



# PSRA NEWS

June 2025

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## PSRA CONTACT DETAILS:

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Regulatory Authority,  
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Abbey Road,  
Navan, Co Meath,  
C15 K7PY .

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

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

Phone Hours:

PH: 046-9033800

Freephone: 1800-252712

10 am — 12:30 pm

## Temporary Suspension of Mart Licence

On 28 April 2025, the Authority sought, and was granted, sanction by the High Court to suspend the licence of Portumna Co-Operative Livestock Mart Limited, effective from that date.

The Authority brought this matter to the High Court as it had concerns relating to the management of clients' money.

The suspension remained in force until 19 May 2025 and during the period of the suspension, Portumna Co-Operative Livestock Mart Limited were prohibited from trading.

On 19 May 2025, the President of the High Court lifted the suspension of Portumna Co-Operative Livestock Mart Limited's licence and made a Court Order as follows:

1. An Order restraining Portumna Co-operative Livestock Mart Limited from making any payment to vendors arising from sales until the purchaser's payment is received and lodged into its client account, in accordance with the Client Money Regulations.
2. An Order requiring Portumna Co-operative Livestock Mart Limited to co-operate with the Authority on an ongoing basis in relation to the issues of concern that have been raised and will, in particular, answer any queries from the Authority concerning the issues arising and provide any documentation sought by the Authority in relation thereto.
3. Portumna Co-operative Livestock Mart Limited to appoint an independent accountant (the person concerned being acceptable to the Authority and to be jointly instructed by both parties), to conduct a full reconciliation of all of its client accounts, and to report to Portumna Co-operative Livestock Mart Limited and the Authority periodically in relation to their findings, the costs of this exercise to be borne by Portumna Co-operative Livestock Mart Limited.
4. Portumna Co-operative Livestock Mart Limited will consent to the accountant providing information to the PSRA, as and when it is sought, during the reconciliation process.
5. The proceedings were adjourned until Monday, 21 July 2025 to allow this process to be put in train.
6. Liberty to apply to the President on 48 hours' notice in the meantime.

The Authority will continue to work with Portumna Co-operative Livestock Mart Limited until the relevant matters have been rectified to its satisfaction.



## Mart Seminar

On Sunday, 11 May 2025, the Authority held a seminar for Mart personnel. The purpose of this engagement was to address statutory requirements of licensed marts, including compliance with the Authority's Client Money Regulations.

The Authority outlined in detail the statutory requirements, and standards required of licensed marts, to ensure compliance with the Property Services (Regulation) Act 2011 and the Regulations made under the Act.

The seminar was attended by more than 150 personnel from 64 Marts countrywide and proved to be very informative for all involved.

The Authority will continue to engage with all Marts and if Marts, or any licensees, need advice or assistance, please email the Authority at [info@psr.ie](mailto:info@psr.ie)



## Designated Contact Emails



Correspondence from the PSRA regarding licence applications will issue only to the designated contact email address provided

on the licence application form.

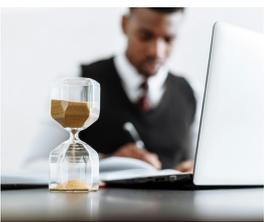
Please ensure that if you are contacting the Authority by email, that you use the correct email address.

## Employer Declarations

The employer declaration on a New Individual licence application and Additional Category application must be completed and signed by a verifiable principal officer of the property services employer business.

If the Authority does not have on record, the email address for the PSRALicences.ie account used by the principal officer to complete the employer declaration, the declaration will not be accepted.

## PSRA CPD 2025



The deadline to fully complete your mandatory five hours of PSRA CPD is 31st December. Failure to do so may result in a sanction being imposed, not only on the individual licensee, but also on their employer.

PSRA CPD modules for 2025 have been available since 2nd January with offerings from three providers – Public Affairs Ireland (PAI), Society for

Chartered Surveyors Ireland (SCSI) and the Institute of Professional Auctioneers and Valuers (IPAV).

Please note that once the deadline has passed, PSRA CPD modules will no longer be accessible. PSRA CPD cannot be completed retrospectively.

To ensure compliance, licensees are strongly encouraged to complete their CPD well in advance of the deadline.

Avoid unnecessary stress and potential sanctions — register today and complete your CPD as soon as possible.

Don't wait until the final days — act now to stay compliant!



## Upcoming Changes to PSRA Licence Fee for 2025

The Property Services Regulatory Authority (PSRA) wishes to advise all licensees of an upcoming change to licence fees, which will apply to all licence applications with effect from 11 June 2025.



### Reason for Increase

As advised in 2024, the PSRA licence fee is under ongoing review. The 2024 increase represented the first licence fee increase since the establishment of the PSRA in 2012. Meanwhile the cost of regulating the sector alongside general cost of living increases has increased significantly.

### 2025 Licence Fee Increase

A review of the licence fee income was undertaken and presented to the Minister for Justice. Following consideration of the proposal to increase the licence fee, the Minister approved the following licence fee increases, effective 11 June, 2025.

Class of License	Old Licence Fee	New Licence Fee
Property Services Employer	€1,100	€1,210
Independent Contractor	€1,100	€1,210
Principal Officer or Employee	€110	€125

### Action Required of Licensees

No action is required by licensees in relation to the planned increase in licence fees on 11 June 2025

The PSRA will continue to invite licensees to renew their licence in the normal way. Licence renewal applications received by the PSRA on or after the 11 June 2025 will be charged for their licence at the higher licence fee rate applicable.

### Further Review of Licence Fees

The licence fee will again be reviewed at the end of 2025.

## How to contact the PSRA



The PSRA is contactable by email at the following email addresses:

- For queries relating to ongoing licensing applications, contact [licence@psr.ie](mailto:licence@psr.ie)
- For general queries (including general licensing queries, not specific to a license application) contact [info@psr.ie](mailto:info@psr.ie)

The PSRA phone lines are open between 10.00am and 12.30pm.

Phone: 046-9033800    Freephone: 1800-252712

## REMINDER - The PSRA Logo

The PSRA Logo is officially available to the sector, for use in the promotion of licensed businesses. If you wish to use the PSRA Logo, you must apply to the PSRA to receive the Logo package, and accept the Terms and Conditions for its use.

Once the Logo package has been issued by the PSRA, the licensee may display the PSRA Logo on stationery, websites, advertising material, vehicles and any other platforms used by their business.

By using the logo, you are demonstrating to consumers that your business operates to the highest standards. You are offering assurance of the delivery of a professional service, and promoting consumer protection rights under the Property Services (Regulation) Act 2011.

Applying to use the Logo does not incur any cost to the licensee.

### How do I apply for use of the PSRA Logo

#### Option 1 – Through PSRALicences.ie

You will have the option to request the Logo package as part of your next licence renewal application. You will be asked, on the online licence renewal application form on PSRALicences.ie, if you wish to receive the Logo package. You will also be asked to read and agree to the terms and conditions for the use of the PSRA Logo.

#### Option 2 – Submit email request to [licence@psr.ie](mailto:licence@psr.ie)

You may submit an email request to [licence@psr.ie](mailto:licence@psr.ie) for the PSRA Logo package. The subject of the email should be “PSRA LOGO”. You must confirm, in this email, that you have read and agree to the terms and conditions for use of the PSRA Logo.

The PSRA will process your application and once satisfied that you meet the requirements, the PSRA Logo package will be issued to you.

IF APPLYING VIA OPTION 2 (EMAIL) YOU MUST USE THE DESIGNATED EMAIL ADDRESS REGISTERED WITH THE PSRA.

### Terms and Conditions

Use of the PSRA Logo must be in line with the PSRA terms and conditions of Logo usage -

[PSRA-Logo-Usage-T-and-Cs.pdf](#)



## Digital Signatures

The Licensing Unit of the PSRA wishes to advise licensees that when signed documents are required as part of a licence application/renewal:

1. The document(s) must be signed (i) in physical hard-copy form, or via (ii) a verifiable eSignature platform only;
2. The PSRA will not accept an image of a signature which has been pasted into the document as a verifiable signature;
3. Where an eSignature platform is used, the Doc/Envelope ID must be visible on the documentation, and a copy of the authentication/verification documentation for same (Certificate of Completion) must also be submitted.

## ■ Amendments to the Professional Indemnity Insurance Regulations 2024

The PSRA has undertaken a review of the current Professional Indemnity Insurance (PII) Regulations, following which a number of changes to the PII Regulations came into effect from 3 March 2025.

The key amendments that licensees must familiarise themselves with include:

### **1. The introduction of Certificate of Compliance**

This is a certificate that will be completed by authorised Insurance Brokers (possibly Insurance companies also, discussions on going). In addition to the full PII policy documentation, licensees will be able to request their broker to complete a “Certificate of Compliance” affirming their PII policy, is in full compliance with the amended PSRA PII Regulations. Where a licence holder/applicant requests their broker for a “Certificate of Compliance”, the licensee may submit this certificate as part of their compliance documentation, affirming the licensee holds and has current PII insurance in place. The PSRA may at any time request that the licensee submits the full PII policy to the PSRA.

### **2. Regulation 6: Minimum level of cover – Increases to €1 million.**

Changes in indemnity limits – changing from a minimum level of cover of €500,000 to a new minimum level of €1,000,000 (defence costs excluded and in addition to minimum PII limits)

### **3. Regulation 4: Maintenance of Professional Indemnity Insurance**

The PSRA can request evidence of your PII policy/Certificate of Compliance at any time and this must be submitted within 14 days of the request

### **4. Regulation 8: Insurance cover following Cessation of Trading**

This Regulation is moving away from the need for mandatory seven years run off cover. On ceasing to trade, licensees are required to make all reasonable efforts to ensure that they are covered for any potential claim that could arise after they cease to trade and providing property services. The onus will be on the licensee to assess the risk of potential claims arising post ceasing to trade and following that analysis put in place a sufficient level of insurance cover.

### **5. Regulation 7: Self-Insured Excess**

Changes in the wording for self-insured excess – the licensee must ensure they have the capacity to pay any agreed self-insured excess in relation to each and every claim.

### **6. Regulation 11: Transitional arrangements**

This Regulation ensures that the changes that come into effect from 3 March, 2025 only effect each licensee from their next renewal date for PII.

For example, if a licensee renews their PII on 07 January 2025, (prior to 03 March, 2025 – (commencement date of these regulations) they will not be required to amend their PII policy to bring it in line with the new Regulations until they next renew their PII policy on 07 January 2026.

**However, every licensed business should ensure that it always has sufficient PII cover**

## Regional Outreach Meetings for People Involved with Apartments, MUDs, OMCs



**An Ghníomhaireacht  
Tithíochta  
The Housing Agency**

The Housing Agency will in September and October 2025 hold evening information meetings for stakeholders in multi-unit developments (MUDs). Owners, directors of owners' management companies (OMCs), residents, and other interested parties are invited to attend.

The evening meetings (at 19:00) will cover:

- Challenges faced by OMCs & managed estates
- Roles and responsibilities
- Resources available

Registration, free of charge, is required to attend.

Meetings will take place on Wednesday evenings as follows:

Date	Venue
10 Sept	Landmark Hotel, Carrick on Shannon
17 Sept	Clayton Hotel, Galway City
24 Sept	Louis Fitzgerald Hotel, Naas Road, D 22
1 Oct	Crowne Plaza Hotel, Santry, D 9
15 Oct	Castletroy Park Hotel, Limerick
22 Oct	Clayton Silver Springs Hotel, Cork

Further details, including how to register, are on the Housing Agency's website at-

<https://www.housingagency.ie/news-events/outreach-events-stakeholders-multi-unit-developments-1>

### **Owners' Management Companies – Identification when filing with CRO**

The Housing Agency highlights that when filing annual returns for owners' management companies (OMCs) with the Companies Registration Office (CRO),

Category D licensees, i.e. property management agents for multi-unit developments, acting as company secretary to OMCs, should ensure that the OMC identification box provided on the CRO Form B1 (Annual Return) is ticked. This procedure allows the company to be correctly identified as an OMC. An OMC identification box appears on the Form A1 (Incorporation) also.

The Multi-Unit Developments Act 2011 (MUD Act) requires the words "owners' management company", or the abbreviation "OMC", to be included in the name of new OMCs. Older OMCs, i.e. those in existence before the coming into force of the MUD Act, can update their names to include the words "owners' management company", or the abbreviation "OMC".

The website of the Housing Agency carries relevant information and guidance- [www.housingagency.ie/housing-information/multi-unit-developments-managed-estates](http://www.housingagency.ie/housing-information/multi-unit-developments-managed-estates)

Information is available also from the CRO, at <https://cro.ie/annual-return/filing-an-annual-return/common-errors/owners-management-company/>

### **Webinar: OMCs, Agents, and the Letter of Engagement: Insights from the PSRA**

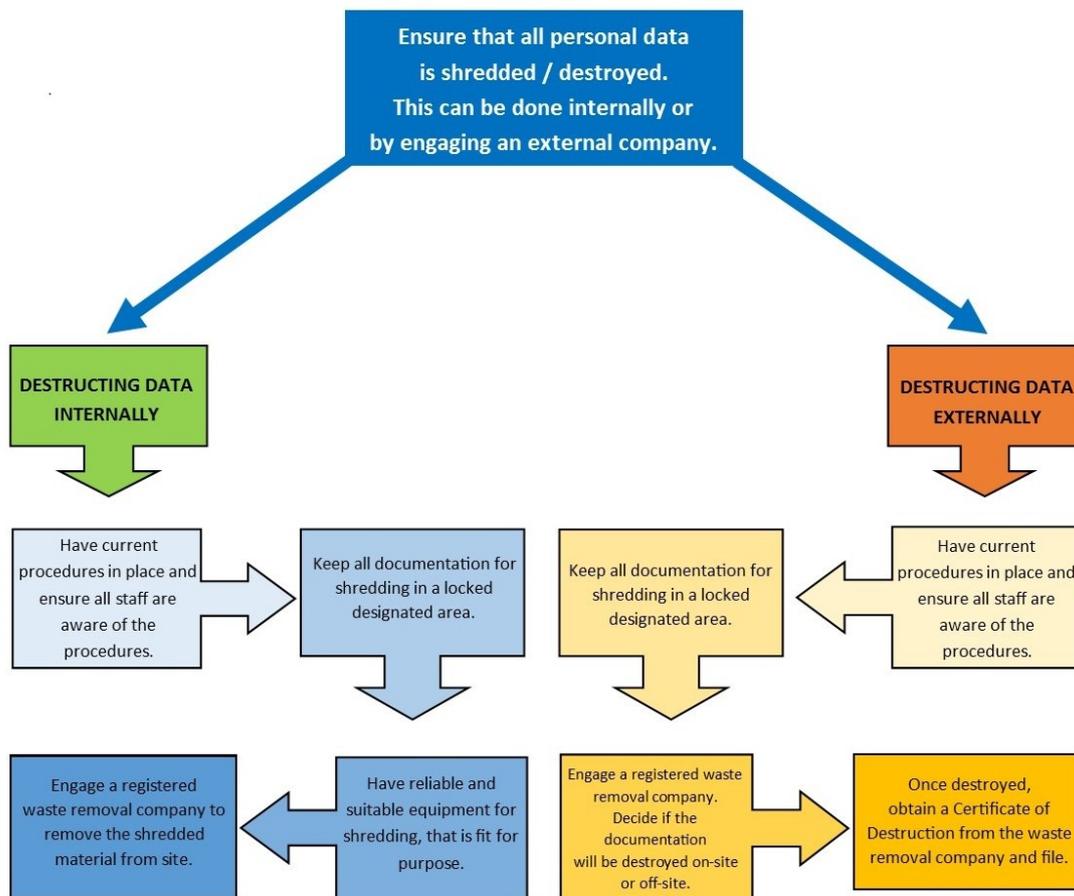
On 20 May 2025, almost 500 people attended a live webinar hosted by the PSRA and the Housing Agency. The session provided insights into the importance of the Letter of Engagement between owners' management companies and licensed property management agents.

A recording of the webinar is available on the Housing Agency's YouTube channel at- <https://youtu.be/ic8CHMeHrqc?si=qafm9C8Ty-iw60F3>

## Secure Disposal of Confidential Documents

The Authority would like to remind all licensees of their responsibilities regarding the disposal of confidential documents and personal data.

Please refer to the infographic below for guidance on the proper steps to take when disposing of such materials, either internally or through a third-party service.



## Renewal Application Accountant's Reports

To ensure timely processing of your business' licence renewal application, it is important that Accountant's Reports are completed, in full, prior to submission.

If a licensee has multiple trading addresses, all addresses should be listed by the Accountant at Section 1.2.

Part II Section 1 & 2 (Licensee Submission) of the Renewal Accountant's Report's must be completed, signed and dated by the licensee. The Authority will accept a physical signature or a verified digital signature (completed through digital signature software) **only**.

