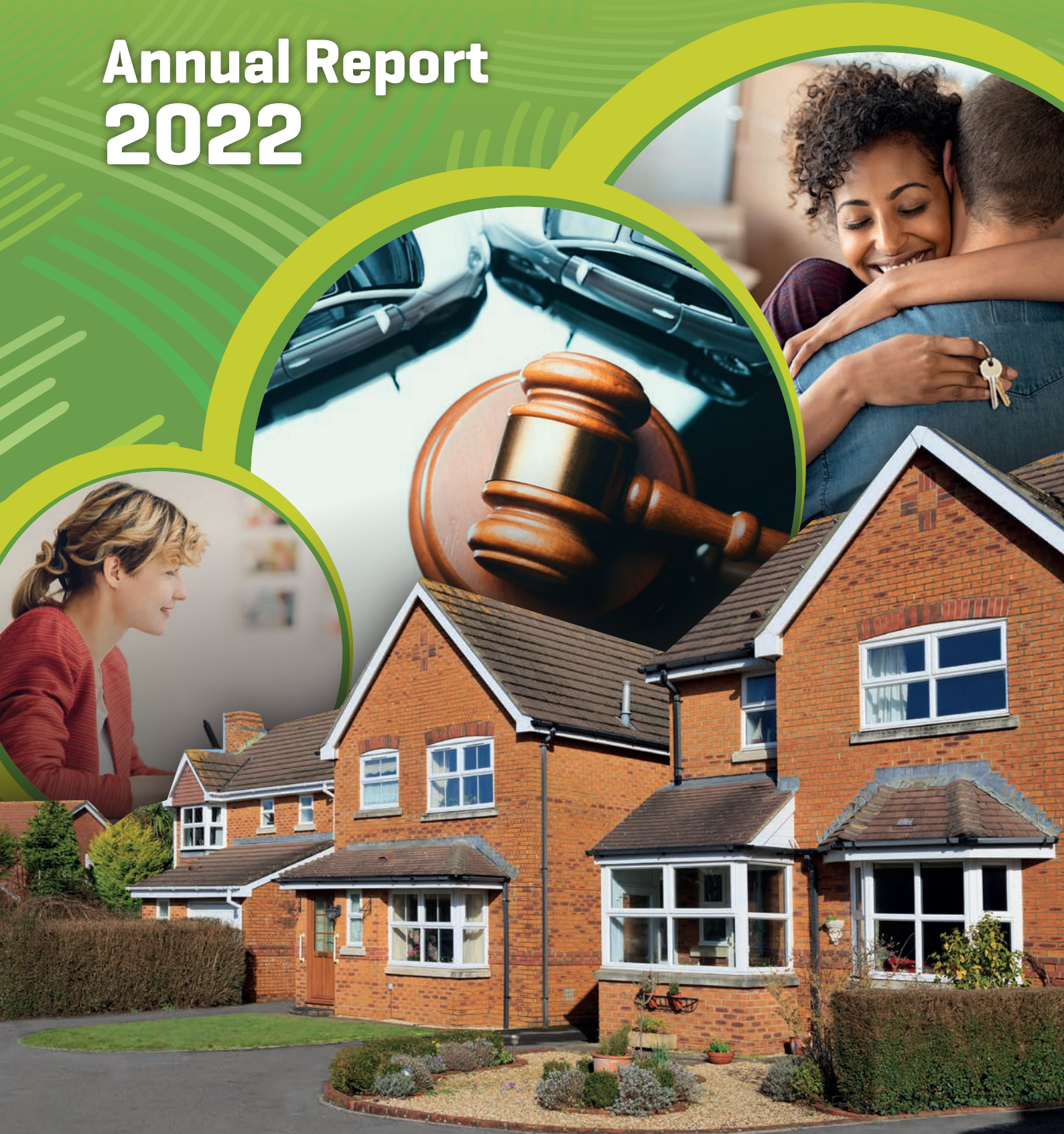




An tÚdarás Rialála Seirbhísí Maoine  
Property Services Regulatory Authority

# Annual Report 2022



## Mission

The Property Services Regulatory Authority's mission is to protect the interests of the public in their interaction with Property Services Providers by ensuring that high standards are maintained and delivered, through the licensing, supervision and regulation of Property Services Providers\*.

*\*Property Services Providers include Auctioneers, Estate Agents, Letting Agents and Management Agents.*

## VALUES

### PUBLIC INTEREST

We work to ensure that the best interests of the public are protected, while enhancing confidence in the property services sector.

### REGULATION

The purpose of regulation is to ensure that consumers are protected and that high standards are maintained within the sector.

### GOVERNANCE

We operate with integrity and ensure that appropriate governance policies, systems and procedures are in place and operating effectively in the discharge of our role.

### PROFESSIONALISM

We adopt and promote the professional standards that the public expect from property services providers.

### TRANSPARENCY

We operate in an open manner that provides the public with information through our registers and engage with consumers to improve awareness of property services regulation.

### COMMITMENT TO PEOPLE

We commit to the promotion of equality, prevention of discrimination and protection of the consumers who engage with the sector. We support our staff and aim to maintain a positive environment that enables them to develop and work together effectively.



An tÚdarás Rialála Seirbhísí Maoine  
Property Services Regulatory Authority



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# Chairperson and Chief Executive Statement

**It is a pleasure to present the 11th Annual Report of the Property Services Regulatory Authority (the Authority) for the year 2022. This report provides an overview of the activities and accomplishments of the Authority during the year.**

The lifting of the remaining Covid-19 restrictions at the start of the year allowed the sector to fully re-open and return to normal day-to-day engagement and activities. Although Covid-19 remains in our society, guidance developed during the pandemic has ensured the safe delivery of property services. The challenges presented by Covid-19 have also allowed the Authority to adapt in ways that ensure day-to-day tasks are fulfilled. The Authority continues to focus on the future and ensures the Authority evolves within an ever changing sector.

The 10th anniversary of the establishment of the PSRA, was celebrated and marked by the Authority at an event in Navan, Co. Meath where the Minister for Justice, Ms. Helen McEntee, officially launched our Code of Practice – ‘Property Services Providers - Delivering a Professional Service’.

A significant development project undertaken by the Authority in 2022 was the migration to the new portal for all licence applications and renewals – [www.psralicences.ie](http://www.psralicences.ie) which went live on 7th June. This project ensured the continuity of an effective online licensing portal, the success of which can be attributed to the level of engagement with stakeholders and an extensive period of development and testing of the new portal.

During the year, the Authority also launched a new website which was developed in conjunction with the Department of Justice IT website development team. The new website offers a more user friendly experience, allowing users access information that they require in an easier way.

The newly formatted PSRA Forum also met for the first time during 2022. We would like to acknowledge the work undertaken by the outgoing members and

welcome the new members, who we look forward to engaging with further during 2023.

The positive engagement and ongoing contribution from staff of the Department of Justice, external Committee members, Property Services Providers and all of our stakeholders is also highly valued and appreciated.

Finally, we would like to commend the Board and staff of the Authority, who, through their dedication, commitment and diligence, ensured the completion of key projects and the progression of strategic goals of the Authority during the year.



A handwritten signature in black ink that reads "Michael Quinlan".

**Michael Quinlan**  
**Chairperson**



A handwritten signature in black ink that reads "Maeve Hogan".

**Maeve Hogan**  
**Chief Executive**

## Glossary

AML	Anti-Money Laundering
CPD	Continuous Professional Development
IM&T	Information Management and Technology
IPAV	Institute of Professional Auctioneers and Valuers
OMC	Owners Management Company
PII	Professional Indemnity Insurance
PSAB	Property Services Appeal Board
PSRA	Property Services Regulatory Authority
SCSI	Society of Chartered Surveyors Ireland
SEAI	Sustainable Energy Authority of Ireland

# 2022 A Year in Review



**10th**

Anniversary of the establishment of the Authority

Launch of New Licence Application Portal



**411**

New Licences Issued

**5,183**

Licence Renewals Processed



**300**

Compliance Audit Investigations Completed



**210**

Complaints Concluded



**294**

Anti-Money Laundering Audits completed



More than 1.55 million visitors to the Property Price Register



Launch of new [www.psr.ie](http://www.psr.ie) website



**7,396**

Commercial Lease Returns published during 2022, with 52,440 published since 2012





# About Us

# About Us

**The Property Services Regulatory Authority (the Authority), an agency of the Department of Justice, was established on 3 April 2012, pursuant to the Property Services (Regulation) Act 2011 (the Act), and is the statutory body with responsibility for licensing and regulating the property services sector in Ireland.**

The Act establishing the Authority provides for the licensing of a number of categories of Property Services Providers namely:

- o **Auctioneers**

- Persons engaged in the auction of property other than land (Licence Category A)

- o **Estate Agents**

- Persons engaged in the purchase or sale of land by whatever means (Licence Category B)

- o **Letting Agents**

- Persons engaged in the letting of land (Licence Category C)

- o **Management Agents**

- Persons engaged in the provision of property management services on behalf of Owner Management Companies (Licence Category D).

The Authority's Chief Executive is Ms Maeve Hogan and its headquarters are based in Navan, Co Meath, with a second office in Bishop's Square, Dublin 2. At the end of 2022, in addition to the Chief Executive of the Authority, the Property Services Regulatory Authority (PSRA) had 38.1 full-time equivalent staff members.





# What We Do

# What We Do

**The Authority implements the objectives of the Act and works to ensure that those licensed to provide property services meet the highest standards in service provision and that consumers are fully protected.**

The key functions of the Authority include:

- To supervise and regulate Property Services Providers (i.e. Auctioneers, Estate Agents, Letting Agents and Management Agents);
- To operate a comprehensive licensing system covering all Property Services Providers;
- To specify and enforce standards for the granting of licenses to Property Services Providers (e.g. educational/training standards; levels of professional indemnity insurance), and; standards to be observed in the provision of property services by Property Services Providers (e.g. technical standards; appropriate ethical standards);
- To administer a system of investigation and adjudication of complaints against Property Services Providers;
- To administer a system of investigation of standards in the provision of property services;
- To promote increased consumer protection and public awareness in the provision of property services;
- To maintain and administer a Compensation Fund;
- To maintain a Code of Practice for Property Services Providers;
- To maintain a Public Register of Residential Property Sales Prices; a Commercial Leases Database; a Public Register of Licensed Property Services Providers;
- To act as the State Competent Authority for Money Laundering for the property services sector;
- To assist the Minister in the development of policy in regulating the sector;
- To undertake or commission research projects.



# **Board and Committees of the Authority**

# Board of the Authority

The Board of the Authority consists of a Chairperson and 10 members, all of whom are appointed by the Minister for Justice. The Board provides effective oversight of the delivery of the statutory functions of the Authority. In appointing members to the Authority under the Act, the Minister for Justice must have regard to the desirability of the members' knowledge or experience in consumer affairs, business, finance, management or administration or any other subject which would, in the Minister's opinion, be of assistance to the Authority in performing its functions under this Act.

The Minister must also, in so far as is practicable, ensure an appropriate balance between men and women in the composition of the Authority. The promotion of diversity and inclusion, including with regard to gender is a key consideration for the Minister in appointing members to the Board.

The Authority is independent in the exercise of its functions and is chaired by Mr. Michael Quinlan, Solicitor, following his appointment as Chairperson on 24 March 2021. The Board comprises of members from within the property services sector, consumer interest representatives and an officer of the Minister.

The Board of the Authority met on four occasions during 2022 for statutory Board meetings and on a further three occasions for operational meetings. A further ten Board meetings were convened to consider Final Investigation Reports. The consideration of Final Investigation Reports meetings were attended by a quorum of the Board in each case. **Table 1** details the member's role, appointment information and the number of both statutory and Final Investigation Report meetings each member attended during the year.

**Table 1: Board Member Information**

Board Member	Role	Term of Appointment	Board Meetings Attended (Statutory)	Board Meetings (Operatioal)	Board Meetings Attended (Final Investigation Report)
Mr. Michael Quinlan	Chairperson	24/03/2021 – 23/03/2025	4	3	-
Ms. Emer Byrne	Member	15/04/2019 – 14/04/2023	4	3	7
Ms. Geraldine Hynes	Member	24/03/2021 – 23/03/2025	4	2	6
Ms. Ella Dunphy	Member	15/04/2019 – 14/04/2023	4	3	3
Ms. Hilary Griffey	Member	28/11/2016 – 27/11/2024	4	3	4
Dr. Aideen Hayden	Member	28/11/2016 – 27/11/2024	3	3	5
Mr. Gordon Hughes	Member	15/04/2019 – 14/04/2023	4	3	3
Mr. Seamus Clifford	Member	24/03/2021 – 23/03/2025	4	3	2
Ms. Áine Myler	Member	24/03/2021 – 23/03/2025	4	3	2
Ms. Orla Moran	Member	15/04/2019 – 14/04/2023	4	3	6
Dr. Muiris O'Ceidigh	Member	28/11/2016 – 27/11/2024	4	2	4



## Board Members



Mr. Michael Quinlan



Ms. Emer Byrne



Mr. Seamus Clifford



Ms. Ella Dunphy



Ms. Hilary Griffey



Dr. Aileen Hayden



Mr. Gordon Hughes



Ms. Geraldine Hynes



Ms. Orla Moran



Ms. Áine Myler



Dr. Muiris O'Ceidigh

## Consideration of Final Investigation Reports

As outlined, 10 Board Meetings were convened throughout 2022 where members met to consider Final Investigation Reports in respect of five cases investigated. A quorum of the Board met in each case. Of the five Final Investigation Reports, one was concluded in 2022 and four were ongoing as at 31 December 2022.

**Table 2** summarises the number of Final Investigation Report meetings held during 2022 and the outcome of the Board's consideration of each report at year end.

**Table 2: Final Investigation Report Meetings**

Final Investigation Report	Meetings held during 2022	Outcome of the Board's Consideration at year end
Final Investigation Report 1	1	Ongoing
Final Investigation Report 2	3	Ongoing
Final Investigation Report 3	2	Ongoing
Final Investigation Report 4	2	Ongoing
Final Investigation Report 5	2	Concluded - Minor Sanction Imposed

## Committees of the Authority

### *Audit and Risk Committee*

The Audit and Risk Committee is comprised of two Authority members: Ms. Ella Dunphy (Chairperson) and Ms. Orla Moran along with two independent members: Mr. Brian Wickham and Mr. Michael Walsh. Ms. Orla Moran and Mr. Michael Walsh were appointed to the Committee on 27 July 2022. They replaced Ms. Hilary Griffey and Mr. Dave Salter who both reached the end of their term on 01 June 2022. There were four Audit and Risk Committee meetings in 2022. **Table 3** details the member's attendance at these meetings.

**Table 3: Audit and Risk Committee - Meetings Attended**

Committee Member	Type of Member	Meetings Attended
Ms. Ella Dunphy	Authority Member (Chairperson)	4
Ms. Hilary Griffey	Authority Member	2
Ms. Orla Moran	Authority Member	2
Mr. Brian Wickham	Independent Member	2
Mr. Dave Salter	Independent Member	2
Mr. Michael Walsh	Independent Member	2

### Compensation Fund Advisory Committee

On 1 January, 2022, the Compensation Fund Advisory Committee comprised of three Authority members: Ms. Hilary Griffey, Dr. Aideen Hayden and Dr. Muiris O’Ceidigh. In September, 2022 a new Compensation Fund Advisory Committee was formed consisting of Authority members: Dr. Muiris O’Ceidigh (Chairperson), Ms Geraldine Hynes and Ms Emer Byrne. The Advisory Committee considers applications for grants on the Compensation Fund and makes recommendations to grant, part-grant or refuse to grant claims to the Board of the Authority.

In 2022, a total of 20 compensation claims came before the Compensation Fund Advisory Committee of the Authority for their consideration and recommendation. There were four Compensation Fund Advisory Committee meetings in 2022. **Table 4** details the member’s attendance at these meetings.

**Table 4: Compensation Fund Advisory Committee - Meetings Attended**

Committee Member	Meetings Attended
Ms. Hilary Griffey	2
Dr. Aideen Hayden	2
Dr. Muiris O’Ceidigh (Chairperson)	3
Ms. Geraldine Hynes	2
Ms. Emer Byrne	1







# Strategic Plan



# Strategic Plan

The Strategic Plan outlines the strategic objectives and direction of the PSRA. It identifies what the Authority expects to achieve for the period of the plan.

The Authority adopted the following key goals in its Strategic Plan 2020 - 2023:

## GOAL 1

**Develop an enhanced register and effective system of regulation to support professional practice**

## GOAL 2

**Continuously enhance the Authority's processes and arrangements to deliver targeted inspections on a cost effective basis**

## GOAL 3

**Promote professional standards, address unlicensed activity and operate an effective complaints management process**

## GOAL 4

**Promote engagement, awareness and continuous professional development to the benefit of all stakeholders**

## GOAL 5

**Resource and manage the Authority to optimise organisational efficiency and effectiveness**

By year end 2022, a number of objectives identified as part of the Strategic Plan had been achieved and the Authority remains committed to meeting its strategic goals under the Plan.

During 2022 the Authority commenced drafting its next Strategic Plan to cover the period 2023 to 2026. In drafting the Plan, the Authority consulted with a wide range of stakeholders, ensuring that the goals developed are inclusive of their views and experiences. The draft plan was presented to and approved by the Board of the Authority and will be submitted to the Department of Justice in early 2023.



# Licensing

## Licensing

The Property Services (Regulation) Act 2011 (the Act) provides that any person providing property services in Ireland must be licensed by the Authority and defines such services as:

- The Auction of Property other than Land (Licence Category A);
- The Purchase or Sale of Land - by whatever means (Licence Category B);
- The Letting of Land (Licence Category C); and
- The Provision of Property Management Services (Licence Category D).

The Authority issues four different categories of licence, which correspond with the four types of property services defined in the Act. Any person may apply for one or more licence type categories. Licences are renewed annually.

The Authority's licensing process continues to operate in an efficient manner with a total of 5,775 licence applications (new, renewal and additional licence category) processed in 2022. This compares to 5,909 licence applications (new, renewal and additional licence category) processed in 2021.

## New Licence Applications

The Authority assesses new licence applications from those who wish to work in the property services sector subject to attainment of minimum qualification requirements. In 2022, some 550 new licence applications were submitted for consideration of which:

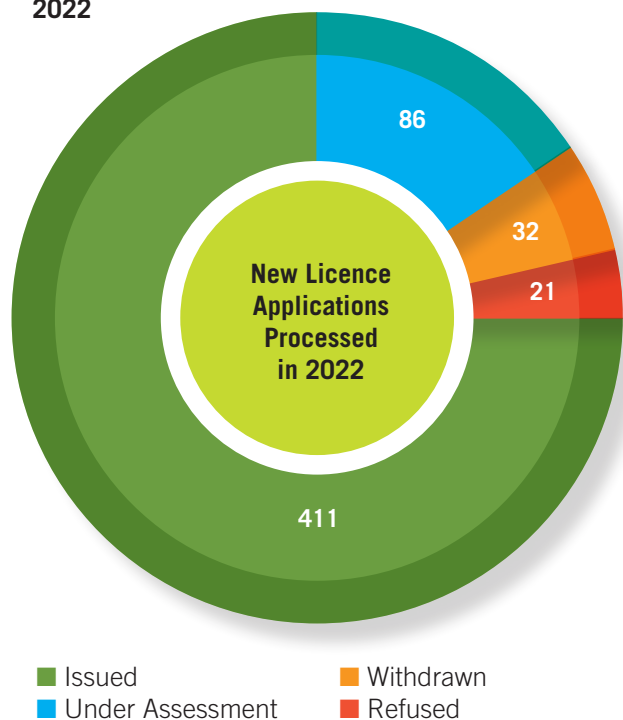
- 411 licences issued;
- 86 applications under assessment at 31 December 2022;
- 32 withdrawn; and
- 21 refused.

**Chart 1** illustrates the new licence applications processed in 2022.

All licence applications are reviewed by the Authority in accordance with the minimum qualification requirements under the Property Services (Regulation) Act 2011 (Qualifications) Regulations 2012 SI 181 of 2012 and as amended by SI 456/2015 - Property Services (Regulation) Act 2011 (Qualifications) (Amendment) Regulations 2015. Where an application does not meet the minimum requirements the Authority advises the

applicant of this and affords them the opportunity to submit additional information in support of their application. It is for this reason that there were 86 licence applications at assessment stage at year end in 2022. A total of 21 new licence applications were refused in 2022, with the most common reason for refusal identified as the applicant failing to meet the minimum qualification requirements.

**Chart 1: New Licence Applications Processed in 2022**



## Licence Renewals

All licence applications, including licence fees and compensation fund payments, are submitted online to the PSRA. The Authority's peak period for licence renewals is from September to November, during which the Authority receives over 3,000 licence renewal applications.

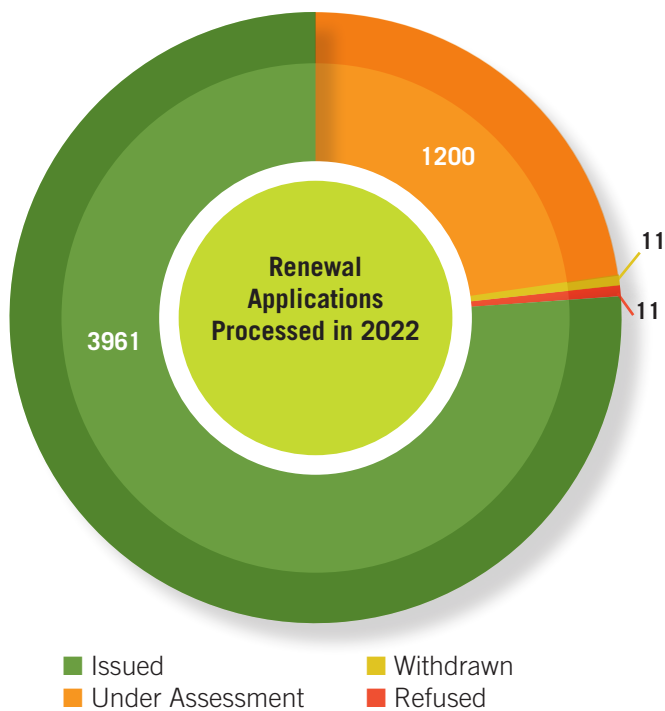
The total number of licence renewal applications processed in 2022 was 5,183.

**Chart 2** provides a breakdown of licence renewal applications processed by the Authority which includes:

- 3,961 renewal licences issued;
- 1,200 renewals under assessment;
- 11 renewals withdrawn by the applicant; and
- 11 renewal applications refused by the Authority.

Of the 11 renewal applications refused, 9 were individual (employee) licence holders who were refused as they were not employed by a Property Service Employer at the time of renewal. The remaining two refusals were business applications.

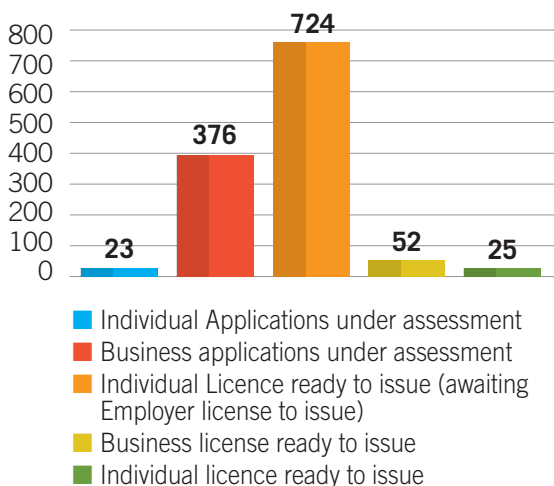
**Chart 2: Renewal Applications Processed in 2022**



**Renewal Applications under Assessment**

**Chart 3** illustrates the breakdown of the 1,200 renewal applications under assessment as at 31 December 2022.

**Chart 3: Renewal Applications Under Assessment**



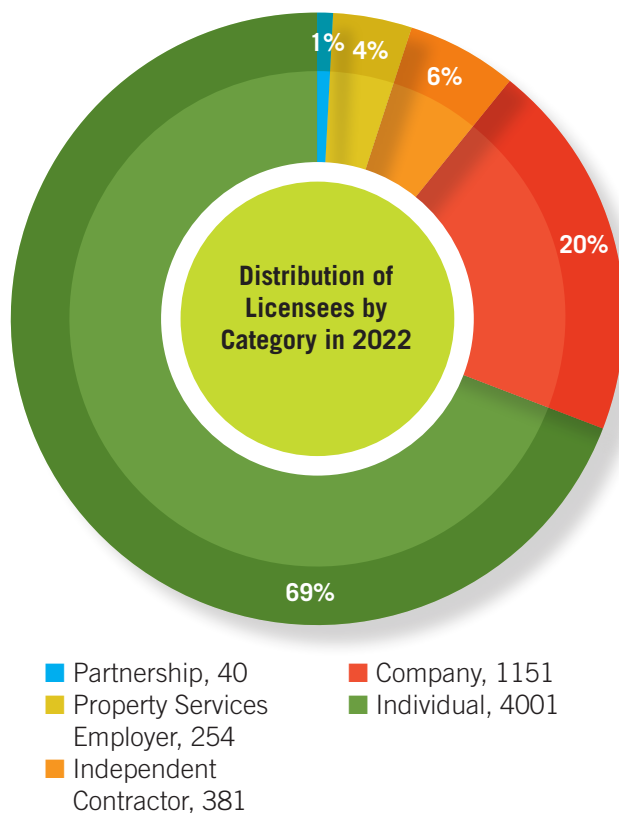
As per **Chart 3**, some 724 individual (employee) renewal applications were approved, but could not be issued until their employers’ renewal applications had been processed and issued. Employee’s licence renewals cannot be issued prior to approval of their employer’s renewal application.

**Overall Licensing Numbers**

At the end of 2022, there was a total of 5,827 licence holders. This compares to 5,839 at year end 2021. This represents a 0.2% decrease in licence holders, or 12 overall.

**Chart 4** illustrates the distribution of licensee by type in 2022 by Individuals, Companies, Partnerships, Independent Contractors and Property Services Employers.

**Chart 4: Distribution of Licensees by Category in 2022**

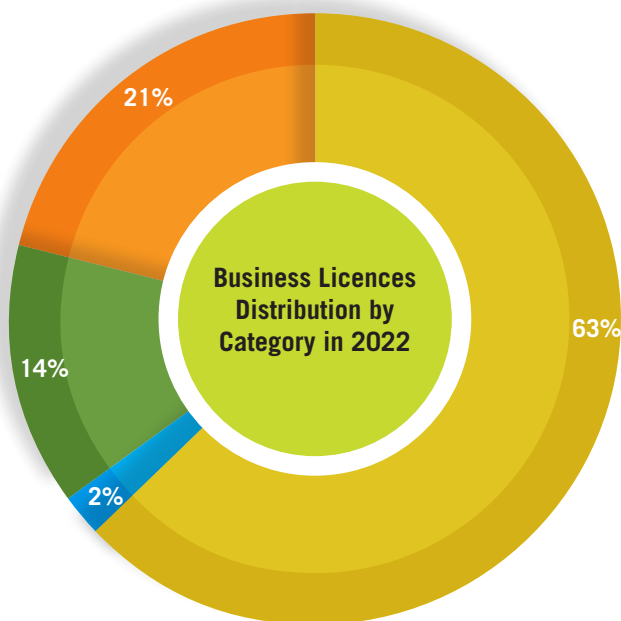




An analysis of the distribution of the 1,826 business licences active at the end of 2022 illustrated in **Chart 5** demonstrates that:

- 63% of business licences were held by Companies;
- 21% were held by Independent Contractors;
- 14% were held by Property Services Employers; and
- 2% were held by Partnerships.

**Chart 5: Business Licences Distribution by Category in 2022**



<span style="color: #d4c03e;">■</span> Company, 1151	<span style="color: #4f81bd;">■</span> Property Services Employer, 254
<span style="color: #0070c0;">■</span> Partnership, 40	<span style="color: #e67e22;">■</span> Independent Contractor, 381

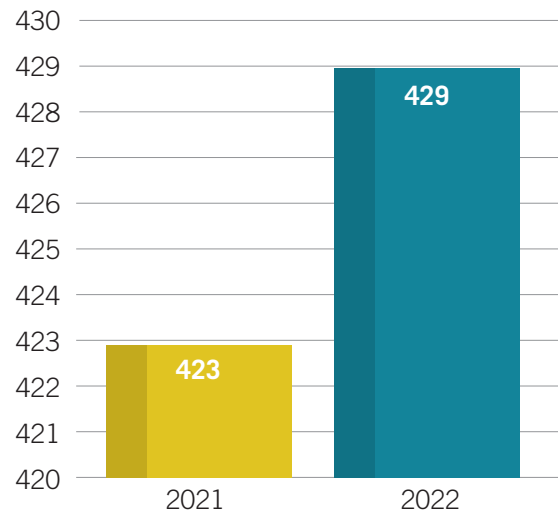
### Non-Renewal of Licence by Employers and Employees

The level of non-renewal of licences is outlined in **Chart 6** for 2022 and 2021. In 2022, some 429 licensees did not renew their licence, which compares with 423 in 2021, representing an increase of 1.4%.

The reasons for non-renewal vary, but include retirement, closing of business, emigration and in some cases changing from one legal entity to another.

The non-renewals of licences for 2022 are broken down between 91 businesses and 338 employees.

**Chart 6: Licences Not Renewed**

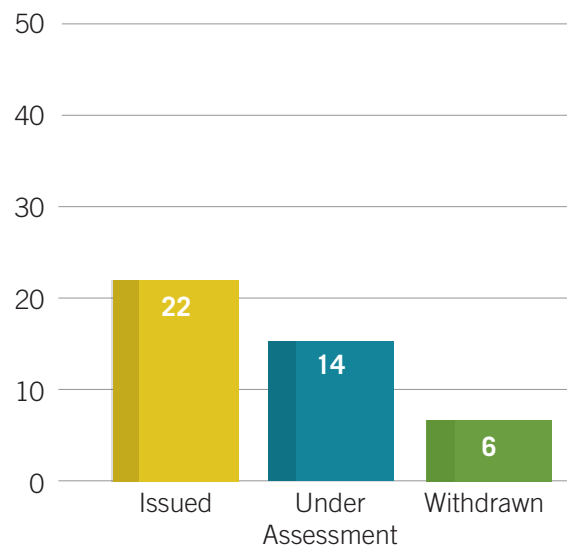


### Additional Licence Category Applications

In 2022 the Authority processed 42 Additional Licence Category applications. These applications relate to Property Services Providers seeking to add additional licence categories to their current licences.

**Chart 7** illustrates the position of these 42 applications at year end.

**Chart 7: Additional Category Applications Processed in 2022**



## Change of Property Services Employer Applications

The Authority receives applications for 'Change of Employer' where an employee licensed under one business wishes to move their licence to another licensed business. In 2022, the Authority processed 204 Change of Property Services Employer applications.

### Licence Category

As previously stated, at the end of 2022, there was a total of 5,827 active licences compared to 5,839 licences at the end of 2021. Some 1,826 of these were business licences and **Table 5** illustrates the licence categories associated with current business licences at the end of 2022 compared to those at the end of 2021. Licensees may be licensed for a single licence category or a combination licence categories.

**Table 5: Business Licence Categories Issued in 2022**

Licence Categories Issued	2021	2022
[A]	79	83
[A], [B]	20	19
[A], [B], [C]	899	880
[A], [B], [C], [D]	332	344
[A], [B], [D]	1	1
[A], [C]	4	3
[A], [C], [D]	1	1
[B]	22	20
[B], [C]	195	189
[B], [D]	0	1
[B], [C], [D]	78	76
[C]	86	82
[C], [D]	53	51
[D]	74	76

**Table 6** provides a breakdown of the licence categories held by 4,001 employees at the end of 2022.

**Table 6: Employee Licence Categories Issues in 2022**

Employee Licence Categories Issued	2022
[A]	142
[A], [B]	37
[A], [B], [C]	1335
[A], [B], [C], [D]	834
[A], [C]	10
[A], [C], [D]	2
[A], [D]	1
[B]	147
[B], [C]	647
[B], [C], [D]	281
[B], [D]	1
[C]	148
[C], [D]	180
[D]	236

## Register of Licensed Property Services Providers

The Register of Property Services Providers is a Register which lists the Property Services Providers licensed by the PSRA and are legally entitled to provide property services. In using a licensed service provider, the client has protections afforded to them by the Authority under the Act. The Register is published weekly and includes the following information:

- County;
- Licence Number;
- Licensee Details;
- Address;
- Trading Name;
- Class of Provider e.g. Company, Partnership, Property Services Employer, Independent Contractor, Director, Secretary, Partner, Manager or Employee;
- Licence Expiry;
- Licence Type;
- Licensees whose licence is suspended and therefore are not currently authorised to provide property services;
- Licensees who are not currently authorised to provide property services.



# Investigations

## Investigations

A central element of the Authority's regulatory powers is the investigation of Property Services Providers. There are three types of investigations that the Authority can undertake, namely:

- o The investigation and adjudication of complaints made against licensed Property Services Providers;
- o The investigation of the illegal provision of property services by unlicensed traders;
- o The inspection of standards in the provision of property services and statutory compliance by licensed Property Services Providers.

The legal framework and procedures for these types of investigations are set out in Part 7 of the Act. Briefly, these cover:

- o The circumstances and the manner in which the Authority may commence an investigation of a licensed Property Services Provider;
- o The powers of entry and inspection of Inspectors appointed by the Authority to carry out investigations and the duties of such Inspectors;
- o The duties of the Authority following the conclusion of an investigation; and
- o The matters which the Authority must consider when coming to a decision on foot of an Inspector's report and in imposing sanctions.

On completion of an investigation and where improper conduct is found, there are a number of sanctions that the Authority can impose, which fall under two categories:

### 1) Major Sanctions, which include;

- (a) the revocation of the licence of the licensee and a prohibition (which may be a permanent prohibition, a prohibition for a specified period or a prohibition subject to specified conditions) against the former licensee applying for a new licence or a particular class of licence,
- (b) the suspension for a specified period of the licence of the licensee or, in any case, where the period of such suspension (in this paragraph referred to as "the relevant period") sought to be imposed is longer than the period of validity of the licence left to run, the suspension of the licence during that period and a prohibition for

a specified period against the former licensee applying for a new licence or a particular class of new licence, which periods, added together, are equivalent to the relevant period,

- (c) a direction to the licensee that the licensee pay a sum, as specified in the direction but not exceeding €50,000, into the Compensation Fund,
- (d) a direction to the licensee that the licensee pay a sum, as specified in the direction but not exceeding €50,000, to the Authority, being the whole or part of the cost to the Authority of an investigation of the licensee,
- (e) a direction to the licensee that the licensee pay a sum, as specified in the direction but not exceeding €250,000, to the Authority by way of a financial penalty for an act of the licensee specified in the direction, or
- (f) any combination of any of the sanctions specified in paragraphs (a) to (e)

### 2) Minor Sanctions, which include;

- (a) the issue, to the licensee, of—
  - (i) advice (including advice relating to participation in a professional competence scheme),
  - (ii) a caution,
  - (iii) a warning, or
  - (iv) a reprimand,

or

- (b) any combination of any of the sanctions specified in paragraph (a)

## Investigations and Adjudication of Complaints

Complaints against licensed Property Services Providers can be made in writing to the Authority by members of the public for investigation. During 2022, the Authority received 205 complaints. This represents a 19.61% decrease on the 255 complaints received in 2021.

### End of Year Status of Complaints

At 1 January 2022, there were 100\* complaints on hand.

Of the 205 complaints received in 2022, following initial enquiries and ongoing correspondence between the complainant and Property Services



Provider, some 125 (60.98%) were concluded without the requirement for the appointment of an Inspector to conduct an investigation. Two of these concluded files are currently with the Property Services Appeals Board (PSAB). In all such cases, the Authority explained to the complainant and the Property Services Providers the reasons as to why an investigation was not carried out. The most common reason for declining to investigate a complaint was that the subject matter of the complaint did not fall within the definition of “improper conduct” as defined in the Act.

By year end, there were 95 open complaint files on hand. Of these, 63 were at inspection phase and 32 were at initial assessment awaiting a decision on whether they were to be investigated. Out of the 63 files at inspection phase, 27 of these cases were under investigation based on a potential breach of the Property Services (Regulation) Act 2011 (Minimum Standards) Regulations introduced in November 2020.

\*This figure differs in the 2021 Annual Report due to a systems error. The figure in 2021 states that 102 files were open at year end however this should have stated 100 files.

**Table 7** provides an outline of all the complaints dealt with by the Authority in 2022 and the status of those complaints at year end.

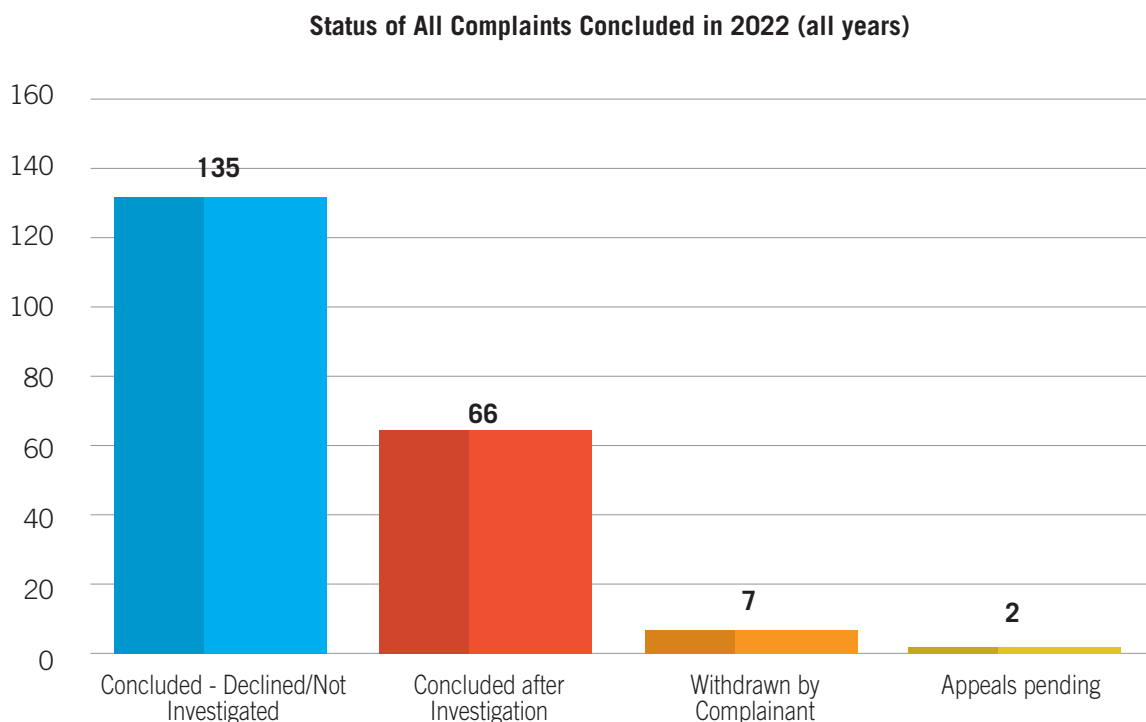
**Table 7: End of Year Status of Complaints**

End of Year Status of Complaints	Total
Complaints on hand at 1 January 2022	100
Total complaints received in 2022	205
Total complaints concluded at year end	210
<ul style="list-style-type: none"> <li>○ Complaints concluded without requirement for investigation</li> </ul>	135
<ul style="list-style-type: none"> <li>○ Complaints concluded after investigation</li> </ul>	66
<ul style="list-style-type: none"> <li>○ Withdrawn</li> </ul>	7
<ul style="list-style-type: none"> <li>○ Under appeal at year end</li> </ul>	2
Open complaints at year end	95

### Status of Complaints Concluded

**Chart 8** represents all complaints concluded during 2022, 210 in total, broken down by status of conclusion.

**Chart 8: Status of All Complaints Concluded in 2022 (all years)**



## Nature of Complaints

The nature of complaints cover a broad range of issues. **Table 8** illustrates the general breakdown of complaint categories received in 2022.

This Table shows the most common categories into which complaints may be placed, based on the nature of the complaint. In interpreting the numbers in **Table 8**, it is important to bear in mind that a complaint may be multi-faceted and, therefore, may fall into more than one category. Accordingly, there may be a greater number of complaint issues contained within any one complaint received. This is evident in **Table 8** which relates to the total of 205 complaints received in 2022, however, the issues contained within these complaints totals 318. The Table is a good indicator of the expansive nature of the complaints, which the Authority must assess and investigate.

**Table 8: Nature of Complaints Received in 2022**

Nature of Complaint	No. of Complaints Broken Down by Grounds
Service Provision (Complainant dissatisfied with service provided)	181
Retention of Money by Property Services Provider	13
Duty to Client	72
Duty to Customer	12
Advertising	19
Other	21
<b>Total:</b>	<b>318</b>

The behaviours or omissions complained of in some of the categories, for example, service provision or duty to client are open to interpretation. The complainant may genuinely feel dissatisfied or aggrieved at what transpired in their dealings with the Property Services Provider, but it may not fall under the definition of “improper conduct” under section 2 of the Act. This difference between the perception of a wrongdoing and what constitutes improper conduct largely explains the relatively high number of complaints which the Authority declines to investigate as shown earlier in **Chart 8**. It should also be noted that these are allegations made by the complainant and it cannot be stated that improper conduct has occurred until an investigation has been completed and improper conduct found.

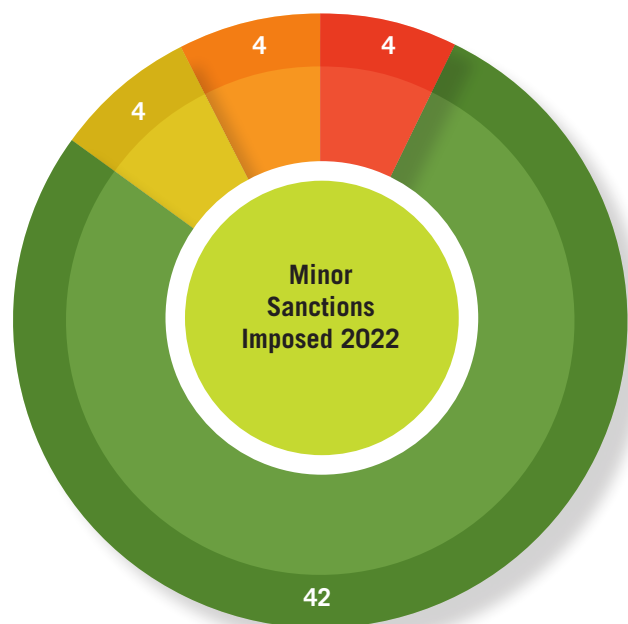
## Complaint Sanctions Imposed

In 2022, some 66 complaints were concluded after an investigation. In 18 of these cases (27.27%) no improper conduct was found to have occurred. In 46 cases (69.69%) improper conduct was found and a minor sanction was imposed, and in 2 cases improper conduct was found and a major sanction was imposed (3.03%). Out of the 66 complaints concluded after an investigation, 37 (56.06%) were brought to investigation due to a potential breach of the Property Services (Regulation) Act 2011 (Minimum Standards) Regulations introduced in November 2020. Of these 37 files, improper conduct was found in 27 cases and a minor sanction imposed and in 10 cases, no improper conduct was found.

### Minor Sanction

**Chart 9** illustrates the category of minor sanctions imposed on Property Services Providers in 2022 following the conclusion of complaint cases after an investigation. It is important to note that while there was 46 complaint cases concluded after an investigation where improper conduct was found and a minor sanction imposed, 54 sanctions were imposed due to a combination of breaches in 6 cases.

**Chart 9: Minor Sanctions Imposed in 2022 – Complaint Investigations**



- Warning
- Advice
- Caution
- Reprimand

In 4 instances, a minor sanction of a **Reprimand** was imposed relating to matters including:

- Part (a) of the definition of “improper conduct” in the Act;
- Failure to notify the Authority of a “material matter”;
- Failure to transfer client money to the nominated account within a certain timeframe;
- Failure to return a booking deposit within a certain time;
- Withdrawing money from a client account;
- Delayed paying client moneys into the appropriate client account; and
- Allowing a debit balance to arise on a client ledger.

In 42 instances, a minor sanction of **Warning** was imposed relating to matters, including but not limited to:

- Non-provision of a letter of engagement;
- Failure to retain records for 6 years;
- Failure to retain bidding records for 6 years;
- Failure to act in the best interest of the client at all times;
- Exceeding the authority granted to them by the client;
- Facilitating an individual, who is not licensed, to provide a property service;
- Charging a fee in respect of the sale or letting, to a person other than the client;
- Knowingly producing, publishing or circulating misleading information;
- Breaching the terms of the letter of engagement;
- Failure to transfer client money to the nominated account within a certain timeframe;
- Failure to provide written confirmation to each offeror;
- Failure to pay booking deposit within a certain time; and
- Issues with handling client monies.

In 4 instances, a minor sanction of a **Caution** was imposed in relation to a breach of:

- Non-provision of a letter of engagement;
- Failure to respond to all communications from a client within a reasonable timeframe; and
- Failure to inform a client of the amount of

money held in the client account on behalf of that client, within the timeframe.

In 4 instances, a minor sanction of **Advice** was imposed in relation to:

- Non-provision of a letter of engagement;
- Failure to display their licence number on their website, social media, advertisements and business correspondence; and
- Failure to act in the best interest of the client at all times.

### Major Sanction

Following the investigation of two complaint cases, which related to misappropriation of funds and discrepancies in the letter of engagement, respectively, the Authority imposed major sanctions, which were confirmed by the High Court in 2022.

#### Case A:

Case A related to an investigation concerning misappropriation of OMC funds by the Property Services Provider. In this case, the High Court agreed with the Authority’s finding against both company and an individual licensee of the company and imposed the following major sanctions:

- Directed the licensee to pay a sum of €50,000 and €30,000 into the Property Services Compensation Fund;
- Directed the licensee to pay a sum of €5,000 each to the Authority, for the cost of the investigation; and
- Directed the licensee to pay €30,000 and €25,000 by way of financial penalty to the Authority.

#### Case B:

Case B related to an investigation concerning discrepancies in the letter of engagement. Following an appeal from both the licensee and company, the High Court modified the sanction imposed by the Authority and imposed the following:

- Directed the licensee and company to jointly pay a sum of €8,000 each to the Authority, for the cost of the investigation;
- Directed the licensee and company to pay €7,500 each by way of financial penalty to the Authority; and

- o Directed the licensee and the company to pay to the Authority the cost of proceedings.

### Meetings of the Authority

Members of the Authority met to adjudicate on five cases in consideration for major sanctions throughout 2022.

Due to the complexity of some of the cases, the Board met on 10 occasions to review the Final Investigation Report, seek necessary legal guidance, and consider the appropriate sanctions. In light of this, the number of meetings attended were higher than the number of major sanction cases considered.

In one case, the file was returned to the Inspector for further investigation.

In one case, a minor sanction of a reprimand was imposed.

In three cases, where the Authority found improper conduct had occurred under part (a) of the definition of improper conduct – no longer fit and proper to provide property services, these cases are required to be confirmed by the High Court and as of 31 December, 2022 confirmation of the sanctions is awaited.

### Case Studies of Investigations

By way of providing a general overview of the kind of investigations which the Authority routinely undertakes, two anonymised summaries of investigations into complaints, which were concluded in 2022 are outlined:

#### Case Study No 1:

The Authority received a complaint from a member of the public concerning a licensed Property Services Provider that had been engaged to provide letting services. The complaint included an allegation that the Property Services Provider did not provide the complainant with a Letter of Engagement for their services. The Authority appointed an Inspector to carry out an investigation into this allegation of improper conduct.

**Inspection Details:** The Property Services Provider was requested to provide the Authority with a copy of the signed Letter of Engagement between themselves and the complainant for the provision of letting services. The Property Services Provider provided the Authority with a copy of a Letter of Engagement in which both the complainant and Property Services Provider's names were written on the signature page.

The complainant was provided with a copy of the Letter of Engagement received from the Property Services Provider. The complainant continued to deny that they had ever been provided with a Letter of Engagement and denied that the signature on the Letter of Engagement provided by the Property Services Provider belonged to them.

The Authority engaged the services of a forensic handwriting analyst to examine the names written

on the Letter of Engagement and compare them to sample signatures provided by the complainant. The analyst produced a report which found that the signature on the Letter of Engagement was not a genuine signature of the complainant. The report also found that the signatures of both the complainant and Property Services Provider on the Letter of Engagement were likely to have been written by the same person.

Subsequently, the Authority engaged the same forensic handwriting analyst to compare the names written on the Letter of Engagement to sample signatures provided by the Property Services Provider. Following this analysis, the handwriting expert produced a report in which he gave the opinion that the evidence suggested the Property Services Provider had written both names on the Letter of Engagement.

The Inspector prepared a draft report on the investigation making a finding that the Property Services Provider had committed an act of dishonesty in signing the name of their client to a Letter of Engagement without the consent or knowledge of the client. The Inspector found that this met part "a" of the definition of 'improper conduct' that the Property Services Provider is no longer a fit and proper person to provide property services.



A copy of the draft report was provided to both the complainant and Property Services Provider and they were allowed 30 days in which to submit observations on the report, in line with the Act. Taking the observations received into account, the Inspector prepared a Final Report for the Authority.

**Findings:** The Inspector prepared a report on the investigation which found that the Property Services Provider had committed improper conduct under limb (a) of the definition improper conduct as defined by the Property Services (Regulation) Act 2011, which is, that the Property Services Provider is no longer a fit and proper person to provide property services.

**Sanctions Imposed:** Following consideration of the inspectors' Final Investigation Reports, the Authority imposed a major sanction in two parts:

- That the licensed company and licensed employee be required to each pay the sum of €5,000.00 to the Authority by way of financial penalty; and
- Suspend the licence of the employee for 60 days (under paragraph (b) of the definition of "major sanction").

The Property Services Provider concerned, appealed

the decision of the Authority to the High Court. Taking a number of factors into account, the High Court determined that it can be proven beyond a reasonable doubt that the Property Services Provider did mislead the Authority in respect of the letter of engagement and that improper conduct did occur under limb (a) of the Property Services (Regulation) Act 2011 accordingly.

Accordingly, the High Court upheld the Authority's finding of improper conduct under limb (a), however, modified the sanction instructing;

- that both the licensed employee and the licensed company be required each to pay an increased sum of €7,500.00 to the Authority by way of financial penalty;
- that the licensed employee and the licensed company be jointly required to pay the sum of €8,000.00 to the Authority by way of contribution towards the costs of the investigation carried out;
- that the licensed employee and the licensed company pay to the Authority the costs of the proceedings and
- the Authority's sanction to suspend the licence of the Property Services Provider for 60 days (under paragraph (b) of the definition of "major sanction") was not upheld by the High Court.

## Case Study No 2:

### Complaint details:

The Authority received a complaint from an Owners Management Company (OMC) concerning a licensed Property Services Provider that had been engaged by them for property management services for a number of years. This complaint centred on alleged misappropriation of client monies and financial irregularities including unauthorised payments from the OMC's account purporting to be genuine company expenses such as insurance. The Authority appointed Inspectors to carry out an investigation into this complaint. The Investigation was conducted and the Inspectors found evidence of improper conduct in relation to client moneys of the OMC being transferred to the Property Services Provider's personal bank account. This investigation resulted in a major sanction being imposed on the Property Services Provider and was included as a case study in the 2021 PSRA Annual Report.

### Further Concerns of the Authority

On the basis of this investigation, the Authority had serious concerns about the overall running of this Property Services Provider's business. Accordingly, the Authority initiated an investigation of its own volition and appointed inspectors to investigate the business operation and whether the Property Services Provider acted improperly in the provision of services to any other clients.

### Inspection details:

The Inspectors travelled to the Property Services Provider's business premises and required them to provide a list of all clients to whom they had provided property services within the previous six years. After receiving this list, the Inspectors contacted each client to discuss the service they had received, in order to determine if there was any cause for concern.

There was only one client with which the Inspectors were concerned that improper conduct may have

occurred. This client was also an OMC and similar to the original complainant, the Property Services Provider had access to the OMC's online bank account.

The Inspectors made requirements on the bank with which this OMC held its account, for records relevant to the investigation. From these records the Inspectors were able to identify many payments made over a number of years to a personal account held in the name of the Property Services Provider. The Inspectors required the Property Services Provider to account for these payments but they failed to do so.

**Findings:** The Inspectors prepared a report on the investigation which found that the Property Services Provider had committed improper conduct under limb (a) of the definition improper conduct as defined by the Property Services (Regulation) Act 2011 - no longer fit and proper to provide property services as the Property Services Provider transferred OMC monies to their own personal bank account.

**Sanctions Imposed:** The Board imposed a major sanction on the Property Services Providers in three parts:

- A direction to pay a sum of €80,000 into the PSRA Compensation Fund;
- A direction to pay a sum of €10,000 to the PSRA, being the cost to the PSRA of the investigation; and
- A direction to pay a sum of €55,000 by way of a financial penalty for misappropriating monies from the OMC.

The Property Services Provider's PSRA licence had already been revoked, and they had been permanently prohibited from applying for a licence in the future as a result of the previous investigation.

## Complaint Application Appeals

During 2022 the PSAB received 28 appeal cases relating to complaints received by the Authority. There were 4 appeals carried forward from 2021 giving a total of 32 appeals before the PSAB during 2022. By year end, 30 appeals had been considered by the Appeal Board with 2 appeal cases awaiting a decision at year end.

The PSAB disallowed submitted appeals in 26 cases (86.66%) of the total where a decision was reached, thereby affirming the decision of the Authority in each case. The PSAB allowed an appeal in 3 complaint cases (10%), where they considered the cases needed further information before a decision could be made, and subsequently requested that the Authority investigate the matters. Of these 3 cases, two investigations were completed and one investigation was still ongoing at year end. One case (3.33%) was withdrawn by the appellant.

**Table 9** illustrates a summary of the outcomes in the various appeals considered and dealt with by the PSAB.

**Table 9: Summary of PSAB Decisions During 2022**

Outcome	No. of Appeals	Percentage of Total
Appeal Disallowed – Authority’s Decision Upheld	26	86.66%
Appeal Allowed – Authority’s Decision Overturned	3	10%
Appeal Withdrawn – Appeal Withdrawn by Appellant	1	3.33%

At year end, there were 2 complaint appeals awaiting decision by the PSAB.

## Investigation of Illegal Provision of Property Services

The Authority takes reports of unlicensed trading very seriously. Companies or individuals providing property services without a licence deprive their clients of the important consumer protections offered by the Act and this constitutes unfair

competition for those who provide services in a law-abiding fashion. The Authority conducts investigations into companies or individuals suspected of unlicensed trading with a view to prosecuting or seeking a Court injunction directing the offending party to cease trading.

### Unlicensed Reports

At 1 January, 2022 there were 26 open alleged reports of unlicensed trading and a total of 54 reports of alleged unlicensed trading were received during the year.

**Table 10** provides an overview of the status of all unlicensed reports at year-end.

**Table 10: Complaint Status of all Unlicensed Reports At Year End**

Unlicensed Reports Status At Year End	No. of Unlicensed Reports
Concluded after initial assessment as licence not required or not providing a property service	61
Concluded after Investigation	5
Inspection Phase	4
Initial Assessment Phase	10

## Inspection of Standards in the Provision of Property Services

In line with the Authority’s Strategic Plan 2020 – 2023, targeted compliance investigations (audits) were carried out on licensed businesses throughout 2022. Audits ensure compliance with the statutory provisions of the Act and its regulations and instils trust for clients when availing of the services of Property Services Providers. Audit investigations are also a very effective means of engaging with licensed businesses, informing licensed businesses of the standards required when operating as a Property Services Provider while also informing the Authority of issues at ground level.

The Authority operates a risk based matrix to schedule audits. The risk matrix prioritises licensees based on a number of different risk factors and when the matrix is applied those licensees who score a high number based on the risk factors are audited sooner than those considered to be low risk.



“

*A total of 300 audits were completed throughout the year. As at 31 December 2022, some 143 audits were ongoing at year end. One appeal against the sanction imposed was received in December 2022.*

”



In addition to staff of the Authority conducting audits, the Authority engages an outsourced company, IP Forensics Ltd, to carry out audits on its behalf. During the Covid-19 pandemic, the Authority introduced remote audits in order to continue to meet its statutory obligations under the Act. As restrictions were lifted, Inspectors were back on site conducting a form of blended audit. This type of audit requires the licensee, prior to the on-site audit taking place, to upload selected documents through a secure file sharing facility. This is followed up with the onsite visit to complete the Audit. Due to the success of the remote audits in 2020 and 2021, the Authority continues to utilise this method of auditing and a number of remote audits also continued in 2022.

A total of 300 audits were completed throughout the year. As at 31 December 2022, some 143 audits were ongoing at year end. One appeal against the sanction imposed was received in December 2022. This is illustrated in **Table 11**.

**Table 11: Status of Audits during 2022**

Status of Audits during 2022	No. of Audits
Audits ongoing at 1 January 2022	244
Audits assigned to Inspectors during 2022	199
Audits concluded in 2022	300
Audits ongoing at 31 December 2022	143

### Audit Findings and Sanctions Imposed

A total of 238 (79.3%) licensed businesses whose audits were completed in 2022 were in compliance with the audited sections of the Act and its Regulations. Breaches of the Act and Regulations occurred in 56 (18.6 %) of the licensed businesses audited and minor sanctions were imposed in these cases. A total of 6 (2%) licensees were found not to be providing property services at the time of audit.

### Breaches of the Act and Associated Regulations

The compliance audit investigation findings for 2022 highlighted a number of breaches in the sector relating to Letters of Engagement, Client Money Regulations, Minimum Standards Regulations, Possession, Production and Display of Licences, incorrect details on the PSRA Register of Licensed

Property Services Providers and non-completion of Continuous Professional Development (CPD) by licensees. This is illustrated in **Chart 10**.

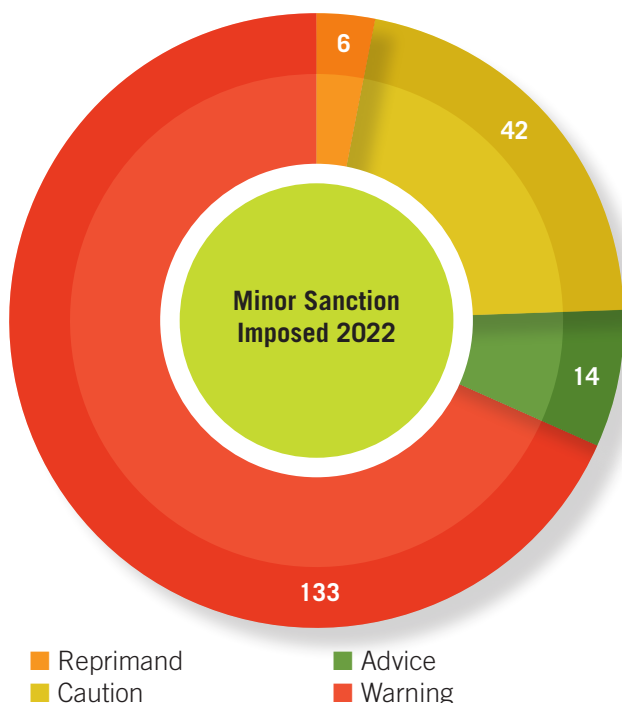
**Chart 10: Breaches of the Act and Associated Regulations**



**Note: Other includes CPD (2), Details on PSRA Register (1), Retention of Records (2) and Retention of Records of Offer (1)**

**Chart 11** details the breakdown of minor sanctions imposed on the 56 licensed businesses. In total, 195 breaches occurred. In some cases, more than one minor sanction was imposed on a licensed business and as a result, the number of minor sanctions exceeds the number of businesses sanctioned. Three or less sanctions were imposed in respect of 40 licensees and 4 or more sanctions were imposed in respect of 16 licensees.

**Chart 11: Minor Sanctions Imposed in 2022 – Compliance Audit Investigations**



There were no major sanctions imposed in relation to compliance investigations carried out in 2022.

### Sections of the Act where breaches were identified and Sanctions Imposed

#### Section 29 – Details on the PSRA Register of Licensed Property Services Providers

One sanction was imposed in respect of a breach of Section 29 of the Act where the licensee's trading name was listed incorrectly on the PSRA register and a sanction of Advice was levied on the licensee.

#### Section 37 - Possession, Production & Display of Licence

Sanctions were imposed in 7 cases where breaches of Section 37 of the Act were found. Advices were levied on licensees who were not displaying their licence number on advertising and business correspondence used in the provision of property services.

#### Section 43 – Letters of Engagement

67 Sanctions of Warning or Caution were imposed relating to breaches of Section 43 where no Letters of Engagement were in place, Letters of Engagement were not fully completed or Letters of Engagement not signed within the required timeframe.

#### Section 44 – Retention of Records

Two sanctions were levied where the licensees did not retain any records in respect of property services carried out. A Caution was issued in both instances.

#### Section 61 – Retention of Records of Offer

One Caution was imposed where the licensee did not keep a record of any bid received in respect of the sale of properties.

#### Section 81 – Continuous Professional Development (CPD)

Two sanctions of a Caution were levied in respect of Section 81, where licensees did not have CPD completed.

### Client Moneys Regulations

Due to the diverse nature of the Client Moneys Regulations, the sanctions imposed were varied depending on the severity/type of the breach identified and/or taking into consideration evidence provided by the licensee to the Inspector after the draft report was issued.

Breaches of the Client Moneys Regulations resulted in 113 sanctions imposed including: 5 Reprimand, 85 Warning, 17 Caution and 6 Advice levied on licensees in respect of breaches of the Client Moneys Regulations. It is important to note that 3 licensees accounted for 40 of these sanctions due to a large number of breaches to the client account and as a result all 3 will be audited again in 2023.

Sanctions of a **Reprimand** were imposed for breaches of:

- Regulation 5(3) – Keeping of proper accounting records;
- Regulation 6(8) – Withdrawal of cash from the Client Account;
- Regulation (13)(b) – Discharge of personal or office expenditure from the Client Account; and
- Regulation 7(3) – Moneys paid into the client account that were not client moneys.

Sanctions of **Caution** were imposed for breaches of:

- Regulation 5 – Opening and keeping of Client Accounts;
- Regulation 6 – General duty of Licensees regarding Client moneys;
- Regulation 7 – Payment of moneys into Client Account by Licensee; and
- Regulation 10 – Accounting Records to be maintained by Licensees.

Sanctions of **Warning** were imposed for breaches of:

- Regulation 6 – General duty of Licensees regarding Client moneys;
- Regulation 8 – Duty to furnish statement of fees and outlays; and
- Regulation 10 – Accounting Records to be maintained by Licensees.

Sanctions of **Advice** were imposed for breach of:

- Regulation 11 – Minimum Accounting Records.

### Minimum Standards Regulations

Arising from audits conducted, two sanctions were imposed for breaches of the Minimum Standards Regulations. A Reprimand was imposed for a breach of Regulation 8(3) Expenses and Fees where it was found that the licensee informed the prospective tenant of their intention to keep the deposit in instances where they decided not to go ahead with the rental. A warning was also levied on the same licensee under Regulation 11 Breach of Letter of Engagement where the licensee retained the deposit in contradiction to what was agreed in the Letter of Engagement.

### Review of Letters of Engagement

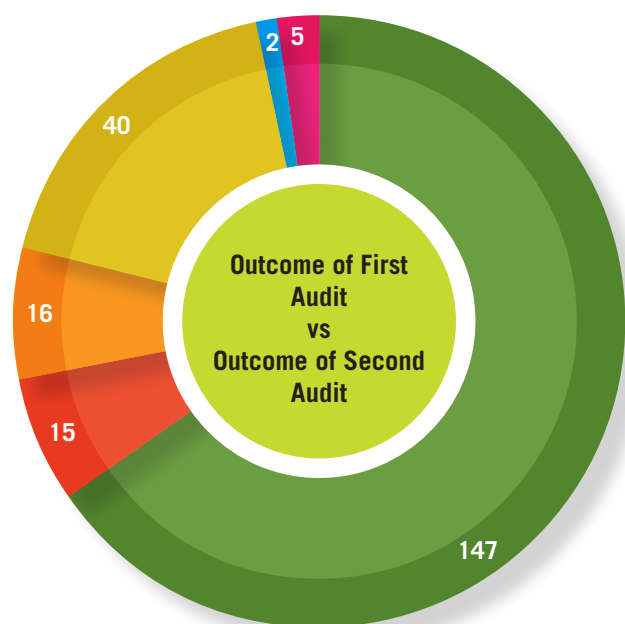
The Authority undertook a review of the standard Letters of Engagement templates in 2022. A number of amendments were made, including a new statutory clause inserted which relates to a “Cooling Off” period of 14 days. This was included as a response to the Consumer Rights Directive (CRD) being implemented in Ireland. A number of other amendments were also made to the Letters of Engagement – these were predominately changes to the wording/text in the templates. The updated templates were published on 7 October 2022.

### Audit Programme

The Authority commenced in 2016 a five year programme of audits of all licensed businesses which was completed in 2021. The Authority has now commenced its second five year audit programme and in 2022, 225 licensees were audited for a second time. A small number have been audited more than twice due to issues of concern identified by the Authority. During the year, 75 new business licensees were audited for the first time. The Authority audits new businesses approximately two years after their licence is first issued.

**Chart 12** indicates the outcome of the licensee's second audit in comparison to their first audit. Of the 225 licensees audited for a second time, 147 were found to be compliant at both audits. Some 55 licensees had sanctions imposed at first audit and, of those 55 licensees, 40 were found to be compliant and 15 were found to be non-compliant in their second audit. In the majority of cases, the breaches differed to those identified at their first audit. Of the licensees found compliant at their first audit, 16 were found to be non-compliant at their second audit. Of the 7 licensees found not to be providing a property service at the time of their first audit, 5 licensed businesses were found not to be providing a property service following their second audit, while 2 were found to be now providing a property service.

**Chart 12: Comparisons between first and second audits**



- Compliant in first and second audit
- Non compliant in first and second audit
- Compliant in first audit and Non Compliant in second audit
- Non Compliant in first audit and Compliant in second audit
- Not providing property service at the time of first audit and Compliant at second Audit
- Not providing a property service at time of second audit

## Appeals against Sanctions Imposed

In 2022 the PSAB received 1 appeal against a sanction imposed following audit.

A sanction of reprimand was imposed in respect of the breaches of Regulation 7(3), Regulation 6(8) and Regulation (13)(b) of the Client Money Regulations and a sanction of warning was imposed in respect of the breach of Regulation 10(1) of the Client Money Regulations. The findings were:

- Money lodged into the Client Account that was not client monies, as they were part of a business venture of a licensee of the business;
- Payments made from the Client Account to an investor; and
- Insufficient books of account were maintained by the licensee and, as a result, the true financial position of the licensee's Client Account could not be established.

The Authority submitted a number of documents to support its decision to impose the above outlined sanctions to the PSAB. The appeal remained with the PSAB as at 31 December 2022.

## Compensation Fund

The Authority administers the Property Services Compensation Fund established under the Act. The Fund is financed by annual contributions from the sector, where the level of contribution payable into the Fund by a Property Services Employer is €200 per annum, while that for an Employee is €50 per annum.

The Authority, where it is satisfied that a client of a Property Services Provider has sustained a loss as a result of the dishonesty of the Property Services Provider, and, subject to certain conditions specified in the Act, may make a grant from the Fund to the client.

At 31 December 2022, the amount standing to the credit of the Fund was €4,578,936.

On 1 January 2022, the Authority had 14 claims on the Compensation Fund awaiting a decision. During the year an additional 12 Compensation Fund claims were received. A decision was reached on 20 claims, 12 of which were awarded a grant from the Compensation Fund. 11 of these grants were paid in 2022, with 1 claim awaiting payment processing as of 31 December 2022. In addition, 3 grants awarded in 2021 were processed in 2022 resulting in a total of **14** payments made from

the Fund in 2022. Some 6 claims were awaiting a decision of the Authority on the 31 December 2022.

**Table 12** outlines claims processed in 2022. A decision of the Authority was reached in 20 claims on the compensation fund, 4 claims were fully granted, 8 were partially granted and 8 claims were refused. At year end there were 6 claims pending on the Fund.

**Table 12: Summary of Claims on the Compensation Fund 2022**

Compensation Fund Claims	Number of Claims
Compensation Claims On Hand at 1 January 2022	14
Claims Received in 2022	12
Grants awarded in 2022:	
Claims Fully Granted	4
Claims Partially Granted	8
Claims Refused	8
Grants awarded in 2021 and processed in 2022	3
Total grants awarded in 2022 awaiting payment processing at year end	1
Total Grants made from the Fund 2022	<b>14</b>
Total paid from the Compensation Fund 2022	€302,153
Claims on Hand 31 December 2022	6

## Appeals Against Compensation Fund Decisions

Decisions of the Authority relating to claims on the Compensation Fund are subject to appeal to the PSAB as provided by Section 13, Schedule 5 of the Property Services (Regulations) Act 2011. On 1 January, 2022 there were no appeal cases before the PSAB awaiting their decision. In 2022 one additional appeal was submitted to the PSAB, following a decision of the Authority to make a grant to a claimant from the Compensation Fund within 2022.

On the 31 December 2022, there was 1 appeal case before the PSAB awaiting a decision.

## Insuring the Compensation Fund

The Authority re-insured the Compensation Fund in October 2022 to protect the Fund and to ensure that claims on the Fund can be met.



## Competent Authority for Anti-Money Laundering

The PSRA is the State Competent Authority for Property Services Providers, for the purposes of Part 4 of the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010.

It is the responsibility of Property Services Providers to interpret and to act in accordance with all relevant anti-money laundering legislation that applies to them. As the competent authority, the PSRA provides guidance to Property Services Providers on developing and implementing the relevant policies and procedures necessary to ensure compliance with Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) legislation. In line with this, the Authority carries out Anti-Money Laundering (AML) audits on licensed businesses. The AML audit takes place alongside compliance investigations and therefore, as with compliance investigations, every licensee will

undergo an AML audit as part of the compliance audit programme.

During the AML Audit process, licensed businesses are assessed for compliance in the following areas:

- Section 30(A) Business Risk Assessment;
- Section 30(B) Client Risk Assessment;
- Section 33 Customer Due Diligence;
- Section 37 Politically Exposed Persons;
- Section 42 Suspicious Transaction Reporting;
- Section 54(1-5) Procedures;
- Section 54(6) Training; and
- Section 55 Retention of Records.

A total of 294 AML audits were completed by the Authority in 2022, of which 253 (86.05%) licensees were found to be compliant on the day of audit. Areas of non-compliance were identified during 41 audits.



The Authority provided the necessary instruction and guidance to these licensed businesses in order to become compliant. Following this engagement, 34 licensed businesses submitted evidence of established compliance. The remaining 7 received a Draft Report outlining areas of non-compliance in late December and were yet to submit the required documents at year end.

### Most Common Breaches Identified

In total, 100 areas of non-compliance were identified among the 41 licensees that required instruction prior to being concluded compliant. In some cases, more than one area of non-compliance was identified on a licensed business and as a result, the number of breaches exceeds the number of businesses that required instruction from the Authority. **Chart 13** outlines the most common areas of non-compliance among these 41 licensees.

*Note: There were no breaches recorded under 'Politically Exposed Persons' in 2022.*

The Authority engaged with all businesses where breaches occurred, and advised the licensees of the importance of having all AML documents in place and up to date. Each licensee was requested to submit the updated documents where breaches had been identified at audit. Once these documents were received and the Authority was satisfied that the breaches were no longer occurring, these licensees were deemed to be compliant.

Where a licensee does not submit the required documents, the Authority can issue a direction pursuant to Section 71(1)(b) to comply with the general provisions of the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010. No such Directions were issued in 2022.

**Chart 13: Common areas of non-compliance identified in 2022**



- Suspicious Transaction Reporting
- Training
- Retention of records
- Client Risk assessment
- Customer Due Dilligence
- Business Risk Assessment
- Procedures





**Engagement,  
Property Registers  
and Continuous  
Professional  
Development**

## Engagement

The Authority avails of every opportunity to promote sector engagement and public awareness of the roles and functions of the PSRA.

### *Media and Awareness Campaigns*

In Spring 2022 the Authority launched a programmatic social media campaign on property websites, targeting users intending to buy or let homes, which emphasised the importance of using a licensed agent.

The importance of using a licensed letting agent was the key message of a radio campaign in late summer, with a particular focus on raising awareness amongst college and university students seeking student accommodation. Advertisements highlighting engaging with licensed letting agents were also placed on property websites during that period in an effort to target students and their families who were using these platforms to find accommodation for the college year. A social media campaign on Facebook, Instagram and TikTok of the same nature also ran simultaneously during this timeframe targeting both students starting college and parents who may have children starting college.

Two final radio campaigns for 2022 aired during December. These focused on the importance of using a licensed Property Services Provider and the obligation of tenants who had taken out a Commercial Lease to file a Commercial Lease Return with the Authority.

During the year, print advertisements were also published in property supplements in the Irish Examiner and Irish Times newspapers. An editorial and advertising feature was included in the August / September and October / November editions of the Senior Times Magazine.

### *Public Events*

The PSRA marked the 10th anniversary of the establishment of the Authority with an event in Navan, Co. Meath on 25 April 2022. The event was attended by the Minister for Justice, Ms. Helen McEntee, who officially launched the Authority's Code of Practice: Property Services Providers - Delivering a Professional Service.

The PSRA attended the Institute of Professional Auctioneers and Valuers (IPAV) European Valuation Conference and Expo 2022, which took place at the RDS in Dublin, on 9 November 2022. There were over 500 attendees, many of whom were PSRA licensees, which provided an opportunity to meet and engage with licensees attending the event, as well as with other exhibitors who were in attendance on the day.

### *Sector Engagement*

The Authority continued to engage with the sector throughout 2022 with the publication of its quarterly newsletter, specific mailshots to licensees and updates on the PSRA website. In addition, the Authority undertook specific sector engagement including:

#### *PSRA Presentations*

During 2022, the PSRA held a webinar for Mart owners and management regarding new derogation forms and revised terms and conditions which are required to be met in order to ensure compliance.

#### *PSRA Forum*

A re-formatted PSRA Forum was established in 2022. The Forum consists of industry stakeholders and provides an opportunity for sector engagement and discussion of relevant and related matters. The Forum will meet twice yearly with the first meeting having taken place in September 2022.

## Property Registers

The Authority publishes two property registers namely, the Residential Property Price Register and the Register of Commercial Leases.

### *Residential Property Price Register*

The Residential Property Price Register publishes the price, the date of sale and the address of each residential property sold in Ireland since January 2010. The property price sales information is received from the E-Stamping section of the Revenue Commissioners. This information is updated on a weekly basis on the Authority's website. In 2022 there were an estimated 1.55 million visits to the Property Price Register, making it the Authority's most visited register.



### Register of Commercial Leases

There is a statutory obligation on tenants of commercial properties to furnish the following information in respect of commercial leases entered into on or after 3 April 2012:

- The address of the leased commercial property;
- The date of the lease of the property;
- The length of the lease;
- The rent payable in respect of the property;
- The commencement date of the terms of the lease;
- The capital consideration (if any) to be paid by the tenant or landlord in respect of the commercial property the subject of the lease;
- The frequency of the rent review in respect of the property;
- The particulars relating to who is liable in respect of the rates, insurance, service charges and repairs in respect of the property;

- The net floor area, per each floor, of the property;
- The particulars (if any) relating to rent-free periods, fitting out time allowed, fit out allowances and capital contributions in respect of the property;
- The particulars relating to any break clause in the lease;
- Stamping Document Identification Number.

The requirement under section 88 of the Act provides that those who take out a commercial lease are legally obliged to register further lease details on the Authority's commercial leases database within 30 days.

The Authority continues its efforts to promote and encourage compliance in this area.

**Table 13** provides a breakdown of the compliance rate by county at the end of 2022 in comparison with the end of 2021.

**Table 13: Percentage Compliance Rate by County**

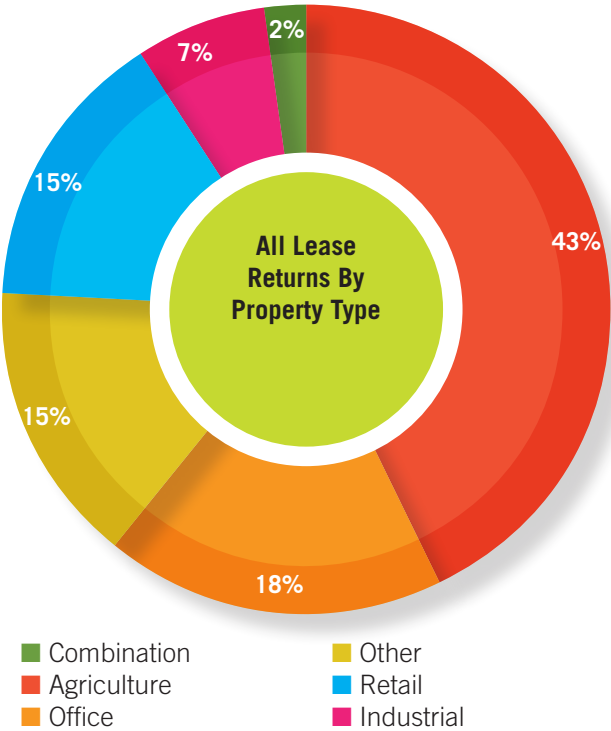
Percentage Compliance rate by County 2022 v 2021			
COUNTY	2022	2021	Increase
Carlow	70.79	64.42	6.37
Cavan	65.71	61.56	4.15
Clare	71.88	67.26	4.62
Cork	76.40	73.22	3.18
Donegal	71.63	66.98	4.65
Dublin	66.27	63.37	2.90
Galway	68.21	64.92	3.29
Kerry	72.17	68.94	3.23
Kildare	65.05	59.90	5.15
Kilkenny	74.29	69.19	5.09
Laois	71.85	66.75	5.09
Leitrim	69.05	66.16	2.90
Limerick	61.13	57.48	3.65
Longford	66.93	60.47	6.45
Louth	68.48	63.03	5.45
Mayo	70.27	66.40	3.87
Meath	66.22	61.73	4.49
Monaghan	66.98	60.78	6.20
Offaly	67.33	64.17	3.16
Roscommon	69.53	62.82	6.71
Sligo	67.84	61.68	6.16
Tipperary	72.82	69.95	2.87
Waterford	70.44	65.69	4.76
Westmeath	67.71	62.32	5.38
Wexford	73.26	67.74	5.52
Wicklow	66.30	61.61	4.69

The overall national compliance rate at the end of 2022 stood at 69.62% which was an increase of 3.8% in comparison with the rate at the end of 2021.

In November, the Authority commenced a targeted engagement exercise to issue reminder letters to over 25,000 tenants who had not filed a commercial lease return. These efforts by the Authority were effective and had a positive impact on the level of commercial lease returns received and published in 2022. In total, 7,396 lease returns were published in 2022 bringing the overall figure of lease returns published on the Commercial Lease Register since 3 April 2012 to 52,440.

**Chart 14** provides a percentage breakdown of lease returns by property type e.g. agricultural, office, retail, industrial, other and a combination of one or more property types for all lease returns made to the Authority in 2022. The property type with the most returns made in 2022 was agricultural land which consisted of almost 43% of overall returns made.

**Chart 14: All Lease Returns by Property Type**



### Continuous Professional Development (CPD)

The PSRA CPD scheme provides for five formal hours of PSRA accredited CPD to be undertaken by all PSRA licensees in each calendar year. The purpose of this mandatory programme is to maintain the professional competence of Property Services Providers, which in turn, will lead to greater public confidence in the sector.

The CPD programme for 2022 commenced in March with the availability of on-demand modules provided by both IPAV (Institute of Professional Auctioneers and Valuers) and SCSI (Society of Chartered Surveyors Ireland). IPAV and SCSI are the accredited providers of PSRA CPD. Live webinars commenced in April with IPAV delivering four events throughout the year, whilst two events were delivered by SCSI. At 31 December 2022, the compliance rate for 2022 was 95.21%. On

demand modules were also available from both providers throughout the year, providing access to PSRA CPD on a 24/7 basis to all licensees.

Five years post commencement of the PSRA CPD programme and, in line with a strategic objective outlined in the PSRA's Strategic Plan 2020 – 2023, a review of the programme was undertaken to assess the structures, processes and contents of the current CPD programme. The PSRA CPD Unit conducted this review, taking account of feedback received from both licensees and CPD providers. The review was presented to and approved by the Board of the Authority for implementation. Further engagement has been undertaken with the CPD providers to progress implementation of proposed changes to the CPD programme around subject matter content, available modules and engagement with the PSRA and this will continue on an ongoing basis.



**Corporate  
Affairs**

### Corporate Affairs

#### Staffing Resources

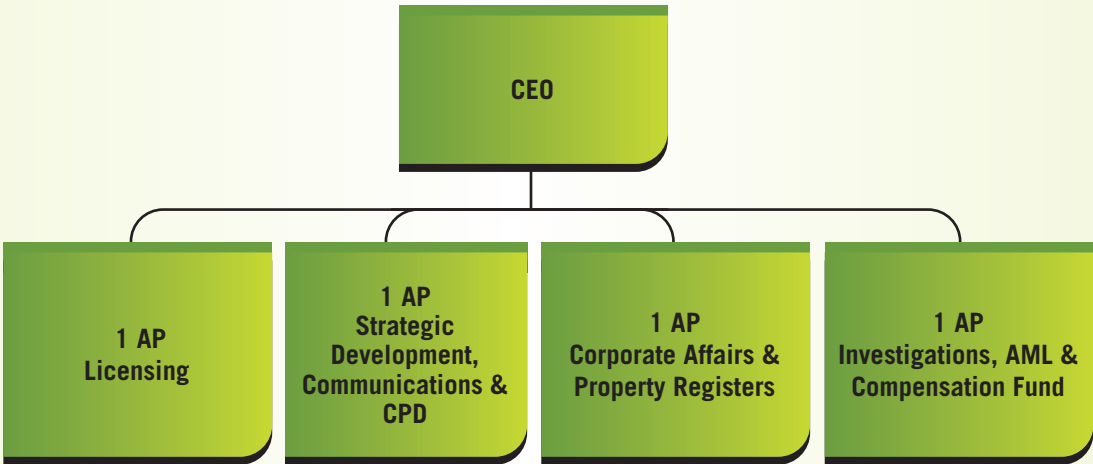
The organisational staffing structure is continuously monitored and benchmarked against stated goals and objectives. As the activities of the Authority continue to expand, the capacity and structure are reviewed as appropriate and, where any additional resources are required, the Authority liaises with Civil Governance and HR in the Department of Justice.

The Authority's staffing structure is a four Unit structure led at Assistant Principal level to support the CEO with responsibility for:

- 1. Licensing
- 2. Strategic Development, Communications and CPD
- 3. Corporate Affairs and Property Registers
- 4. Investigations, AML and Compensation Fund

Four people joined the Authority during the year, including 1 Assistant Principal, 2 Executive Officers and 1 Clerical Officer. At year end, the Authority in addition to the Chief Executive had 38.1 full-time equivalent staff members including 4 Assistant Principals, 12 Higher Executive Officers, 1.8 Administrative Officers, 10.8 Executive Officers and 9.5 Clerical Officers. The Staffing Structure in **Chart 15** displays the structure of the organisation at senior management level.

**Chart 15: Staffing Structure at 31 December 2022**



**CEO** - Chief Executive Officer    **AP** - Assistant Principal

### Outsourced Resources

IP Forensics Ltd. continued to undertake investigations on behalf of the Authority during 2022. In addition to the compliance audit investigations undertaken, the outsourced Inspectors assisted in the investigations of complaints.

### Temporary Resources

During 2022, the Authority was supported by 5 temporary clerical officers, totalling 52 weeks work, to assist in the processing of licence renewal applications and administrative support work. The availability to the Authority of these additional resources positively impacted on the processing time of licence renewal applications and the effective delivery of related services.

### Financing the Authority

Each year the licence fees generated by the Authority are paid directly into the Exchequer and financial provision is then made by the Exchequer to the Authority. The licence fee or licence renewal fee payable by a Property Services Employer is €1,000 per annum while that for an Employee is €100 per annum. In 2022, the Authority paid licence fees of €2,210,000.00 to the Exchequer.



## Corporate Governance

Corporate Governance within the PSRA is guided by:

- Property Services (Regulation) Act 2011;
- Code of Practice for the Governance of State Bodies;
- Code of Business Conduct for members of the Authority; and
- Financial and Procurement procedures.

As a public body, the Authority complies with all relevant matters relating to corporate governance issued by the Department of Justice, the Department of Public Expenditure and Reform and with any other Government Department. The Authority entered into a three-year Oversight Agreement with the Department of Justice in 2022 to cover the period 2023 – 2025. The Authority also entered into a Performance Delivery Agreement with the Department of Justice for the year 2022. Both agreements can be found on the Department of Justice and the PSRA websites.

The Oversight Agreement mandates ongoing compliance with the relevant requirements of the Code of Practice for the Governance of State Bodies. The Performance Delivery Agreement sets out the Authority's key targets for 2022 and defines the output and outcome indicators on which performance should be measured. Both agreements were reviewed during the year and the Authority met its requirements in relation to these agreements.

The Authority is also responsible for preparing the annual report and financial statements and consider that the financial statements for 2022 are a true and fair view of the PSRA's financial performance and its financial position at the end of that year. The Authority has complied with all its obligations under tax law.

As the Authority falls under the remit of the Department of Justice, it is subject to an annual audit by the Internal Audit division of the Department. Separately, the Authority is audited annually by the Comptroller and Auditor General to ensure there are proper books of accounts that processes are being maintained and procedures adhered to.

The Chief Executive is responsible for the Authority's performance of those functions as provided for under section 19 of the Property Services (Regulation) Act 2011, including providing such information as required, regarding the performance of those functions. At each statutory Board meeting of the Authority, the CEO presents an update relating to the Strategic Plan and the Risk Register. The Authority is fully committed to ensuring that the PSRA maintains a strong culture of corporate governance across all its functions and responsibilities.

## Public Spending Code

The Authority adhered to the relevant aspects of the Public Spending Code published by the Department of Public Expenditure and Reform throughout the year.

## Operation of the Authority

The Chairperson of the Authority leads the Board and ensures its effectiveness through the organisation of its business and by setting its agenda. In addition to the Chairperson, there are ten other members of the Authority with a wide range of strong and complementary skills. Prior to each Authority meeting, the relevant reports and papers, including financial performance data and detailed updates on the progress and implementation of the Strategic Plan where appropriate, are circulated to members of the Authority. The Board has the opportunity to discuss these reports and to receive updates from the Chief Executive who attends the Board meetings.

The key responsibilities of the Board include:

- Approval and evaluation of the annual plan and budget of the Authority;
- Issues of policy, such as the development of Strategic Plans, review of areas of work and compliance with Codes of Practice;
- Appointment of advisory committees;
- The development and implementation of regulations;
- Consideration of grants from the Compensation Fund;
- Consideration of Final Investigation Reports

The Board confirmed and approved a schedule of functions delegated to the Chief Executive of the Authority at its meeting on 5 December 2022.

These include:

- The issue and refusal of licences and related matters;
- Investigation of complaints, including appointment of Inspectors to investigate;
- Establishment and maintenance of the Property Price Register and the Commercial Leases Register;
- Applications to the High Court;
- Right of the Authority to pursue licensees for moneys paid from the Compensation Fund (Subrogation).

### Performance Evaluation of the Authority

As required under the Code of Practice for the Governance of State Sponsored Bodies an external review of the Board was conducted by Board Excellence in 2021. In January 2022, members of the Board convened for a presentation by Board Excellence on the findings and recommendations of the external review of the Board. All recommendations arising from the external Board evaluation were implemented during 2022.

The Authority's self-assessment performance evaluation as required under the Code of Practice

for the Governance of State Bodies was undertaken by members of the Authority in 2022. The self-assessment performance evaluations are annually reviewed by the Chairperson of the Board and the findings of these assessments were presented at a meeting of the Board on 5 December 2022.

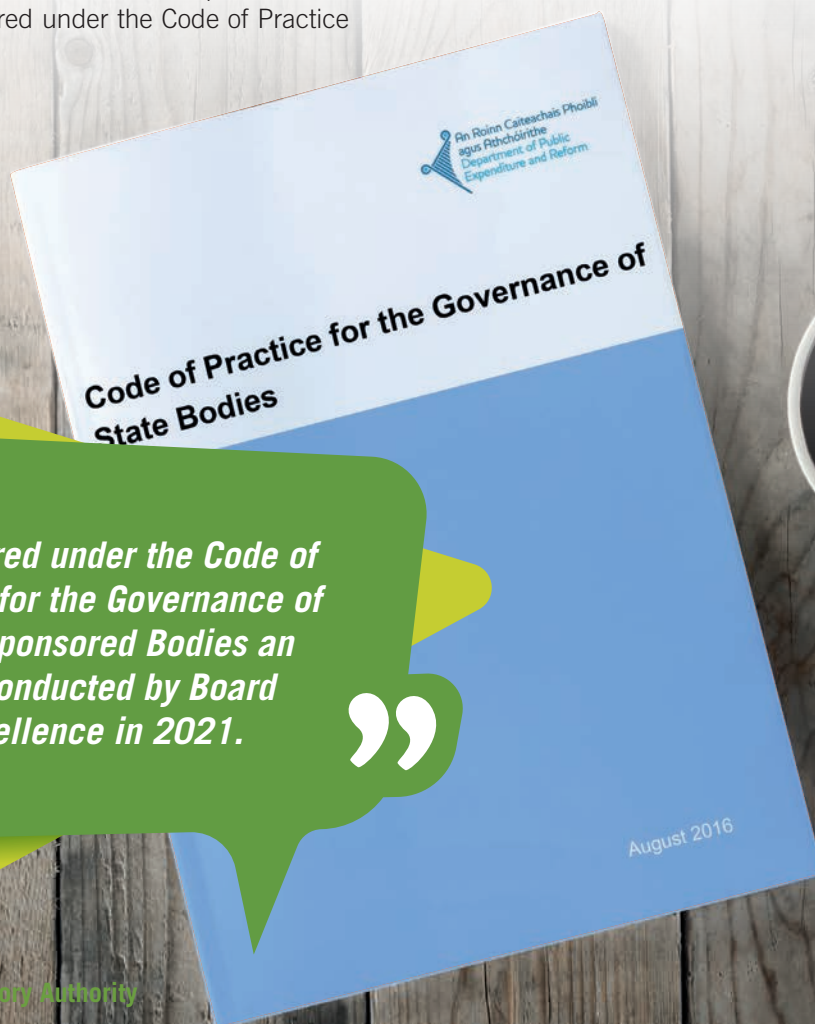
### Gender Balance in the Board membership

As at 31 December 2022, the Board had 7 female and 4 male members.

The Board therefore meets the Government target of a minimum of 40% representation of each gender in the membership of State Boards.

### Risk Management

The Authority operates a formal risk management policy and maintains a Risk Register in accordance with the Department of Finance guidelines, which is managed on an ongoing basis. The maintenance of the register is designed to ensure that risks are continually identified, assessed and necessary mitigating actions, subject to resources, are put in place. The Risk Register is a standing item on the respective Agendas of each Board meeting and the Audit and Risk Committee meetings.



*As required under the Code of Practice for the Governance of State Sponsored Bodies an external review of the Board was conducted by Board Excellence in 2021.*

**Table 14** details the principal potential risks identified by the organisation for 2022 and the mitigation measures in place to reduce these risks.

**Table 14: Principal Risks Identified**

Principal Risk identified	Mitigation Measures in place
Risk to the protections inherent in licensing system due to unlicensed operators	<ul style="list-style-type: none"> <li>○ Inspectors immediately appointed to investigate reported unlicensed operators in the State</li> <li>○ Procedures in place to identify possible unlicensed operators where a licence is not renewed</li> <li>○ Outsourced Inspectors available for investigation of unlicensed operators</li> <li>○ Court Injunction process availed of when required</li> <li>○ Prosecutions undertaken as required</li> </ul>
Inability to process licence applications online	<ul style="list-style-type: none"> <li>○ Psralicences.ie operational and contract in place with Escher</li> <li>○ Ongoing engagement with Escher and evaluation of change requests as necessary</li> <li>○ Ongoing engagement with Department of Justice Information Management &amp; Technology (IM&amp;T) division</li> </ul>
Dependence of Authority on Department of Justice ICT	<ul style="list-style-type: none"> <li>○ IT Governance Weekly tracking and reporting in place</li> <li>○ Regular restoration of backups tested</li> <li>○ Statement of assurance received from Department of Justice IM&amp;T division</li> <li>○ Review meetings held with Department of Justice IM&amp;T in relation to Service Level Agreement</li> <li>○ PSRA has controls around procurement of Mobile Devices and IT assets</li> <li>○ IT User Access Controls - PSRA regularly review accesses</li> </ul>
Number of Large claim(s) on the Compensation Fund	<ul style="list-style-type: none"> <li>○ Compensation Fund insured</li> <li>○ Procedures in place to notify underwriter of claims on Fund</li> <li>○ Internal procedures in place for assessment of claims</li> <li>○ Compensation Fund Advisory Committee established for assessment of claims</li> <li>○ Legal advice sought regarding claims where precedents may be set</li> <li>○ Management of legal actions on the Compensation Fund</li> </ul>

Principal Risk identified	Mitigation Measures in place
PSRA unable to fulfil its functions due to impact of a pandemic	<ul style="list-style-type: none"> <li>○ Capability of all staff to work remotely</li> <li>○ Business continuity measures in place and regularly reviewed</li> <li>○ Remote audits carried out</li> <li>○ CPD modules online</li> <li>○ Re-organisation of staff roles and training provided to backup staff</li> <li>○ Rota in place for attendance in office</li> </ul>
Inadequate capacity to deliver an effective, efficient service due to staffing levels, knowledge, expertise and training (succession planning)	<ul style="list-style-type: none"> <li>○ Ongoing assessment and training of staff across multiple functions of the Authority</li> <li>○ Additional staff resources reallocated</li> <li>○ Workforce Planning review complete</li> <li>○ Additional staff trained and providing support in different areas of work</li> <li>○ Critical roles identified and back-up provision in place</li> <li>○ Detailed role procedures in place and updated regularly</li> <li>○ Monthly management and senior management meetings held to provide oversight of different areas</li> <li>○ Internal Controls reviewed regularly</li> <li>○ Staffing levels are supported (where possible) by external investigators and temporary staff assigned</li> <li>○ Ongoing continued engagement with HR</li> </ul>

### Statement of Internal Control

The Statement of Internal Control of the Property Services Regulatory Authority for 2022 will be included in the Financial Statements later in the year. The Financial Statements will be published on the Authority’s website when they have been finalised and signed off by the Comptroller and Auditor General.

### Freedom of Information (FOI)

The Authority comes under the remit of Freedom of Information (FOI) by virtue of the Freedom of Information Act 2014. The objective of the FOI Act is to ensure that official information is available to the public to the greatest extent possible, consistent with the public interest and the right to privacy.

The FOI Act provides that each person has the following rights:

- the right to access official records held by public bodies, unless exempted under law;
- the right to have personal information corrected or updated where such information is incomplete, incorrect or misleading;
- the right to be given reasons for decisions taken by public bodies.

With a view to ensuring best practice in the administration of its statutory FOI function, the Authority has a member of its staff acting as FOI Officer to assist the public in using FOI procedures to optimum effect.

The Authority received eighteen FOI requests in 2022. In assessing each request, the Authority operated a policy of aspiring to grant the request, and subsequently applied the “harm” test followed by the “public interest” test in accordance with the provisions of the FOI Act.



Of the requests received, they were made by:

- Members of the public (8);
- Business/Interest Group (1);
- Licensees (9).

Out of the eighteen requests received, three related to personal information, 14 related to non-personal information and one related to both personal and non-personal information.

**Chart 16** summarises the outcome of all FOI requests received in 2022.

**Chart 16: FOI Requests in 2022**

File Ref.	Requester Category	Granted	Part-Granted	Refused	Withdrawn	Awaiting Decision
1.	Member of the Public				X	
2.	Member of the Public		X			
3.	Licensee		X			
4.	Licensee	X				
5.	Licensee			X		
6.	Licensee		X			
7.	Licensee		X			
8.	Licensee		X			
9.	Licensee		X			
10.	Licensee		X			
11.	Business / Interest Group			X		
12.	Member of the Public		X			
13.	Licensee		X			
14.	Member of the Public				X	
15.	Member of the Public			X		
16.	Member of the Public			X		
17.	Member of the Public			X		
18.	Member of the Public					X

As can be seen in **Chart 16**, one request was granted, two requests were withdrawn, nine requests were partially granted and five were refused. There was one request outstanding at year end. In the cases that were not fully granted or were refused, the Authority gave the requester a detailed explanation of its decision and the reasons for it.

### **FOI Appeals**

There were six FOI appeals during 2022. In these cases, the CEO (Internal Reviewer) agreed with the original decision of the FOI Officer.

### **Data Protection**

The Authority processes personal data in accordance with the principles of the General Data Protection Regulation.

The Authority has a Data Protection Officer who deals with subject access requests and data breaches as well as developing guidance and policies and procedures in the area of data protection.

In 2022 the Authority received one subject access request. The subject access request was dealt with in accordance with the requirements of the Data Protection Act 2018.

The Authority had four data protection breaches in 2022 which were all low level breaches. All breaches were dealt with in accordance with the Authority's data protection procedures.

### **Protected Disclosures Act 2014**

There were no protected disclosures during 2022.

### **Amendments to the Act**

#### *PII Review*

The Authority's review of the current Statutory Instrument (SI) in relation to PII and the issues identified continued during 2022. Engagement between the PSRA and the Department of Justice is ongoing in respect of this matter and it is anticipated that amendments to the PII Regulations will commence in 2023.

#### *EU Pilot*

The Authority continued to engage in 2022 with the EU Commission through the Civil Justice Legislation Division of the Department of Justice in addressing amendments to the Act in respect of the provision of property services by providers from EU member states. This engagement is to ensure that Ireland remains compliant with EU legislation. Engagement in this area will continue in 2023.

### **Public Sector Duty (Irish Human Rights and Equality Commission Act 2014)**

The Property Services Regulatory Authority is committed to meeting our obligations under the Irish Human Rights and Equality Commission Act, 2014. Section 42 of that Act establishes a positive duty on public bodies to prevent discrimination, promote equality and protect the human rights of all those with whom they engage - staff, service-users and stakeholders alike. In 2022, the Authority carried out a review of its Action Plan for addressing the public sector duty and progress has been made in a number of areas.

### **Environmental and Energy Issues**

The PSRA must report annually on the energy consumption of the office and the initiatives undertaken to improve our energy performance. In this regard, the Authority continues to fulfil statutory and other obligations in relation to environmental and energy issues. All required data was submitted online to the SEAI (Sustainable Energy Authority of Ireland) on time.

The PSRA, in accordance with S.I. 426 of 2014 (European Union (Energy Efficiency) Regulations), are 78.9% ahead of the energy efficiency target for 2022 in our Navan headquarters. This is above the required target of a 50% reduction in energy use by 31 December 2030.





An tÚdarás Rialála Seirbhísí Maoine  
Property Services Regulatory Authority

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