



# PSRA NEWS

June 2022

## IN THIS ISSUE:

- NEW PORTAL FOR LICENCE RENEWAL APPLICATIONS AND RENEWALS
- HIGH COURT CONFIRMS THE PSRA'S FINANCIAL SANCTION OF €145,000 ON WEXFORD ESTATE AGENT
- THE PSRA LAUNCHES NEW WEBSITE
- REMINDER – RENEWAL APPLICATIONS TO BE SUBMITTED BY DEADLINE DATE
- THE PSRA MARKS 10TH ANNIVERSARY OF ITS ESTABLISHMENT
- PSRA CPD 2022
- ATTENDANCE AT PSRA OFFICE BY APPOINTMENT ONLY
- MESSAGE FROM THE RTB

## PSRA CONTACT DETAILS:

Property Services  
Regulatory Authority,  
Abbey Buildings,  
Abbey Road,  
Navan, Co Meath,  
C15 K7PY .

Email: [info@psr.ie](mailto:info@psr.ie)

Web: [www.psr.ie](http://www.psr.ie)

Phone Hours:

PH: 046-9033800

Freephone: 1800-252712

10 am – 12:30 pm

## New Portal for Licence Applications and Renewals



The PSRA is delighted to announce that the new portal for licence applications and renewals – [www.psrlicences.ie](http://www.psrlicences.ie) went live on 7th June, 2022. The An Post platform [www.licences.ie](http://www.licences.ie) is no longer used by the PSRA.

The licence application and renewal processes which you have engaged with since commencement of the online licensing system have **not** changed. Current licensees will receive a Renewal PIN and instructions by post approximately 12 weeks prior to their licence expiry date. Existing Licences.ie users can continue to use the same account login details (including passwords) on the new portal and all existing and older application details will be available to them.

Details of this changeover have been published on our website [www.psr.ie](http://www.psr.ie) in the '[Latest News](#)' section of the Home Page.

## High Court confirms the PSRA's Financial Sanction of €145,000 on Wexford Estate Agent

On Monday, 9th May, Ms Justice Mary Irvine, President of the High Court, confirmed the PSRA's decision to impose €145,000 in financial penalties on former licensees Michael A. O'Leary & Associates Limited (trading as Property Team M.A. O'Leary Auctioneers) of 103 South Main Street, Wexford and Ms Sinead O'Leary (employee).

Following its investigation, the PSRA found that Ms Sinead O'Leary, who was an administrator of an OMC's online bank account, had transferred €79,041.54 from the OMC's account to an account jointly owned by Ms O'Leary and her husband, without the knowledge or permission of that OMC. A further serious finding was made against the licensees in regard to their failure to put in place insurance cover for the OMC.

As both former-licensee's had already had their licences revoked, and had been permanently prohibited from applying for a licence in the future by a previous confirmation by the High Court, the Authority imposed the following financial sanctions on Ms O'Leary:

- A direction to pay a sum of €50,000 into the PSRA Compensation Fund;
- A direction to pay a sum of €5,000 to the PSRA, being the cost to the PSRA of the investigation
- A direction to pay a sum of €30,000 by way of a financial penalty for misappropriating monies from the OMC.

Further, Michael A. O'Leary & Associates Limited (trading as Property Team M.A. O'Leary Auctioneers) had the following sanctions imposed:

- A direction to pay a sum of €30,000 into the PSRA Compensation Fund;
- A direction to pay a sum of €5,000 to the PSRA, being the cost to the PSRA of the investigation
- A direction to pay a sum of €25,000 by way of a financial penalty for misappropriating monies from the OMC.

Speaking on the day that the PSRA's decision was confirmed, Ms Maeve Hogan, CEO stated that "*regulation of the property sector has been effective today, which has seen additional sanctions imposed on former licensees who engaged in fraudulent behaviour. Today regulation worked in protecting the consumer and highlighted to the sector the Authority's zero tolerance for any fraudulent actions by licensees against their clients or members of the public.*"

## The PSRA Launches New Website

ÚDARÁS RIALÁLA SEIRBHÍSI MAOINE  
PROPERTY SERVICES REGULATORY AUTHORITY

Home About Us Licensees Consumer Info Publications Registers

### Welcome to the Property Services Regulatory Authority

The Property Services Regulatory Authority (PSRA) is the statutory body with responsibility for licensing and regulating the property services sector (Auctioneers, Estate Agents, Letting Agents and Property Management Agents) in Ireland.

Údarás Rialála Seirbhísi Maoine  
Property Services Regulatory Authority

Licensee Information LEARN MORE

Consumer Information LEARN MORE

PSRA Registers LEARN MORE

Press Releases and Latest News

PSRA Moving to New Licence Application Platform - [www.psrlicences.ie](http://www.psrlicences.ie)

The PSRA over the coming weeks is moving from Licences.ie to a new licence application platform [www.psrlicences.ie](http://www.psrlicences.ie) and this will involve temporary interruption to the availability of licensing [...]

Sanctions, Prosecutions & Injunctions  
The Property Services (Regulation) Act 2011 (the Act)

The PSRA is pleased to announce that our new-look website went live in May of this year. In developing the new website the Authority was mindful of the need to make it more user friendly and accessible for all those visiting the site.

Improved accessibility features include the ability to change the font size, invert colours and highlight or underline hyperlinks which will greatly improve accessibility for all.

The new menu options will also make it easier for both licensees and members of the public to find the appropriate information that they require.

One of the key new features of the website is the new format in which the Register of Licensed Property Service Providers is displayed, so that it is more user friendly for the general public.

Further technological developments and enhancements are planned for the Authority's other public registers as part of the current strategic plan.

The url of the new website remains [www.psr.ie](http://www.psr.ie)

## Reminder – Renewal applications to be submitted by deadline date

The PSRA wishes to remind licensees that in accordance with section 35(2)(b) of the Property Services (Regulation) Act 2011, licence renewal applications must be submitted to the PSRA through [www.psrlicences.ie](http://www.psrlicences.ie) on or before the deadline date. **The deadline date is six weeks before your licence expiry date.** The deadline date for receipt of applications is set out in the licence renewal invitation issued by the PSRA.

**Failure to submit a licence renewal application by the 6 week deadline date will result in the licence expiring on its expiry date.**

## The PSRA Marks 10th Anniversary of its Establishment



The PSRA marked the 10th anniversary of the establishment of the Authority with an event in Navan, Co. Meath on 25th April last. We were delighted to have the Minister for Justice, Ms. Helen McEntee, in attendance to mark the occasion and also officially launch the Authority's Code of Practice: Property Services Providers - Delivering a Professional Service.

In launching the Code, Minister McEntee stated: *"The establishment of the Property Services Regulatory Authority in 2012, which saw the*

*introduction of a licensing and regulation system for Property Services Providers has been a positive development for the sector and one which has been welcomed from within the sector as well as by members of the public who avail of property services.*

*The publication of this Code of Practice by the PSRA will further drive standards and professionalism in the sector."*

Former Chairperson of the Authority, Ms. Geraldine Clarke, who was also present at the event, noted that the establishment and administration of the licensing system for Property Services Providers has been one of the cornerstones in the regulation of the sector, noting the efficiencies delivered for both Licensees and the Authority by the introduction of an online application and payment system..

Speaking on the Code of Practice, Mr. Michael Quinlan, Chairperson of the Board of the PSRA commented: *"The Code of Practice outlines the standards required of Property Services Providers to ensure the delivery of professional property services to those who engage with the sector. It establishes a framework for professional conduct for Licensees in their day to day practices and protects consumer interests"*.

Mr. Quinlan also stated that regulation can only be successful and effective with the co-operation of all stakeholders concerned and he acknowledged the support that the Authority has received in relation to the implementation of regulation of the sector. The engagement and feedback that the Authority has received to date is much appreciated and it is hoped that this will continue into the future.

The Code is a living document and will be reviewed periodically to ensure it reflects the environment in which Property Services Providers operate. It is important to note that the PSRA can have regard to the Code of Practice in assessing complaints of improper conduct.

A copy of the Code of Practice – 'Property Services Providers – Delivering a Professional Service' is available to download from the PSRA's [website](#).



## PSRA CPD 2022



The PSRA CPD programme for 2022 is now well underway. All licensees must undertake five verifiable hours of formal PSRA CPD education **in each calendar year, regardless of the renewal date of your licence.**

The PSRA CPD programme is delivered by two accredited bodies, The Institute of Professional Auctioneers and Valuers (IPAV) and the Society of Chartered Surveyors of Ireland (SCSI). You are *not* required to be a member of either body in

order to undertake PSRA CPD with them.

Similar to last year, all five hours can be completed online, and modules are available as on-demand content, as well as a number of live webinars which are planned to take place during the year.

To avoid issues relating to verifying your completion of PSRA CPD, please ensure that when registering, you submit your PSRA licence number *exactly as it appears on your PSRA licence card*. It is important to note that the licence number for a sole trader contains six digits and the number for an individual (employee, director in a limited company or partner in a partnership) contains 12 digits.

As the Authority only recognises PSRA accredited CPD, please ensure, when registering for CPD, that it is a PSRA accredited course.

More information about PSRA CPD is available on the [Continuous Professional Development](#) page of our website.

---

## Attendance at PSRA office by appointment only



The main methods of contacting the PSRA are by email ([info@psr.ie](mailto:info@psr.ie)) and telephone (Freephone 1800 252 712 between the hours of 10 a.m. and 12.30 p.m. weekdays).

Where a Licensee wishes to attend the PSRA office, this can be facilitated **strictly by appointment only**. In these circumstances, Licensees are advised that they should email the Authority requesting to meet and outlining the nature of the meeting. The

Authority will endeavour to respond to such requests in a timely manner.

In the interest of safety for all, we request that when attending the office, all visitors practice social distancing and consider wearing of a face covering.

## Message from the RTB

### RTB Annual Registration

New legislation which commenced 4 April 2022, requires landlords to register their tenancies with the RTB every year, within one month of the anniversary of when the tenancy began. A new registration system was introduced in November 2021 which will require users to set up a new account on the new system.

There will be a four-month transition period for tenancies which have renewal anniversaries between 4 April and 3 July 2022. This transition period ends on 3 August 2022. Late payment fees will apply for late applications to register from 4 August 2022. The late registration fee is an additional €10 for every month or (part thereof) that registration is late. More information is available from the guidance document or on the RTB's website [www.rtb.ie/annual-registration](http://www.rtb.ie/annual-registration).

Details of fees for Annual Registration can be found at <https://www.rtb.ie/register-a-tenancy/registration-fees>

Registration can be carried out online at [www.rtb.ie/portal](http://www.rtb.ie/portal) or by post.

If a property owner changes the rent during the year, an update on the new rent must be provided to the RTB within one month of the new rent becoming payable (together with an update on any other material changes to the tenancy details registered with the RTB) (section 139 of the RTA 2004). A tenancy registration can be updated through the RTB's online tenancy registration system or by submitting a tenancy update form. No fee is payable to update the tenancy register during the year.

### Tenancies of Unlimited Duration

From 11 June 2022, tenancies of unlimited duration will be introduced into law. This change provides more security of tenure for tenants. It means that, after six months living in a tenancy, the tenant will have a right to remain in the property for an unlimited duration. This is subject to the tenant upholding their rental obligations and the landlord's right to end the tenancy in accordance with the Residential Tenancies Act 2004 (RTA).

A tenancy can still be terminated in the first 6-month probationary period under the Act where the lease agreement is periodic. It can also be terminated in a fixed term lease where there is a clause within the lease allowing for the termination during the first six-month probationary period.

A landlord will still have the right to terminate a tenancy on the specific grounds provided in the Residential Tenancies Act 2004 (as amended) under section 34, which are breach of obligation, sale of property, own or family use, overcrowding, substantial refurbishment or change of use. Existing 6-year tenancies may still be terminated at the end of their 'Part 4' or 'Further Part 4' tenancy. If the tenancy is continuing beyond the current 6-year 'Part 4' period, they will automatically become tenancies of unlimited duration.

A tenant can seek the consent of their landlord to have their current tenancy converted to a tenancy of unlimited duration without having to wait until the end of its six-year cycle. However, the landlord does not have to give their consent. Where consent is not given, the legal protections that were in place prior to 11 June 2022 will continue to apply.

For further information on tenancies of unlimited duration visit the RTB website at [www.rtb.ie/tenancies-of-unlimited-duration](http://www.rtb.ie/tenancies-of-unlimited-duration).

**Any queries in relation to any of the above should be addressed directly to the RTB.**