



PSRA NEWS

September 2022

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10 am — 12:30 pm

Licence Renewals

The deadline for receipt of licence renewals with an expiry date of 5 November is **24th September 2022**. This is the PSRA's peak renewal date with some 44.6% of all licence renewals to be submitted by this date.

Invitation letters have issued to all Licensees whose licences expire on this date, containing their unique PIN number required to access their renewal application on our new portal PSRALicences.ie .

Licensees are reminded that when making their online renewal application to go to www.psrlicences.ie. The Business renewal application is the first application on the home page. The second application is the Individual Licence renewal application.

Please ensure that you select the correct application when renewing on www.psrlicences.ie. Incorrect applications submitted may cause a delay in the processing of your renewal application and could result in the expiry of your licence.

If you encounter difficulties whilst completing your renewal application please email info@psr.ie with your licence number and query.

Licensees who do not intend to renew their licence are encouraged to inform the Authority of this decision without delay to ensure the necessary requirements on licence expiry are met.

Failure to submit your renewal application before the deadline date of 24th September 2022 will result in the expiry of your licence.

Please note the renewal PIN is only to be used once. Once the PIN has been used the application will be available in your account on www.PSRALicences.ie under the 'My Applications' tab.

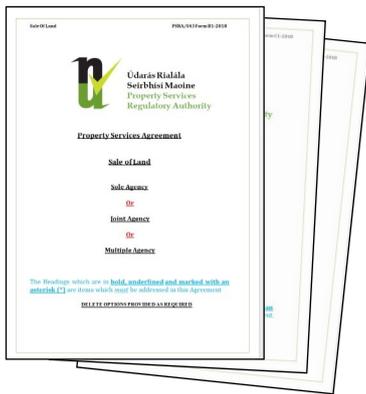
Important Notice Regarding CPD

Continuous Professional Development (CPD) is an ongoing statutory duty for licensees to undertake education and training for the purpose of maintaining professional competence. All licensees must undertake a minimum of 5 verifiable hours of formal PSRA CPD education in each calendar year.

Failure to complete the full 5 hours of CPD in breach of Section 81 of the Property Services (Regulation) Act 2011 may result in a finding of improper conduct being made against a licensed Property Service Provider (PSP).

The PSRA wishes to advise all licensees that as part of its Audit of licensed businesses, it will now actively be seeking proof of completion of licensee's CPD. Licensees will be required to produce their CPD certificates as proof of completion of the statutory 5 hours of annual CPD. It is therefore important that all Licensees ensure they have a copy of their CPD certificate available for inspection and that the details, including the licence number of the Licensee are correct. Where an Inspector identifies that a licensee has not completed or fully completed their CPD requirements for the previous calendar year, the PSRA will initiate an investigation of the licensee for non-compliance of their CPD statutory requirement.

Letters of Engagement



The Authority is currently undertaking a review of the standard Letters of Engagement and anticipates that the updated version will be available on its website www.psr.ie by the end of September 2022. Licensees will be notified by general email of the date the updated version becomes available. Licensees should use the updated version for any new agreements entered into after that date.

It should be noted that Letters of Engagement for all licence categories will have a new clause inserted which relates to a “Cooling Off” period, applicable in instances where the (LOE) agreement has been entered into via distance contract, i.e. has been signed online or outside of the business premises, in accordance with S.I 484/2013 - European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013.

Information on Legislation Regarding Erection of Signage by PSPs



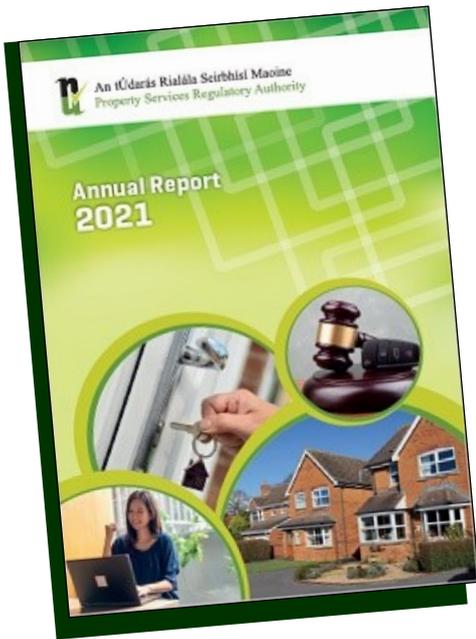
The PSRA would like to bring to the attention of licensees the statutory provisions of Schedule 2, Part 2, Class 9 of the Planning and Development Regulations 2001, as amended, which sets out the requirements for the erection of signs relating to advertisements related to the sale or letting of property. Table 1 sets out the Conditions and Limitations relating to advertising the sale or letting of any structure.

Table 1:

CLASS 9	Conditions and Limitations
<p>Advertisements relating to the sale or letting of any structure or other land (not being an advertisement structure) on which they are exhibited.</p>	<ol style="list-style-type: none"> 1. The area of any such advertisement shall not exceed— <ol style="list-style-type: none"> (a) in the case of an advertisement relating to the sale or letting of a house, 0.6 square metres, (b) in the case of an advertisement relating to the sale or letting of any other structure or land, 1.2 square metres. 2. Not more than one such advertisement shall be exhibited on the structure or other land. 3. No such advertisement shall be exhibited, and no advertisement structure erected for the purpose of exhibiting such advertisement shall remain on the structure or land, for more than 7 days after the sale or letting to which the advertisement relates.

You are advised that planning permission is required for the erection of any “For Sale” and/or “To Let” advertisement signs which do not comply with the terms of planning exemptions available under Class 9, which is contained in the Table 1. Any queries in relation to this matter should be directed to your local authority.

The PSRA 2021 Annual Report Published



The PSRA is pleased to announce the publication of its Annual Report for 2021. The report presents an overview of the activities and outputs of the Authority during 2021.

In 2021, the Property Services Regulatory Authority continued to actively pursue investigations of improper conduct resulting in three cases where a major sanction of permanent revocation of their licence was imposed.

Further highlights and statistics of note in the 2021 Annual Report include:

- More than 1.64 million visitors to the Residential Property Price Register;
- 5,752 licence applications (new, renewal and additional category) processed;
- 500 audit investigations of Property Services Providers completed. Breaches were identified in 69 cases (14%) and minor sanctions imposed in these cases;
- 243 complaint investigations against Property Service Providers concluded;
- 449 Anti-Money Laundering audits completed by the Authority.

Reflecting on the activity of the organisation during 2021, Ms. Maeve Hogan, Chief Executive Officer of the Authority noted:

“During 2021 the Authority remained adaptive in the way that we conducted our work and was resilient in responding to challenges posed by the ongoing Covid-19 pandemic. Our commitment to our mission of licensing and regulating Property Services Providers continued and a significant highlight for the Authority during the year was the publication of our Code of Practice – ‘Property Services Providers - Delivering a Professional Service’. The positive ongoing contribution and engagement from Property Services Providers and all of our stakeholders is also much appreciated and valued.”

The Annual Report for 2021 is available at www.psr.ie.

PSRA becomes a member of the Integrity at Work Programme



In 2022, the Property Services Regulatory Authority (PSRA) joined the Integrity at Work (IAW) programme, an initiative of Transparency International (TI) Ireland that supports employers to foster an environment where staff feel safe to share concerns of wrongdoing.

As part of its commitment to protecting workers who make protected disclosures, the PSRA has signed the Integrity at Work Pledge to ensure that workers who report wrongdoings can do so without fear of penalisation, and that appropriate action will be taken in response to their concerns.

Further information on IAW is available at www.integrityatwork.ie

The PSRA warns Students of the risks of Bogus Letting Agents

With the new college year underway, the search for student accommodation has been a high priority for many students. In this regard the PSRA ran a student information media campaign of which the key message was to emphasise the importance of ensuring that the letting agent engaged with by potential tenants is licensed and to highlight the consumer protection afforded to the consumer by doing so.

This campaign ran for over four weeks on multiple social media platforms, as well as advertisements which were placed on popular house letting sites, such as daft.ie and myhome.ie.

The PSRA has previously received reports of fake letting agents targeting students at this time of year. Such bogus agents often set up online and may purport to hold a PSRA licence.

The CEO of the PSRA, Ms Maeve Hogan noted that:

“Students starting and returning to college need to be vigilant of bogus letting agents when searching for accommodation. A key action that students should take to help safeguard themselves against rental scams is to check that the letting agent they are using is licensed. Using a licensed agent provides consumer protection and if something does go wrong, a client may be entitled to compensation from the PSRA compensation fund.”

Don't Forget . . .



- The deadline for receipt of licence renewals for licences with an expiry date of 5 November is **24 September 2022** .
- Licensees five hours of PSRA CPD for 2022 must be fully completed by **31 December 2022**.