



Welcome

Welcome to the June issue of “PSRA News”. In this edition we provide information on the management of client accounts for marts, the use of Point of Sale machines, a reminder about minimum accounting records to be held by licensees, along with details of upcoming webinars and networking meetings and much more.

The PSRA Communications Team

Former Licensed Property Management Agent Convicted of Unlicensed Trading

On 9 April 2026, in Dun Laoghaire District Court, Judge Shannon convicted Ms Audrey Hallam of Hallam Property Limited on three charges of trading without a valid property services licence and imposed a fine of €500 per charge, to be paid within 6 months.



In 2024, the Property Services Regulatory Authority (the PSRA) initiated an investigation into Ms Audrey Hallam of Hallam Property Limited following the receipt of evidence from a member of the public who had reasons to believe Ms. Hallam was providing property management services without a licence.

Following a full investigation, the PSRA was satisfied that Ms. Audrey Hallam was providing property management services to a number of multi-unit developments without a licence and that she was holding herself out as available to provide property management services by using an expired PSRA Licence she had once held.

On 9 April 2026, in Dun Laoghaire District Court Ms. Hallam pleaded guilty to the following charges:

- Providing property management services to a multi-unit development in the absence of a PSRA licence in November 2023,
- Providing property management services to another multi-unit development in the absence of a PSRA licence between July 2024 and December 2024, and
- Presenting herself as available to provide property management services by using her expired PSRA licence number in January 2024.

Judge Shannon noted that Ms Hallam was previously a lawful provider and that she had the qualifications and expertise for the provision of property management service. Despite this Ms Hallam had failed to maintain her licence and was therefore trading in an unlawful capacity. Judge Shannon convicted Ms. Hallam on all three charges and imposed a fine of €500 per charge, to be paid within six months.

The PSRA wishes to highlight that it has a zero-tolerance policy in relation to unlicensed trading and any person(s) found to be providing a property service or holding themselves out as available to provide a property service without the appropriate licence will be prosecuted.

The PSRA also wishes to remind the public that when they engage the services of a property services provider, to ensure that they are licensed by the PSRA by checking the Register of Licensed Property Services Providers on its website www.psr.ie.



Maeve Hogan, PSRA Chief Executive

After 11 years of dedicated service, our Chief Executive, Maeve Hogan, will soon be stepping down from her role with the PSRA.

Throughout her tenure, Maeve has been a steadfast guiding force for the PSRA, driving significant advancements in regulatory standards, licensing efficiency and professional integrity across the property services sector.

Maeve oversaw the introduction of the online licence application portal and embraced new technology to modernise our services, making communication and transactions smoother for our licensees and the public. She had guided the Authority through the Covid pandemic and many other challenges faced during her time in office.

Her leadership has not only strengthened the sector but has also fostered a more transparent and trusted environment. We wish her the very best in all her future endeavours.

Refund of Deposit – Accountant Court of Justice (High Court)

Prior to the establishment of the Property Services Regulatory Authority (PSRA) in 2012, auctioneers under the **'Auctioneers and House Agents Acts 1947-1973'** were required as part of the then licensing system to deposit £10,000 Irish Pounds with the High Court. For a number of agents, these funds deposited by Auctioneers, House Agents, Companies remain with the High Court and have not been refunded to date.

The pursuit of refunding such funds has been spear headed by the former Chief Executive of IPAV, Mr Pat Davitt who actively engaged directly with the Courts Service seeking the refund of these deposits.

Mr Davit has advised that in respect of those Auctioneers/Agents who may fall within this category of being entitled to a refund of their deposit, the Courts Service has now put in place a process to facilitate the refund of this deposit and interest.

Action Required.

If you are an agent who has been seeking or is entitled to a refund of your deposit from the High Court, a simplified process to do so, has been introduced by the Courts Service. The Courts Service requires that you complete and submit an Affidavit for the refund of deposits. The Affidavit to apply for refund of deposit is available [here](#).

All related enquires should be directed to the **Accountant of the Court of Justice ONLY**. **Do Not Contact the PSRA or IPAV in relation to this matter as you will be referred to the contact details below.**

Contact Details for the Accountant of the High Court:

Accountant of the Court of Justice

3rd Floor

Phoenix House

15/24 Phonenix Street

Dublin 7

Telephone: 8886106

Email: accountantsofficeAR@courts.ie accountantsofficeAP@courts.ie accountantsofficeCR@courts.ie

Client Bank Accounts - Message to Marts

It has come to the Authority's attention, that some marts are:

- i. not withdrawing surpluses from their client bank accounts, and
- ii. not taking their commissions in a timely manner

Regulation 7(3) of the Client Moneys Regulations 2012 (the Regulations), prevents a licensee from holding moneys other than client moneys in a client bank account.

A mart may on occasion, and with the consent of the Authority, lodge money other than client moneys into its client bank account in order to pay vendors. The client bank account must however be reconciled in a timely manner and, all moneys owing to the mart should be transferred to the office bank account without delay.

Regulation 6(6)(iii) of the Regulations, provides that a licensee should withdraw moneys from the client bank account in respect of commissions/fees, in a timely manner.

In the Regulations a 'timely manner' is defined as within a period not exceeding 3 months. Therefore, any commissions/fees owing to a licensee from the client bank account should be withdrawn no later than 3 months from the date they become due to the licensee.

Changing Mandated Persons on a Client Bank Account

If a person or persons mandated on a client bank account is/are to be removed and replaced with another person or persons, each new mandated person or persons collectively must:

1. Make an appointment with:
 - (i) the customer service advisor at the Allied Irish Bank branch where the client bank account is held;
 - or
 - (ii) in the case of Bank of Ireland, the business advisor in the branch where the client bank account is held.
2. Each person who is being added to the mandate, must attend in person at that branch for the new mandate to be signed and witnessed.
3. They must bring photo identification (e.g. Passport, Driver's Licence) along with proof of address within the last 6 months (e.g. utility bill, mobile phone bill, gas or ESB bill).

Following these steps the mandate on the client bank account will be updated to include the new person(s). You must ensure that previous mandated person(s) are removed from the mandate.

Bank Charges on Client Bank Accounts

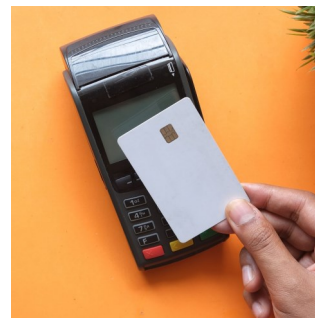
The Authority sought clarity from the Bank of Ireland and Allied Irish Banks in respect of bank charges on client bank accounts. Both banks have confirmed that generally bank charges relating to client bank accounts can be charged to the office/business bank account of a licensee.

In the event the bank cannot facilitate this, please contact the Authority at licence@psr.ie advising of same and the matter will be addressed.

Point of Sale Terminals

Licensees are reminded of their obligation under Regulation 6(1) of the Client Money Regulations 2012 to ensure all client moneys are paid into a client bank account without unnecessary delays. If a licensee's Point of Sale (POS) card machines are linked to their office bank account, any clients moneys received through the POS terminal must be transferred to the client bank account as soon as possible.

If the licensee does not reconcile their office bank account in a timely manner and as a result, there is a delay with the moneys owing to the client bank account being transferred, the licensee is in breach of Regulation 6(1) of the Client Money Regulations.



Minimum Accounting Records to be held by all licensees

The Authority wishes to remind licensees that under Regulation 11 of the Client Money Regulations 2012, they are required to maintain the following accounting records:

1. Cash Books,
2. Office and Client Ledgers,
3. Records of bank lodgements received in connection with and arising out of the provision of property services,
4. Bank Account Register,
5. Client Files,
6. Copies of Statement of Fees and Outlays,
7. Copies of Balancing Statements, and
8. Accountant's Reports

And the above records must be retained for a period of at least 7 years.

Changes to PSRALicences.ie

Changes to the PSRALicences.ie platform will be introduced in the coming months.

As part of these changes, you will be asked to update your psralicences.ie account with:

1. Your licence type (individual, sole trader, partnership/company);
2. Your full name/company name/partnership name; and
3. Your PPSN/Tax Reference Number.

Your PPSN/Tax Reference Number will be independently verified by the Authority.

These changes are being made in preparation for the introduction of a digital messaging system within PSRALicences.ie which will allow the Authority to issue correspondence to you via the online platform. In order to operate a digital messaging system, the Authority must ensure that each licensee has an individual verified PSRALicences.ie account.

The PSRA will notify you of the implementation date of these changes.



The Housing Agency recently launched *MUD Matters*, a newsletter for people involved with multi-unit developments (MUDs) and owners' management companies (OMCs).

To subscribe to this newsletter, visit the Agency's website at www.housingagency.ie/mud-matters-newsletter

Regional Networking and Information Meetings for MUDs, Apartments, and OMCs

In September and October 2026, the Housing Agency will hold evening networking and information meetings for stakeholders in MUDs.

Directors of OMCs, homeowners, service providers, and other interested parties are invited to attend. The sessions will cover:

- Self-directed networking and knowledge sharing amongst participants
- Challenges faced by OMCs & managed estates
- Roles and responsibilities
- Resources available

Meetings will take place on Wednesday evenings as follows:

Date	Venue
9 September	Carlton Hotel, Blanchardstown, Dublin, D15 EYX5
16 September	Ashling Hotel, Dublin, D08 P38N
23 September	Rochestown Park Hotel, Cork, T12 AKC8
30 September	Gateway Hotel, Dundalk, A91 EF88
7 October	Athlone Springs Hotel, Athlone, N37 F9T3
21 October	Treacy's West County Hotel, Ennis, V95 C9CT

Registration, free of charge, is required to attend. Details will be available via the Housing Agency's *MUD Matters* newsletter and its website.

Subscribe for MUD Matters at www.housingagency.ie/mud-matters-newsletter

Webinar – Consumer Protections for OMCs: Insights from the PSRA

On 20 May 2026, almost 140 people attended a live webinar hosted by the Housing Agency and the PSRA. The live session, including Q&A, addressed consumer protections for OMCs engaging licensed property management agents to run their developments.

A recording is available on the Housing Agency's YouTube channel at <https://youtu.be/LCrg0ymU-Ug?si=UV3nEtC2cfpRXsNZ>

CONTACT US: Property Services Regulatory Authority, Abbey Buildings, Abbey Road, Navan, Co Meath, C15 K7PY.

Email: info@psr.ie **Web:** www.psr.ie **Telephone:** 046-9033800 / **Freephone:** 1800-252712 (10 am - 12:30 pm)