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Major Sanction Penalty of €73,000 Imposed



On foot of a complaint received by the Authority from an Owners Management Company (OMC), against Mr. Julian Ritchie (the licensee) and GDPM t/a Greendoor Property Management Company (the licensed business), Inspectors were appointed to carry out an investigation. The complaint alleged that the licensed business resigned as management agent for the OMC in February 2023, with no prior notice. Following the termination of services, the OMC

discovered a number of issues, including the licensee and licensed business' failure to collect management fees for 2022-2023, resulting in the non-payment of the block insurance for the 2022-2023 period. Despite not carrying out these services, the licensed business continued to collect their full fees from the OMC throughout this period.

Following consideration of the Inspectors' Final Investigation Report, the Authority imposed a major sanction in respect of two findings of improper conduct against Mr Julian Richie, and imposed a major sanction in respect of three findings of improper conduct against business licence GDPM Limited and licensee (Mr. Julian Ritchie). The Authority had specific concerns regarding GDPM Limited's failure to ensure a valid Letter of Engagement (LoE) was in place following the expiry of the original LoE in 2021 and Mr Julian Richie and GDPM Limited's failure to collect service charges from unit owners for the period of 2022-2023 (as was their duty to do under the original LoE).

As a result of Mr Julian Richie and GDPM Limited's failure to collect service charges from unit owners, there were insufficient funds to pay the block insurance premium for the OMC. This resulted in the OMC being uninsured for a period of up to eight months.

To further compound the problem, the OMC was not informed by either Mr Julian Richie or GDPM Limited that they had failed to collect service charges and that there was no insurance cover in place. Indeed the OMC only became aware of the issue once a new property management agent was appointed. It was also found that despite failing to provide these services, GDPM Limited continued to collect its monthly fee from the OMC throughout.

In determining the appropriate sanction, the Authority took into account various factors as outlined in Section 73 of the Property Services (Regulation) Act 2011, and a major sanction was imposed as follows:

- GDPM Limited to pay to the Authority the sum of €50,000 by way of financial penalty. In addition the sum of €2,000 to the Authority being part of the cost of the investigation (€52,000 total).
- Mr. Julian Richie to pay to the Authority the sum of €20,000 by way of financial penalty. In addition the sum of €1,000 to the Authority being part of the cost of the investigation (€21,000 total).

The sanction was unopposed by the licensee. On 30 June 2025 the President of the High Court, Mr Justice David Barniville confirmed the decision of the Authority.

Best Practice Charter for Conveyancing

An Expert Group on Conveyancing and Probate was convened by the Taoiseach in December 2023 for the purpose of addressing challenges in the conveyancing process. The Group was asked to review the process from a user perspective and to recommend changes that could be implemented quickly and easily and would reduce delays and/or costs to vendors and purchasers. The Group's recommendations were submitted to Government in June 2024. The Group proposed the introduction of a national 8 week target, from the acceptance of an offer to closure of the sale and recommended the development of a 'Best Practice Charter' to enable professionals to meet this target.



Best Practice Charter

The Charter, sets out key principles of best practice for estate agents and solicitors when carrying out conveyancing. The Charter covers three key areas:

- ◆ Advice to sellers
- ◆ Expediency/Efficiency/Avoidance of Unnecessary Delays
- ◆ Accountability

The Charter is not itself a regulatory document or Code of Practice and not legally binding on solicitors and/or estate agents. The Charter has been developed based on evidence before the Expert Group, which demonstrated a need for a focused guide for professionals working together in a conveyance, for the benefit of clients and for the efficiency of the process.

Adherence to the Charter and the setting of clear expectations in the delivery of conveyancing services, will benefit both professionals and consumers. The commitment of the relevant professions to best practice, through the adoption of the Charter, is critical to the achievement of the overall objective i.e. to complete the conveyancing process within eight weeks of an offer being accepted.

Auctioneers and Estate Agents should have regard to the aims of the Charter such that the conveyancing process is efficient and effective for all parties concerned.

The Charter is available on the PSRA's website at www.psr.ie.



Mart Seminars



The PSRA is organising Seminars relating to the financial management of Marts. These Seminars will be of interest to Mart Managers, Mart Auctioneers, Mart Admin and Accounts Management staff, Accountants/Financial Advisors to Marts, Members of Marts' Finance Committee and any other relevant Mart personnel, who may or may not be licensed by the PSRA.

The Seminars will provide an overview of the financial management and reporting requirements of Marts under the Property Services (Regulation) Act 2011 and Regulations made under the Act.

Save the Date!

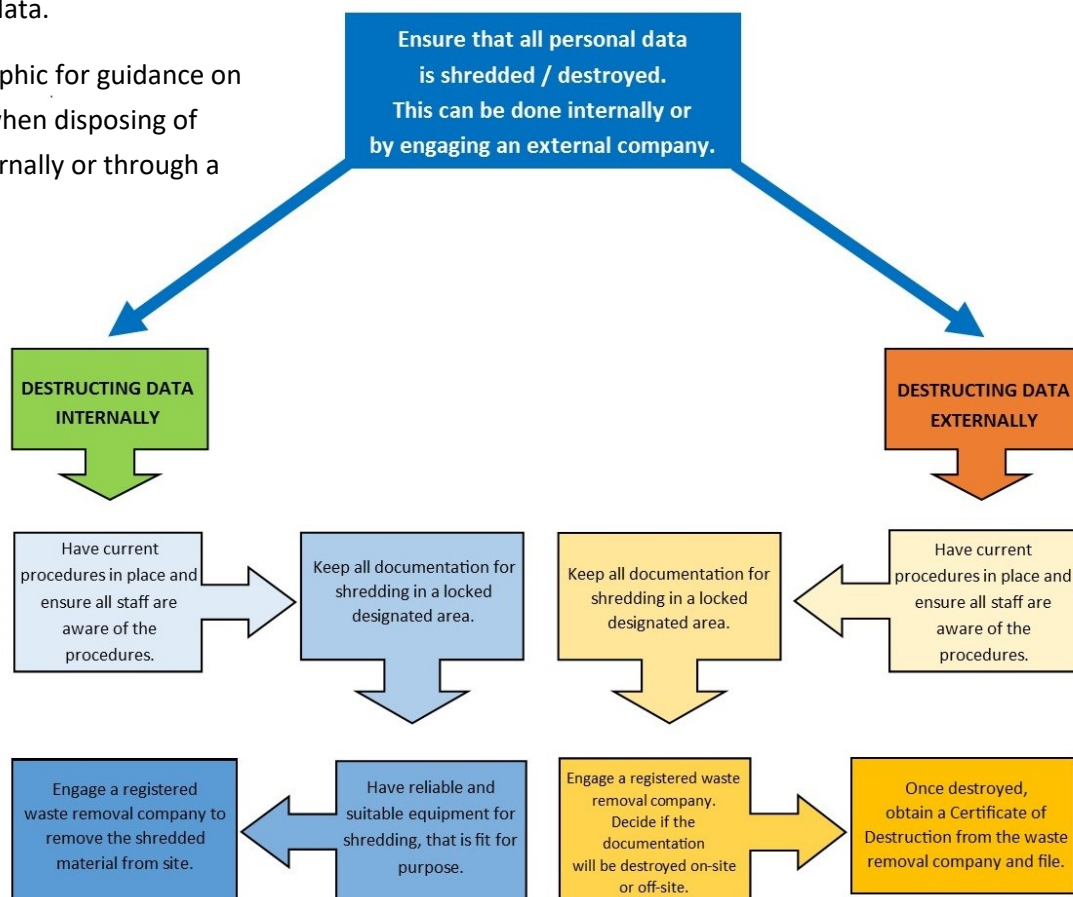
The Seminars dates and locations are as follows:

- Wednesday 1 October 2025, Jacksons Hotel, Ballybofey, Co. Donegal at 1pm
- Thursday 2 October 2025, Raheen Woods Hotel, Athenry, Co. Galway at 11am
- Tuesday 7 October 2025, Radisson Blue Hotel Ditchley House, Little Island, Cork at 1pm
- Tuesday 14 October 2025 Killeshin Hotel, Dublin Road, Portlaoise at 1pm

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



■ PSRA Licensing Unit Updates

LICENCE RENEWAL APPLICATION SUBMISSION DEADLINES

All licensees should ensure that their licence renewal application is submitted on, or prior to, their deadline date.

- Deadline for licence renewal application is 6 weeks prior to your licence expiry date.
- The deadline date is stated in the letter issued to you with your licence renewal PIN.
- The onus is on each licensee, businesses and employees/principal officers, to ensure that their relevant postal addresses are up-to-date with the PSRA.

Business licensees who do not have their Accountant's Report available to submit by their licence renewal application deadline should contact the PSRA at licence@psr.ie

All licensees should be aware that late submission of a licence renewal application is grounds for refusal of the renewal of a licence.

The Authority will only facilitate a late submission where there are truly exceptional circumstances, which prevented the licensee from submitting the application on time. The reasons set out below are examples of what are not cases of exceptional circumstances:

- Post not received due to changed address,
- Holidays,
- Accountant's Report not ready.

Licensees should also be aware that an application will only be considered submitted once the application fee has been paid. Application fees paid after the deadline date will be considered late applications.

SUBMITTING ACCOUNTANT REPORTS: WHAT YOU NEED TO KNOW

If you are applying for a **new business licence** on [PSRAlicences.ie](https://psralicences.ie), you must include the correct Accountant's Report:

- **Form A (S30)** – Required if you're applying for licence **Categories A, B, or C**, or any combination of these.
- **Form B (S30)** – Required if you're applying for licence **Category D**.
- If you are applying to **renew your business licence**, you must include the correct Accountant's Report:
- **PSRA S35 Accountant's Renewal Report Renewal ABC** – Required if you are renewing Licence **Categories A, B or C** or any combination of these.
- **PSRA – S35 Accountant's Report Renewal D** – Required if you're applying for licence **Category D**.

Important to Note

- Use the correct form to avoid delays in processing your application and please ensure that **all parts** are completed.
- The Accountant's Report must be signed by an accountant who is a **member of a prescribed accounting body**, for example Chartered Accountants Ireland/Certified Public Accountants, Association of Chartered Certified Accountants, etc.
- **The onus is on the Applicant/Licensee** to ensure they are using an Accountant who is a member of a prescribed accountancy body.
- If you are unsure if your accountant is a member of a prescribed body you can check this on the relevant prescribed body's website (eg: ACCA, CAI, CIMA, AIA, CIPFA).

Transfer of Functions



An tÚdarás Rialála Seirbhísí Maoine
Property Services Regulatory Authority

The PSRA wishes to advise that effective 1st August 2025, the functions of the PSRA have transferred from the Department of Justice, Home Affairs and Migration to the Department of Housing, Local Government and Heritage.

This transfer is a strategic move, which will align the PSRA's regulatory activities more closely with the broader housing/property policy landscape. This change does not impact on the day-to-day operations of the PSRA, nor does it alter the regulatory requirements or processes for our licensees and stakeholders. All existing licences, regulations and operational procedures remain in full effect.

The PSRA would like to extend sincere gratitude to the Department of Justice, Home Affairs and Migration for their invaluable support and guidance to the PSRA since the Authority's establishment. Their commitment has been instrumental in establishing a robust regulatory framework for the property services sector.

The Authority looks forward to a productive and collaborative working relationship with the Department of Housing, Local Government and Heritage, as we continue our mission to regulate the property services sector in the public interest.

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



An Ghníomhaireacht
Tithíochta
The Housing Agency

In September and October 2025 the Housing Agency will hold evening information meetings for stakeholders in multi-unit developments (MUDs). Residents, Owners, Directors of Owners' Management Companies (OMCs), and other interested parties are invited to attend.

The meetings will cover:

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

The event is free of charge but places are limited and attendees must [register in advance](#).

Meetings will take place on Wednesday evenings as follows:

Date/Time	Venue
24 September - 7pm	Louis Fitzgerald Hotel, Naas Road, Dublin 22
1 October - 7pm	Crowne Plaza Hotel, Santry, Dublin 9
15 October - 7pm	Castleroy Park Hotel, Limerick
22 October - 7pm	Clayton Silver Springs Hotel, Cork

Further details, including how to register, are on the Housing Agency's website at- [Outreach Events for Stakeholders in Multi- Unit Developments 2025 | The Housing Agency](#)

Major Sanction Penalty of €10,000 Imposed

On foot of a complaint received by the Property Services Regulatory Authority (the Authority), from the liquidator of a company, against Mr Gabriel Dooley of Dooleys Estate Agents, Inspectors were appointed to carry out an investigation.



The complaint alleged that Mr Dooley failed to return a booking deposit of €50,000 paid by the company to purchase lands, where the sale did not conclude. The liquidator sought an Order of the High Court directing Mr Dooley to refund the booking deposit of €50,000 to the liquidator. The Order was granted by the High Court but Mr Dooley refused to release the booking deposit. On foot of this, the liquidator made a complaint to the Authority.

Following a full investigation of the complaint, the Board of the Authority considered the Inspectors' Final Investigation Report, and imposed upon Mr Gabriel Dooley, a major sanction in respect of one finding of improper conduct. Mr Dooley was found to be in breach of Regulation 6(6) of the Property Services (Regulation) Act 2011 (Client Moneys) Regulations 2012 as he had withdrawn money from the €50,000 booking deposit held in his client bank account, before contracts for the sale of the land were signed and/or concluded.

In determining the appropriate sanction, the Board of the Authority took into account various factors as outlined in Section 73 of the Property Services (Regulation) Act 2011. The Board imposed a major sanction on Mr. Gabriel Dooley, to pay €10,000 to the Authority by way of a financial penalty.

On Monday 21 July 2025, the President of the High Court confirmed the decision of the Board.

PSRA Media Campaign



The search for student accommodation is a high priority at this time of year and especially for those receiving their Leaving Certificate results and CAO offers, and for those returning to college. It can be daunting going to college for the first time and a real struggle to find accommodation. To coincide with the release of the Leaving Certificate results and CAO offers, the PSRA ran its annual Student Awareness Campaign, which focussed on students who are seeking accommodation for the coming academic year.

Having received reports of bogus letting agents targeting students in the past, the PSRA sends out a strong message through this campaign for students, to ensure that any letting agent that they engage with is be licensed by the PSRA. The campaign ran on national, urban and local radio stations, digital radio and social media.

■ Displaying your PSRA Licence Certificate

Licensees are required to display their Licence Certificate in their place of business. Where a licensee has more than one official place of business, a Duplicate Licence Certificate must be displayed in each location.

If you're moving business premises, or you are opening a second or additional office under your existing licence, please email the Licensing Unit of the PSRA at info@psr.ie or licence@psr.ie from your designated email to notify us of the new business address.

We will add the additional location to your licence and issue a new or Duplicate Licence Certificate for the new address.

■ PSRA CPD 2025



The deadline to 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 you - the individual licensee, but also on your 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 31st December deadline has passed, PSRA CPD modules will no longer be accessible, even if modules have been partially completed. PSRA CPD cannot be completed retrospectively.

To ensure compliance, licensees are strongly encouraged to fully 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!



Charging of Technology / Administration Fees to Prospective Purchasers



The Authority continues to receive reports from the public concerning business practices whereby a non-refundable technology / administration fee is charged to any person wishing to participate in an auction via online auction platforms.

The Authority wishes to remind licensees that the imposition of a charge on a prospective purchaser to permit access to an online auction sale can be considered a breach of the following provisions of the Property Services (Regulation) Act 2011 (Minimum Standards) Regulations 2020:

Regulation 5(3) of Minimum Standards Regulations:

'A licensee in the provision of a property service shall act in the interests of the client at all times'.

Regulation 8(2) of Minimum Standards Regulations:

'A licensee shall not charge any fee in respect of the sale or letting of land or incomplete sale or letting of land, including lease preparation, tenancy extension or tenancy renewal, to any person other than the licensee's client for the purposes of the property service concerned'.

Regulation 19 of Minimum Standards Regulations:

'A licensee shall not make the sale of land to a person conditional upon the licensee, or a subsidiary or associated body of the licensee, providing a financial service or other service relating to land, to that person'.

Licensees are reminded that any technology or administration fees or expenses, that are incorporated with the business-operating model, in respect of the sale of land by auction, should not be charged to prospective purchasers.

Where a third party provider is responsible for hosting and managing the online bidding platform and implementing a technology or administrative fee, this fee shall be borne by the licensee. The licensee making a sale of land conditional upon a prospective purchaser accessing properties for sale by auction, via a third party site and charging a non-refundable fee can be considered a breach of the Minimum Standards Regulations.

Licensees are also reminded that moneys, which are not client moneys, are not to be accepted into the licensee's client account, as per the following provisions of the Property Services (Regulation) Act 2011 (Client Moneys) Regulations 2012:

Regulation 6(5) of Client Moneys Regulations:

'A licensee shall ensure that no payment, other than money for a client, is made into client account except payment as is authorised to be made under paragraph (4) or is necessary in order to open or maintain the account or authorised under Regulation 7(1).'

Regulation 7(3) of Client Moneys Regulations:

'It shall be a contravention of these Regulations for a licensee to pay into or hold in a client account moneys other than client moneys and any moneys referred to in paragraphs (1) and (2).'

Finally, licensees are advised that, in the provision of property services, they must act in the interests of their clients at all times. Any practice by a licensee restricting access to properties for sale by auction to prospective purchasers, by charging a technology or administrative fee, potentially reduces the number of prospective purchasers for their client's property. This can also be considered a breach of the Minimum Standards Regulations.

Client Moneys Regulations Reminders

Regulation 5(1):

“A licensee shall open and keep a client account and may, if he or she thinks fit, open and keep more than one client account.”

It is open to any licensee to open and maintain more than one client account where it considers it appropriate.

Regulation 5(2):

“A licensee who keeps more than one client account shall keep all such accounts at the same bank unless the Authority otherwise authorises in writing.”

Where a licensee wishes to open client accounts in different financial institutions they must request permission, in writing, from the Authority.

Regulation 6(6):

Regulation 6(6) states:

“A Licensee shall not withdraw money from a client account except -

(a) subject to the amount of moneys withdrawn not exceeding the total of the moneys held for the time being in client account on behalf of the client concerned,

(i) moneys properly required for the payment to the client or (in accordance with the instructions in writing of the client) to another person or persons on behalf of the client,

(ii) moneys properly required for or towards payment of an account due to the licensee by the client...

(iii) moneys properly available to be applied by the licensee in satisfaction (in whole or in part) of fees payable by the client...

(iv) moneys which are transferred into another client account in accordance with the instructions in writing of the client concerned.”

The Authority would like to remind licensees that under this regulation, moneys cannot be withdrawn from a client account and paid to a client where there is no moneys or not enough moneys held on behalf of that client in the client account, to make a withdrawal.

In addition, moneys in the client account can only be used for payments to clients and payments of fees to the licensee or to another person on the written instructions of the client. Moneys in the client account cannot be used for any other purpose.