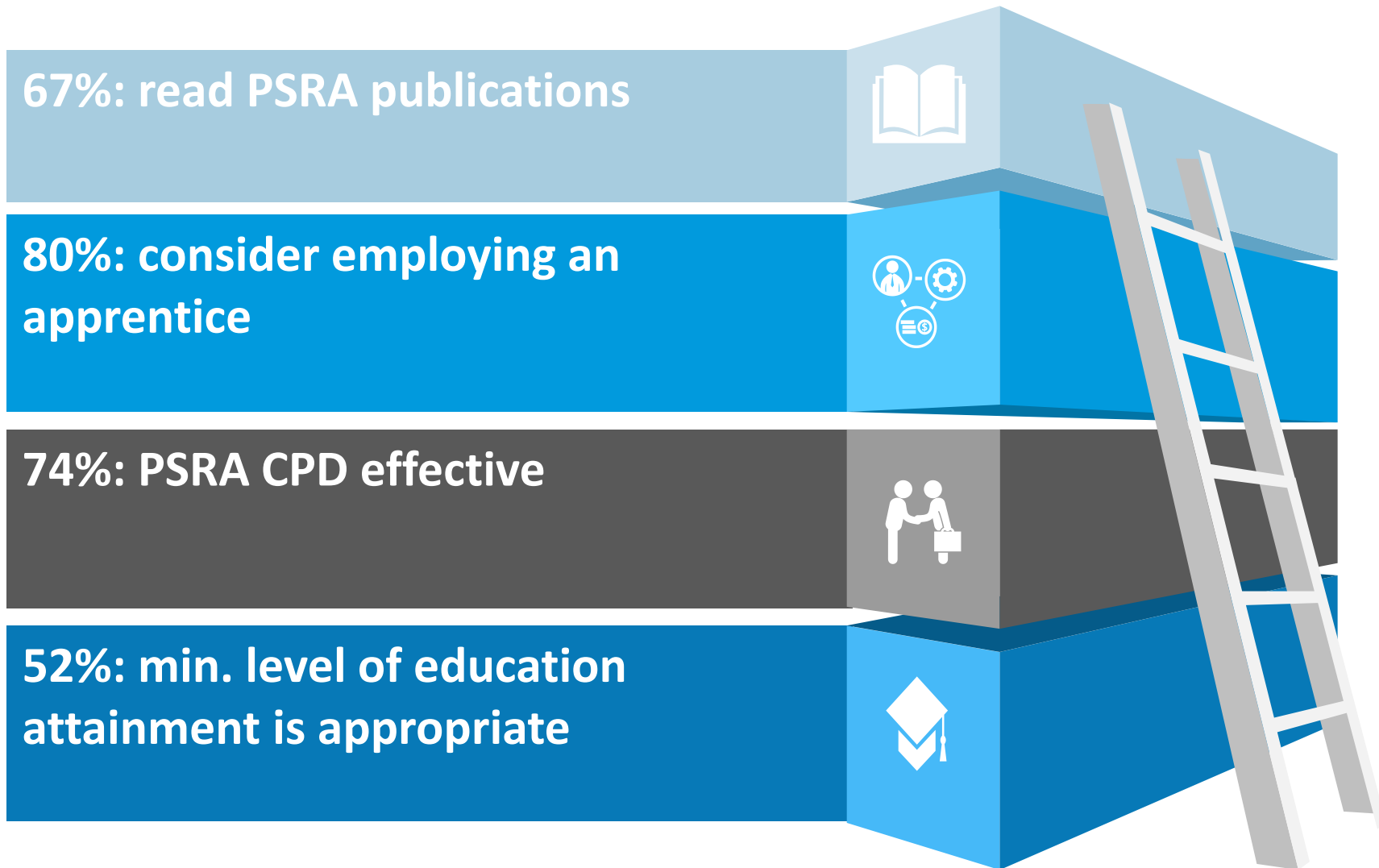
More information for consumers

Licensing Process and Advice

Perception of the licensing process and advice provided by the PSRA



Education and CPD



Business Audit

70% of respondent
businesses audited

75% found the
process valuable



Effectiveness of PSRA



99%

Familiar with the
role of the
Authority



87%

Authority is a
positive
development for
PSPs



75%

Benefit to using
PSRA's logo



79%

Benefit from
additional
publications



82%

PSRA is fulfilling
its statutory
remit

Challenges Remain

Appropriateness of extent
of regulation for all
property services



Letters of engagement

Awareness of range of
services provided by PSP

Recruitment of qualified
staff

Additional Considerations



1

Housing shortage

2

Staff availability

3

Brexit

4

Information Technology

Recommendations

Awareness

**Licence
Categories**

Education

Apprenticeship

**Support for
Small Business**

**Code of
Conduct**

Publications



87% - PSRA a positive development

91% - Online licensing effective

70% - Audited

75% - Audited businesses found it valuable

82% - PSPs need to be regulated

52% - Educational attainment required is appropriate

79% - Benefit from additional publications

80% - consider employing an apprentice

67% - Client management software

36% - Brexit negative

68% - Prof. Body

74% - CPD beneficial

