



# PSRA NEWS

December 2025

## A Message from Chief Executive, Maeve Hogan

As 2025 draws to a close it is time once again to reflect on the year that has passed.

It has been a year of change for the Authority, as the oversight of our functions transferred from the Department of Justice, Home Affairs and Migration, to the Department of Housing, Local Government and Heritage. This move aligns the PSRA's regulatory activities more closely with the broader housing/property policy landscape. While we welcome the change and look forward to working with our new colleagues, we must also acknowledge the contributions of the Department of Justice, Home Affairs and Migration who had been our parent department since our establishment. Their commitment has been instrumental in establishing a robust regulatory framework for the property services sector and we are sincerely grateful for the support we received under their aegis.

Despite the transfer, the day-to-day operation and functions of the Authority remain unchanged. All existing regulations and operational procedures remain in full effect and we continue to deliver on our statutory remit, ensuring compliance, fostering transparency and upholding high standards within the property services sector.

2025 has been a highly productive year. Noteworthy achievements for the Authority include changes to the PII regulations, the introduction of the PSRA logo for promotional use by licensees, and the completion of a review of the Property Services (Regulation) Act 2011 (Qualifications) Regulations 2012.

The PSRA Forum continues to provide meaningful opportunities for engagement between the Authority and the relevant stakeholders in the sector, and now includes representatives from IPAV, SCSi, ICOS, the Housing Agency, the Land Development Agency, the Apartment Owners Network, the Competition and Consumer Protection Commission and the Education and Training Boards.

The Authority had particularly strong and positive engagement with livestock marts throughout 2025, delivering a series of information seminars to mart auctioneers, managers and other personnel. The Authority also established a forum specific to stakeholders in this area of the property services sector.

PSRA CPD continues to be delivered online, and I would remind all licensees, if you have yet to fulfil your PSRA CPD obligations for 2025, you must do so by 31st December. CPD content will not be available once this deadline has passed. Your CPD Certificates of Completion should be retained for at least four years and will be requested by an Inspector during PSRA compliance audits.

Finally, I would like to take this opportunity to thank you for your ongoing engagement with the Authority and to recognise your professionalism and support throughout the year.

Wishing you a Happy Christmas and a healthy and prosperous 2026.

Nollaig Shona agus Athbhliain faoi mhaise daoibh.

Maeve Hogan



## Sanctions Imposed on a Licensee charging a Technology / Administrative Fee to Prospective Purchasers

The Authority recently carried out a number of investigations in response to reports of non-refundable technology/administration fees, charged to those wishing to participate in online auctions. Charging a non-refundable technology/administrative fee is in contravention of the Property Services (Regulation) Act 2011 (Minimum Standards) Regulations 2020 (Minimum Standards Regulations).

On completion of one investigation, the Authority established that improper conduct occurred under the Minimum Standards Regulations and imposed minor sanctions on the licensee as follows:

- ⇒ Charging prospective purchasers (non-clients) technology/administration fees for auction sales (**Regulation 8(2)**).
- ⇒ Making access to online auctions conditional on prospective purchasers paying a non-refundable registration fee (**Regulation 19**).
- ⇒ Restricting bidder access via fees, thereby reducing the opportunity for the sale of the client's property (**Regulation 5(3)**).

The business practices described above require prospective purchasers to pay a fee to bid on land offered for sale by way of online auction. The fee, in the range of €50 to €200 depending on the platform, is usually paid during the registration process and often applies for each auction the prospective purchaser wishes to participate in.

Licensees are reminded that:

- Any technology or administration fee related to the sale of land by auction must be charged to the client (vendor), **not** the prospective purchaser.
- Even if a separate third-party or associated body manages the online bidding platform, **the licensee must bear the cost** of any such fees; they cannot be passed on to bidders.
- Restricting access to the auction by charging fees reduces the pool of potential buyers, which is a breach of the duty to act in the client's best interests. This is also considered a breach of the Minimum Standards Regulations.



**Have you completed your  
2025 PSRA CPD?**

**Don't Miss the Deadline!  
31<sup>st</sup> December**

**Stay compliant, Avoid a sanction**

*Register for your PSRA CPD with one of the three accredited PSRA CPD providers*

**ipav** | Institute of Professional Auctioneers & Valuers

**PAI**

**SOCIETY OF  
CHARTERED  
SURVEYORS  
IRELAND**

## ■ The PSRA on D'Telly



It is part of the Authority's statutory remit to increase public awareness of the regulation of property services provision. As part of the PSRA's commitment to exploring new methods of engaging with the public, the Authority has recently commenced a television advertising campaign.

This campaign is running on terrestrial and satellite television, as well as via on-demand

platforms. This advertisement will complement our regular consumer awareness campaigns via radio, social media, digital audio and print. The campaign will run until Spring 2026.

## ■ PSRA at the IPAV European Valuation Conference & Expo 2025



The PSRA was delighted to once again attend the IPAV European Valuation Conference & Expo 2025, as an exhibitor at the RDS in Dublin on 4th November last.

There were over 600 attendees, many of whom were 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.

## ■ Professional Indemnity Insurance Regulations 2024 - Recap

Licensees are reminded that amendments to the Professional Indemnity Insurance Regulations 2024 came into effect on 3 March 2025.

The key amendments that licensees must familiarise themselves with include:

- The introduction of Certificate of Compliance
- Regulation 6: Minimum level of cover – Increases to €1 million.
- Regulation 8: New requirements for Insurance cover following Cessation of Trading
- Regulation 7: Self-Insured Excess
- Regulation 11: Transitional arrangements from previous to new PII Regulations

**For full details on all changes can be found [here](#)**

### **NOTE:**

*All licensed businesses should ensure they have sufficient PII cover in place.*

## ■ Unlawfully Imposing Conditions on Purchasers

It has come to the Authority's attention that some licensees have been imposing unlawful conditions on purchasers or potential purchasers of property. Such practices include preventing an interested party from purchasing a property unless they are willing to also engage that agent's professional services e.g. for the vendor's agent to bring a property to the market that the purchaser currently owns and will need to sell. This is in contravention of Regulation 19.

*'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.'*

This Regulation ensures transparency and fairness in property transactions, safeguarding purchasers from potential conflicts of interest or undue pressure. Purchasers must have the freedom to choose how they wish to sell their property and what licensee they wish to engage. Purchasers must also have the freedom to choose what financial or other services (e.g. legal services) they wish to use, without being required to use those provided by the licensee or a subsidiary or associated body of the licensee.

The Authority advises all licensees to review their sales practices, to ensure full compliance with this Regulation.

## ■ Letters of Engagement (LoE)

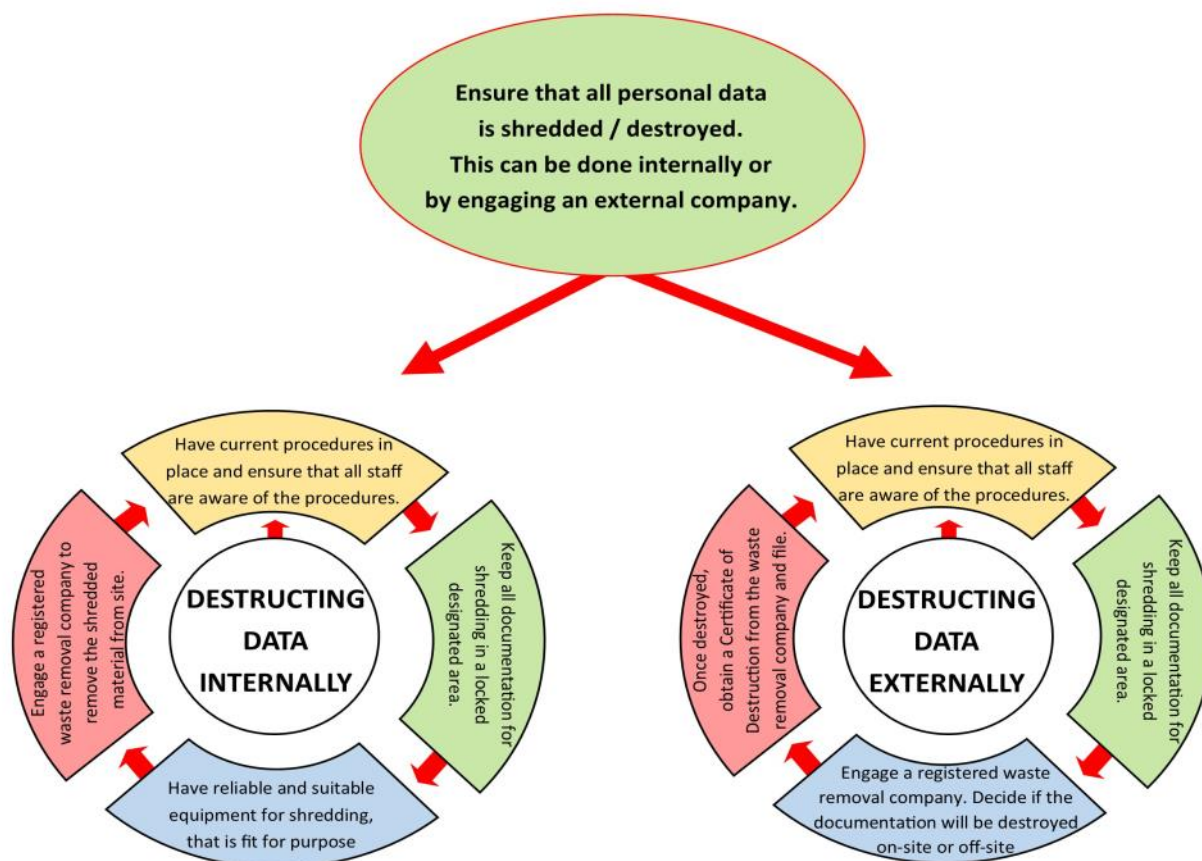
- Letters of Engagement (LoE) must be signed and dated by a licensed agent and issued to the client not later than 7 working days of commencing to provide the property service or reaching an agreement to provide the property service, whichever is the earlier.
- Where the client does not return the LoE signed and dated within 7 working days of the expiration of the first 7 working days, the licensee must cease to provide or start to provide the property service and the LoE ceases to have any force or effect.
- Under no circumstances must a licensee sign the LoE on behalf of the client.
- Licensees are reminded that any change/amendment to the terms agreed with the client and set out in the LoE which in anyway alters the current agreement, the LOE must be amended/re-issued, signed by the licensee to reflect the specific changes to the contract and returned signed by the client within the timeframes set out above.
- Any amendments to a Letter of Engagement (Property Service Agreement) **MUST** be agreed with your client, in writing, and signed and dated by both parties.
- Where Letters of Engagement (LoE) are in place in relation to Multi Unit Developments (Category D Licence), licensees must ensure that once the LoE has expired they have ceased to provide the property management service immediately or ensure that a new LoE is signed and dated by both parties is in place on foot of the expiration of the current LoE.
- The use of electronic signatures for signing all PSRA documents must be through a secure encrypted method which prevents the document from being edited or changed in any way after the document is signed by the relevant parties.



## Secure Disposal of Confidential Documents

The Authority wishes to remind all licensees of their obligations in relation to the disposal of confidential documentation/personal data.

Please see the infographic below, which outlines the steps to be taken by licensees when disposing of such material internally or when engaging a third party to dispose of your confidential documentation.



### PSRA CONTACT DETAILS:

Property Services  
Regulatory Authority,  
Abbey Buildings,  
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



## Housing Agency Explainer Webinar: New Training Resources to Support MUDs Retrofitting

On 16 December, the Housing Agency will hold a lunchtime live webinar to deliver access to new training resources to support retrofitting in multi-unit developments.

Resource videos and written material (including case studies) cover financing, stakeholder engagement, and governance issues involved in the retrofitting of MUDs.

The live webinar will be of interest to people involved with owners' management companies (OMCs) and MUDs, including licensed property management professionals, and directors of OMCs.

The training resources arise from an EU-supported multi-country research project to advance building decarbonisation.

The 30-minute webinar will take place at 12.30pm on Tuesday 16 December 2025.

Further details, including how to register on Zoom, are available from the Housing Agency at-  
<https://www.housingagency.ie/news-events/explainer-webinar-new-training-resources-support-muds-retrofitting-0>



An Ghníomhaireacht  
Tithíochta  
The Housing Agency

### NEW TRAINING RESOURCES TO SUPPORT MULTI-UNIT DEVELOPMENTS RETROFITTING

The Housing Agency will hold a lunchtime live webinar to deliver access to new training resources to support retrofitting in multi-unit developments, mainly apartments.

Resource videos and written material (including case studies) cover financing, stakeholder engagement, and governance issues involved in the retrofitting of MUDs.

**Tuesday, 16th December 2025 @12.30pm**

For more information and to register please visit [housingagency.ie/news-and-events](https://www.housingagency.ie/news-and-events)

*Wishing you all  
a safe and peaceful  
Christmas  
and a prosperous 2026*