



# PSRA NEWS

December 2023

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## A Message from the Chief Executive, Maeve Hogan

As the end of another year fast approaches, it is time once again to look back on the year that has passed. The PSRA had a very productive year in continuing to deliver on its statutory remit.

In early 2023, the PSRA held regional face to face seminars for livestock marts to assist and support them in their understanding of their statutory obligations under the Property Services (Regulation) Act 2011 and Client Moneys Regulations 2012. These were very well attended and engagement between both parties was positive.

In September, the Authority published its Strategic Plan 2023-2026, detailing its strategic goals and objectives for the next three years. The Plan sets out the four goals that the PSRA will focus on over the next three years and will consolidate and build upon the achievements of the Authority's previous Strategic Plans. The PSRA's Strategic Plan 2023-2026 is available on the Authority's website [www.psr.ie](http://www.psr.ie).

PSRA CPD continues to be delivered online which has proven to be a convenient and preferred option for those undertaking it. If you have yet to fulfil your PSRA CPD obligation for 2023, please remember that the strict deadline for completion of your CPD is 31st December, after which the CPD content will no longer be available.

Finally, I would like to take this opportunity to thank you for your continued engagement with the Authority and to acknowledge your professionalism and support during this year and also to wish you a Happy Christmas and a healthy and prosperous 2024. I hope that, over the Christmas holiday period, you have an opportunity to take a break and spend some quality time with family and loved ones.

Nollaig Shona agus Athbhliain faoi mhaise daoibh.

Maeve Hogan

Chief Executive

## Licensee Client Account Reminder

Licensees are reminded that:

- **all** client accounts held must be identified and reported in the Accountants Report at time of licence renewal,
- personal or office expenditure cannot be discharged from the client account.

Licensees should note that:

- “Client Account” is a current or deposit account in the name of a licensee and in the title of which the word “client” appears.
- “Accounting Records” are the books of accounts and all other documents required to be maintained and kept by a licensee which can be in writing, electronic or another format.
- The “Minimum Accounting Records” to be held by a licensee include a cash book, office and client ledgers, a record of bank lodgements, a bank account register, client file, statement of fees and outlays and a copy of each balancing statement.

## Awareness Campaigns

During 2023, the Authority organised media information campaigns on national, urban and local radio stations as well as online and print advertisements to raise awareness of the PSRA and its functions.

These campaigns focused on the importance of using a licensed Property Services Provider and the consumer protection afforded to individuals when they do so.

The Authority will continue to promote public awareness of the role and function of the PSRA in 2024.



## Webinar: Multi-Unit Developments – Regulation of Property Management Agents

The Housing Agency and the Property Services Regulatory Authority (PSRA) will present a lunchtime webinar in February 2024. This webinar will provide an overview of the regulation of property management agents engaged by owners’ management companies of multi-unit developments such as apartments.

Maeve Hogan, Chief Executive Officer of the PSRA, will discuss the Authority’s regulatory role as it applies to property management agents, consumer protections, governing legislation, and related matters.

This webinar will be of interest to those involved in multi-unit developments, including directors of owners’ management companies, property management professionals, residents, Approved Housing Bodies, and Local Authorities.

The hour long webinar will take place at 12.30pm on Wednesday, 28th February, 2024.

## Don't Forget!

The deadline for completion of your 2023 PSRA CPD is 31st December.

Ensure that you are compliant.

Visit the CPD page of our website [www.psr.ie](http://www.psr.ie) for more details.

## PSRA Forum



The PSRA Forum held two meetings during 2023. The Forum is comprised of representatives from the property services sector, related educational, statutory and consumer groups and the PSRA.

This Forum provides an opportunity for the Authority to engage with their stakeholders and keep abreast of what is happening on the ground as well as providing relevant updates to members. The PSRA would like to thank these representatives for their engagement and support during 2023 and look forward to continuing to work with them in 2024.

## PSRA at the IPAV European Valuation Conference & Expo 2023

The PSRA was delighted to once again be present at the IPAV European Valuation Conference & Expo 2023 which took place at the RDS in Dublin on 8th November last.

There were over 500 attendees, many of whom are PSRA licensees and this event provided a great opportunity to meet and to engage with licensees attending the event, as well as with other exhibitors who were present on the day.



## Completion of 2023 PSRA CPD: **Final Reminder**

All licensees are obliged to complete five hours of PSRA accredited CPD annually which is delivered by IPAV and SCSL. The deadline for completion of PSRA CPD for this year is 31st December, 2023, regardless of when your licence renewal date is. There will be no extensions to this date and PSRA CPD cannot be completed retrospectively.

All five hours can be completed online and both providers offer a range of on-demand modules that can be undertaken at a time that is convenient for you.

Non-completion of PSRA CPD is a breach of Section 81 of the Property Services (Regulation) Act 2011 and may result in a sanction being imposed where the obligation to complete PSRA CPD has not been fulfilled.

To book your 2023 PSRA CPD visit the Continuous Professional Development page of our website at [www.psr.ie](http://www.psr.ie) or contact your preferred provider. You do not have to be a member of either of these bodies in order to complete your PSRA CPD.

## **A Message from the Private Security Authority**

If you are engaging a locksmith, your provider must be licensed by the Private Security Authority (PSA) even if their primary business is not locksmithing.

Property and Facilities Management Companies, Maintenance Companies and others providing locksmith services must be licensed. Using unlicensed providers puts your business at risk as you could:

- Face Prosecution;
- Invalidate your insurance cover;
- Compromise the safety of your staff, tenants and clients;
- Jeopardise the security of the premises.

If your business is providing locksmith services to others you must hold a PSA licence.

Check the PSA licence register for a licensed locksmith at [www.psa-gov.ie](http://www.psa-gov.ie)

The following services are licensed by the Private Security Authority and can only be carried out by licensed contractors:

- Alarm and CCTV Monitoring
- Alarm and CCTV Installation/Maintenance
- Access Control Installation/Maintenance
- Cash In Transit
- Door Supervisor
- Enforcement Guard
- Event Security
- Locksmith
- Private Investigator
- Powered Gate Installation/Maintenance
- Security Guarding

For further information visit [www.psa-gov.ie](http://www.psa-gov.ie).

*The Private Security Authority is an agency of the Department of Justice responsible for the regulation of the private security industry.*



*We would like to wish all  
Licensees a  
Safe and Happy Christmas  
and a  
Prosperous New Year*