



PROPERTY SERVICES
REGULATORY AUTHORITY

Freedom of Information Publication Scheme

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1. Introduction

Section 8 of the Freedom of Information (FOI) Act, 2014 requires public bodies to publish details of their structures, functions, powers and the services they provide to the public. Public bodies are further required to publish details of the types of records they hold and the procedures and practices they operate under. This is known as the Publication Scheme.

The purpose of the Scheme is to make information about public bodies routinely available to the public without requiring formal FOI requests. The Publication Scheme fosters greater openness, transparency and accountability.

The Publication Scheme for the Property Services Regulatory Authority (PSRA) is set out below.

2. Information about the FOI Body

Establishment of organisation: The PSRA was established on 3 April 2012 pursuant to the Property Services (Regulation) Act 2011 (the Act).

Roles and responsibilities and functions: The PSRA is the statutory body with responsibility for licensing and regulating the property services sector in Ireland. The Act establishing the Authority provides for the licensing of a number of categories of Property Services Providers namely:

- **Auctioneers:** Persons engaged in the auction of property other than land (Licence Category A)
- **Estate Agents:** Persons engaged in the purchase or sale of land by whatever means (Licence Category B)
- **Letting Agents:** Persons engaged in the letting of land (Licence Category C)
- **Management Agents:** Persons engaged in the provision of property management services on behalf of Owner Management Companies (Licence Category D)

The key functions of the Authority include:

- To supervise and regulate Property Services Providers;
- To operate a comprehensive licensing system covering all Property Services Providers;
- To specify and enforce standards for the granting of licences to Property Services Providers (e.g. educational/training standards, levels of professional indemnity insurance), and standards to be observed in the provision of property services by Property Services Providers (e.g. technical standards, appropriate ethical standards);
- To administer a system of investigation and adjudication of complaints against Property Services Providers;
- To administer a system of investigation of standards in the provision of property services;
- To promote increased consumer protection and public awareness in the provision of property services;
- To maintain and administer a Compensation Fund;
- To maintain a Code of Practice for Property Services Providers;
- To maintain a Public Register of Residential Property Sales Prices; a Commercial Leases Database; a Public Register of Licensed Property Services Providers;
- To act as the State Competent Authority for Money Laundering for the property services sector;
- To assist the Minister in the development of policy in regulating the sector;
- To undertake or commission research projects.

Governance/Management arrangements: Corporate Governance within the PSRA is guided by:

- Property Services (Regulation) Act 2011
- Code of Practice for the Governance of State Bodies
- Code of Business Conduct for members of the Authority
- The Public Spending Code

As a public body, the PSRA complies with all relevant matters relating to corporate governance issued by its parent Department i.e. the Department of Housing, Local Government and Heritage (DHLGH) and by the Department of Public Expenditure, NDP Delivery and Reform and by any other Government Department.

Further information on PSRA Corporate Governance is available at:

<https://www.psr.ie/publications/corporate-governance/>

Corporate Plans and Strategies: The Strategic Plan outlines the strategic goals and objectives of the PSRA. These goals and objectives are in addition to the day-to-day operations of the Authority and provide a clear direction for the Authority in continuing to fulfil its statutory remit. The Strategic Plan is available at: <https://www.psr.ie/publications/corporate-governance/strategy-reports/>

Annual Report: PSRA Annual Reports are available at: <https://www.psr.ie/publications/corporate-governance/annual-reports/>

Organisation and Pay/Grading Structures: Pay scales and travel and subsistence rates for all civil servants are agreed by the Department of Public Expenditure, NDP Delivery and Reform. The Authority's staffing structure is a four Unit structure led at Assistant Principal level to support the CEO with responsibility for:

1. Licensing
2. Strategic Development, Governance, Communications and Continuous Professional Development
3. Corporate Affairs and Property Registers
4. Investigations, Anti Money Laundering and Compensation Fund

Locations and contact details for the organisation: The PSRA's headquarters are based at Abbey Buildings, Abbey Road, Navan, Co Meath, C15K7PY, with a second office also in Custom House, Dublin. Contact details include Freephone 1800-252712, Telephone 046-9033800, Email info@psr.ie

Customer Charters: The PSRA is committed to providing quality customer service. The PSRA's Customer Service Action Plan and Customer Charter are based around the Twelve Guiding Principles of Quality Customer Service. These documents are available at: <https://www.psr.ie/about-us/customer-service/>

Codes of Practice or Guidelines: The PSRA maintains a Code of Practice for Property Services Providers. The purpose of the Code of Practice is to set out and promote standards and principles recognised as necessary for the effective delivery of property services to clients, the public and all those who engage with the sector. The Code of Practice is available at: <https://www.psr.ie/wp-content/uploads/2022/04/PSPs-Code-of-Practice.pdf>

3. Service Provided to the Public

Services Provided to the Public: The services the PSRA provides to the public includes:

- **Licensing:** Regulation and licensing of Property Services Providers.
- **Public Registers:** Maintenance of the Register of Licensed Property Services Providers, the Commercial Leases Register and the Residential Property Price Register.
- **Complaints and Investigations:** Administer a system of investigation and adjudication of complaints against Property Services Providers. The PSRA has formal complaints and appeals procedures in place which are available at: <https://www.psr.ie/consumers-information/investigation-of-complaints/>
- **Compensation Fund:** Maintain and administer a Compensation Fund.
- **How to Access:** Services can be accessed online via the PSRA website www.psr.ie or through designated application forms.

4. Decision Making Process for Major Policy Proposals

Effective from 1 August 2025, the functions of the Authority transferred from the Department of Justice, Home Affairs and Migration to the Department of Housing, Local Government and Heritage. The transfer, implemented under S.I. No. 392/2025 - Property Services (Transfer of Departmental Administration and Ministerial Functions) Order 2025, aligns the Authority's regulatory activities more closely with the broader housing and property policy landscape.

The PSRA is a regulatory body and does not make public policy. However, the PSRA keeps the Minister informed of developments in respect of the provision of property services by licensees and assists the Minister in co-ordinating and developing policy in that regard.

5. Financial Information

Financial statements: The PSRA Financial Statements are available at:

<https://www.psr.ie/publications/corporate-governance/financial-statements/>

Payments or Purchase Orders for goods and service: Details, on a quarterly basis, of payments or purchase orders for goods and services of more than €20,000, if applicable, will be published at:

<https://www.psr.ie/foi/payments-for-goods-and-services/>

Governance Board Member remuneration: A schedule of attendance, fees and expenses of Board and Committee members is available in the PSRA Financial Statements, which are available at:

<https://www.psr.ie/publications/corporate-governance/financial-statements/>

6. Procurement

Procurement policies: The PSRA aligns its procurement policies with EU and Irish legislation, utilising Office of Government Procurement frameworks and a dedicated Corporate Procurement Plan. The PSRA Procurement Plan is available at: <https://www.psr.ie/foi/procurement/>

Tenders: Details of current tender competitions over €50,000 are available on www.etenders.gov.ie

Public Contracts: Details of contracts awarded over €50,000 are published on www.etenders.gov.ie, in line with Irish law and EU Directives. For more information, visit the PSRA Procurement page at: <https://www.psr.ie/foi/procurement/>

7. FOI Disclosure Log and Other Information to be Published Routinely

Disclosure Log: The PSRA maintains a dedicated FOI Disclosure Log. This log publishes details about the types of non-personal requests handled by the Authority, listed chronologically by the date received. To ensure transparency while maintaining privacy, it does not publish individual requester identities but provides the summary of the information requested and the exact decision reached. The FOI Disclosure Log is available at: <https://www.psr.ie/foi/>

Reports: The PSRA publishes information on a routine basis. This includes, but is not limited to, Annual Reports, Financial Statements, Oversight Agreements, Performance Delivery Agreements, Strategy Reports, Protected Disclosure Reports and Public Sector Duty Implementation Plan. Reports are available under the Publications section at: <https://www.psr.ie/publications/>

Commercial publications and relative charges: As part of its regulatory functions, the PSRA maintains the Register of Licensed Property Services Providers, the Commercial Leases Register and the Residential Property Price Register. Information on these Registers is available at: <https://www.psr.ie/psra-registers/>. There is no charge currently associated with accessing the PSRA registers.

Information held by the body which is sought regularly: The PSRA publishes quarterly newsletters. PSRA newsletters are available at: <https://www.psr.ie/publications/news-press-releases/newsletters/>

The PSRA also publishes details of major sanctions, revocations or convictions, including the identity of the company or individual involved, on the Authority's website for a defined period in accordance with the PSRA Communication Policy. Once the relevant duration has passed, the identity of the company or individual involved will be anonymised. In the absence of a recorded conviction the authority does not identify parties to a prosecution. Where multiple major sanctions are imposed, duration of publication of the company's or individual's identity is based on the duration of the longest sanction affirmed by the High Court. This information is available at: <https://www.psr.ie/sanctions-prosecutions/>