

FOI Disclosure Log and Other Information Routinely Published

The Freedom of Information (FOI) Act 2014 requires bodies such as the Authority to publish a disclosure log, which contains details of the types of requests received under FOI and the decisions made by the body in response to those requests.

The Authority's FOI Disclosure Log in relation to non-personal requests dating back 3 years is available below.

Disclosures are listed in order of the date the request was received by the Authority. Please note that, for privacy reasons, identifying information such as the name of the requester is not included in the disclosure log.

Summary of Non Personal Freedom of Information Requests submitted to the Authority

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
02-2022	14/01/2022	08/02/2022	All records relating to a particular licensee, as an agent.	Individual	Part Grant	15(1)(c). - Voluminous 15(1)(d) - the information is already in the public domain 15(1)(i)(i) – the information is available to the requester concerned 36 (1) - Commercially Sensitive

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
						37(1) – Personal Information
03-2022	03/03/2022	31/03/2022	Data on all major sanction issued against PSR's since the inception of the PSRA. Copies of the final sanction letters issued to said PSR's once investigations were completed'	Individual	Part Grant	15(1)(d) - the information is already in the public 37(1) – Personal Information
05-2022	04/05/2022	19/05/2022	Data and information on the number of minor sanctions enforced against PSP from the inception of the PSRA where there was alleged misappropriation of monies from a client account	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
06-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information
07-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information

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08-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information
09-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information
10-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information
11-2022	20/06/2022	22/06/2022	Records relating to all CCTV cameras that the Authority have procured from 2017 until the present, please provide: - the names of each company and the names of the products including the model numbers - the contracts with each company - the cost per unit and the total costs, and - the duration of contracts and/or	Organisation	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

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			licenses. 2. Please provide records that state the capability of the CCTV cameras (along with their storage and processing units whether locally, on a server or in the cloud), such as facial recognition, temperature/thermal scanning, behaviour analysis, object detection or demographic detection (i.e. age, gender, clothing etc). 3. For all CCTV cameras procured between 2019 and present, please also provide the documents and communication (such as letters and emails) involving the company that was awarded the contract.			
12-2022	08/07/2022	29/07/2022	1. Records relating to any internal review process regarding a named licensee's licence eligibility. 2. Disclosure of records of memos or minutes other documents outlining any disablement/ probation or suspension regarding a named licensee's eligibility.	Individual	Part Grant	36 (1) - Commercially Sensitive 37(1) – Personal Information

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
			3. Disclosure of records of documents outlining any complaints sent regarding a named licensee			
13-2022	17/08/2022	02/09/2022	1.Details of the complaint made against a named licensee. 2. Details of the investigation into a named licensee 3. Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken 36 (1) - Commercially Sensitive 37(1) – Personal Information
15-2022	01/09/2022	20/09/2022	Records relating to the Residential Property Price Register	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken 15(1)(d) - the information is already in the public

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16-2022	12/09/2022	07/10/2022	Redacted details of cases, which have been reported to the PSRA since the requester is meeting with the PSRA regarding the same subject matter as his complaint.	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
17-2022	04/11/2022	25/11/2022	A summary of charges made against licensees misleading the general public into believing they have more licences than they do or held out themselves as being able to offer services which they are not licensed to carry out.	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
02-2023	24/01/2023	31/01/2023	Request for the following information concerning the advised market value for auctions/house sales of private properties over the past 5 years: 1. How many companies or estate agents have been sanctioned by the regulator for breaching the advised market value rules?	Journalist	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken 15(1)(d) - the information is already in the public

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			2. Has any estate agent ever been struck off or urged to cease trading by the regulator? 3. How much in euros worth of fines have been imposed on estate agents by the regulator for breaching its guidelines? 4. How many complaints has the regulator received about estate agents for failing to provide an advised market value? 5. Do you have any data for how much on average properties sold last year in Ireland above the asking price? 6. How many estate agents have been sanctioned in any way for any offense by the regulator since 2018?			
03-2023	09/02/2023	16/03/2023	Request a copy of the inspectors' final investigation report on a compliance audit.	Journalist	Refuse	30(1)(a) Functions and negotiations of FOI bodies.

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						32(1)(a)(i) – Law enforcement and public safety. 36(1)(b)&(c) – Commercially Sensitive. 37(1) – Personal Information.
04-2023	19/03/2023	30/03/2023	Records relating to Licence Type A – The Auction of Property other than Land. 1) How many complaints have been received? 2) How many investigation have taken place? 3) Has any Licence Type A auctioneer been refused a licence? 4) How many licences have been revoked/cancelled?	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
05-2023	01/05/2023	17/05/2023	Sonraí na hIarrachta I gcomhréir le hAlt 12 de chuid an Acht um Shaoráil Faisnéise, iarraim rochtain ar thaifid: neamh-phearsanta. Seo iad na taifid atá iarraidh agam ná: Táim ag iarriadh gach leagan den Phlean Gníomhaithe ar son na hAeráide, atá de	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

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			dhualgas ag gach eagraíocht a bheith acu de réir an Acht Aeráide, le 1. Sonraí iomlán de gach Phleann a bhí agat ó dul-i-bhfeidhm an Achta 2. Dáta ar a foilsíodh gach Plean 3. Dáta ar a chuaigh gach Plean i bhfeidhm 4. An méid airgead, miondhealaithe de réir cúiseanna na gcoastas, a caitheadh ar chruthú agus ar chur i bhfeidhm gach Plean			
06-2023	11/07/2023	08/08/2023	Records relating to all submissions which a licensee submitted to the PSRA in its defence of a specified complaint and information on what a “Minor Warning” refers to.	Individual	Part Grant	15(1)(i) – The request relates to records already released, either to the same or a previous requester. 36(1)(b)&(c) – Commercially Sensitive. 37(1) – Personal Information.
09-2023	25/11/2023	07/12/2023	A copy of a declaration form that was completed for a Lease registration and confirmation of the date it was completed.	Individual	Refused	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
10-2023	18/12/2023	08/01/2024	1. The number of complaints received against License D providers for the year 2022 and up to November 30th 2023 where an Inspector was satisfied that Improper Conduct had not occurred in regards to the Minimum Standards (regulations) 2020 Act 2. The number of complaints received against License D providers for the year 2022 and up to November 30th 2023 where an Inspector was satisfied that Improper Conduct had occurred in regards to the Minimum Standards (regulations) 2020 Act	Individual	Refused	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
02-2024	12/01/2024	09/02/2024	1. All records in relation to the auctioneers a licensed PSP. 2. All or any complaints investigations carried out by your office (PSRA), and to include the results of all such investigations into licensed PSP 3. All files re complaints made against licensed PSP that your office deemed unnecessary for investigation.	Individual	Part Grant	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken 37(1) – Personal Information

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
			4. Total number of complaints against all auctioneers received by your office since 1st January 2020 right up to 31st December 2023.			
03-2024	29/05/2024	18/06/2024	Sonraí na hlarrachta I gcomhréir le hAlt 12 de chuid an Acht um Shaoráil Faisnéise, iarraim rochtain ar thaifid neamh-phearsanta. Seo iad na taifid atá iarraidh agam ná: An meid airgead a caitheadh ar earraí, ar sheirbhísí, ar bia nó ar eile ó na comhlachtaí seo a leanas: AXA Insurance, Puma, Carrefour, Caltex, Siemens, Hewlett Packard, Chevron, RE/MAX, Texaco, AHAVA, sodastream, McDonalds, Domino's, Burger King, Papa John's, Wix. Ba mhaith liom an t-eolas seo a fháil ón tréimhse 1 Eanáir 2024 - 25 Bealtaine 2024. Ba mhaith liom an t-eolas caiteachais airgid a fháil mar scarbhileog mhiondealaithe de réir na gcomhlachtaí. Muna bhfuil aon airgead ar bith íoctha chun comhlachta ar bith ar an an liosta thuas, ba maith liom ráiteas a dheimhniú é sin mar PDF i nGaeilge.	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

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04-2024	11/06/2024	18/06/2024	Information regarding the specific requirements and obligations of chartered surveyors in relation to Know Your Client (KYC) and Anti-Money Laundering (AML) statutes as regulated by the Property Services Regulatory Authority (PSRA).	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
06-2024	05/08/2024	27/08/2024	Under the FOI ACT 2014, I am seeking copies of the following records: 1. All Credit Card Statements for December 2023, January 2024, and June 2024 2. All Bank Account Statements for December 2023, January 2024, and June 2024	Individual	Part Grant	36(1)(b), 36(1)(c) - Commercially Sensitive
07-2024	05/08/2024	23/08/2024	These queries made 5/8/2024 under FOI legislation take as their reference point the law on rights to property. Multiple general queries relating to: (i) a troublesome agent (ii) categories of querent (iii) what constitutes "good character" (iv) Responsibility for monies	Individual	Refuse	15(1)(b) A head to whom an FOI request is made may refuse to grant the request where the FOI request does not comply with <u>section 12 (1)(b)</u> .

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			(v) A history of being suspended (vi) Due diligence (vii) Right to conduct a business versus rights of owners & tenants			
08-2024	26/08/2024	12/09/2024	Information relating to an entry on the Property Price Register database including: 1. Records relating to the details of the Land Registry Folio Number of the property. 2. Records relating to the details of the name of the Vendors Solicitor, in respect of the property. 3. Records relating to the details of the name of the Purchaser's Solicitor regarding the property.	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

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09-2024	20/09/2024	25/09/2024	A record/database /spreadsheet of the investigations and adjudications of complaints against Property Services Providers, carried out by PSRA since its inception in April 2012 to present day. Request to also include the outcomes of the adjudications, and a breakdown per year of the number of adjudications.	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
10- 2024	21/11/2024	28/11/2024	Information requested regarding property listing for sale.	Individual	Refused	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
02-2025	14/05/2025	12/06/2025	General communications issued by the PSRA to all licensed livestock marts or their representative bodies within the past 12 months.	Journalist	Part Grant	37(1) - Personal Information

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04/2025	17/09/2025	14/10/2025	1. All documents created in connection with or resulting in the drafting of the Strategic Plan 2020-2023, relating to the skills and training of staff assigned to dealing with complaints against licensees; 2. All documents created in connection with or resulting in the drafting of the Strategic Plan 2023-2026, relating to the skills and training of staff assigned to dealing with complaints against licensees; 3. The Plan for implementation of the Strategic Plan 2023-2025 referred to on Page 12 of the Strategic Plan 2023-2026; 4. All documents containing reviews and monitoring progress on objectives and goals of the Strategic Plan 2023-2026 and referring to adaptations of the Plan; 5. All documents referring to the work and duties of the following grades of staff of the PSRA, who are involved in the assessment of complaints and determining if they are accepted or declined for investigation: (a) Higher Executive Officers; (b) Executive Officers; (c) Administrative Officers;	Individual	Part-Granted	15 (1) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken 37 - Personal Information 35 - Confidential Information 18 - Access to parts of records - Misleading

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			(d) Clerical Officers; 6. Copies of the documents in relation to the last three complaints by individual members of Owners Management Companies, suitably anonymised.			