



PSRA NEWS

The Quarterly Newsletter of The Property Services Regulatory Authority

September 2026

Welcome

Welcome to the September issue of “PSRA News”. In this edition you will find information on the updated Letters of Engagement and Record of Offers form, as well as details of the new PSRA Strategic Plan for 2026-2029 and up to date news and reminders from the Investigations and Licensing Units of the Property Services Regulatory Authority (PSRA)

The PSRA Communications Team

Letters of Engagement

The Authority wishes to remind licensees that the PSRA template Letters of Engagement (LoE) have been amended, updated and published on our website www.psr.ie.

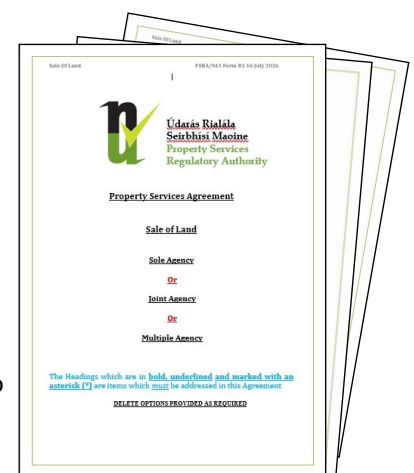
To ensure you are using the most up to date LoE templates, please refer to the date on the top right of the template document. The updated template LoE for the sale of property (LoE B1) is dated 16 July 2026. The new LoE templates for all other property services are dated 12 August 2026.

The new template LoEs are to be used when engaging a new client or when entering into a new agreement with an existing client, following the expiry of the current LoE.

It is important to note that the LoE is a legally binding contract between the licensee and their client and should be signed and dated by both parties, as required under Section 43 of the Property Services Regulation Act 2011.

Two copies of the LoE must be signed and dated by the licensee and issued to the client within seven working days of starting to provide, or agreeing to provide, the property service. The client must add his/her signature to both copies and return one copy to the licensee. The second copy of the LoE is to be kept by the client for their own records.

In the event that the licensee does not receive the signed and dated copy of the LoE from their client within 14 working days of the licensee starting to provide property services, or agreeing to provide property services, they must immediately cease providing the property services.



Selecting from Available Options on the LoE

Some sections of the LoE require the parties involved to select terms from a number of available options. The licensee and their client should discuss these options and come to a mutual agreement on which terms will be applied. The option(s) that have not been selected, should be deleted from the LoE before the LoE is signed by either party.

If the optional text is not applicable/suitable, alternative text can be added to the LoE by the licensee once their client agrees with the alternative terms set out.

Critically, licensees should ensure that their clients are fully aware of their responsibilities in relation to fees, outlays and expenses, particularly in the event that the contract is terminated.

Under no circumstances should an LoE be signed by a licensee on behalf of their client.

Acknowledgement of Bids/Offers

Recently, the Authority has received a number of complaints from prospective purchasers reporting that their bids/offers have not been acknowledged in writing.

The Authority wishes to remind licensees that, when selling property by private treaty, all bids/offers received must be acknowledged in writing to the prospective purchaser.

Failure to comply with this requirement is a breach of Regulation 15(2) of the Property Services (Regulation) Act 2011, (Minimum Standards) Regulations 2020.

Licensees should note that the Record of Offers Form (S.61) has recently been updated to assist licensees in complying with Regulation 15(2). The amended form allows the licensee to record the date and time that a bid/offer was acknowledged in writing to the prospective purchaser.

The amended Record of Offers Form is available on the PSRA's website at www.psr.ie

Advertisements

The Authority has received a number of reports of property advertisements containing false or misleading information.

The Authority wishes to remind licensees that knowingly including false or misleading information in a property advertisement is a breach of the 2020 Minimum Standards Regulations.

Where an inaccuracy is identified in an advertisement, after it has been published, the licensee should take prompt action to correct it.



Updating Advertisements Status

The Authority also wishes to remind licensees that they must update the advertisement status of properties, following the completion of unconditional contracts for sale, or in the case of lettings, where tenancies have commenced.

Updating advertisements is a legal obligation which assists the public and prevents time wasting for both consumers and licensees.

Failure to update an advertisement within 10 working days of the completion of the contract/commencement of the tenancy, is a breach of the 2020 Minimum Standards Regulations.

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)

Licence Renewal Application Submission Deadlines

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

- The deadline for your 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 Authority will only facilitate a late submission where there are exceptional circumstances, which prevented the licensee from submitting the application on time.

Late applications will not be facilitated for any of the reasons set out below:

- Post not received due to changed address,
- Licensee being on holidays at the time of renewal,
- Accountant's Report not being ready.

The onus is on each individual licensee, business and employee/principal officer, to ensure that their postal addresses is up to date with the PSRA.

Any business licensee who is awaiting an accountant's report, and is concerned it might delay their application submission should contact the PSRA **prior to the deadline**. The PSRA Licensing Section can be contacted directly at licence@psr.ie. All licensees should be aware that licence renewal application received after the deadline may be refused.

Licensees should also be aware that an application will only be considered "submitted" on the date the application fee has been paid. Applications paid after the deadline date will be considered as late submissions.

Designated Contact Email – Why it Matters

The PSRA will **only communicate with an applicant/licensee** via the **designated contact email address** provided on the licence application/renewal form.

Key tips:

- Use the correct email when contacting the PSRA (i.e. the email supplied on your application form).
- When registering or updating your details, choose an email address/account that you can access **outside your workplace**, especially if you're an employee.

It's your responsibility to make sure your contact details are accurate and up to date.

Signature Requirements (Reminder)

The PSRA Licensing Section would like to remind licensees that signed documents being submitted to the Authority as part of a licence/renewal application, (e.g. an Accountant's reports), must be either **physically signed** or signed **using a verified eSignature platform**.

If using an eSignature platform, make sure the **Doc/Envelope ID** is visible. Include **authentication or verification documents**, where applicable.

Hard copy documents, having been physically signed, can be scanned and submitted via the licence application portal.

Images of signatures that have been copied and pasted on to a soft copy document will not be accepted.

Farewell Maeve

As reported in the June Newsletter, Maeve Hogan's term as CEO of the PSRA has come to an end and we bade her farewell in late August.

During her 11 year tenure, Maeve transformed the Authority, overcoming many challenges along the way. The success of the Authority in fulfilling and exceeding its statutory remit is a testament to Maeve's dedication and leadership. We are all immensely grateful for everything that Maeve has given, not only to the PSRA, but to the sector as a whole.

We wish Maeve every success in her next chapter.

The process to appoint Maeve's successor is ongoing.

2025 PSRA Annual Report

The 2025 PSRA Annual Report has been published. The report offers a comprehensive overview of the Authority's activities and achievements during the year.

2025 was a highly productive year, with the Authority making significant progress towards implementing our strategic goals. Noteworthy achievements include the airing of a TV ad for the first time, 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 Annual Report is available on the [PSRA website](#).



PSRA Strategic Plan 2026 – 2029

The PSRA Strategic Plan 2026 – 2029 has been approved by the Minister for Housing, Local Government and Heritage and has been published on the PSRA website. This plan covers the period from 1st September 2026 to 31st August 2029, and outlines the key goals and objectives that the Authority commits to achieving within this timeframe.

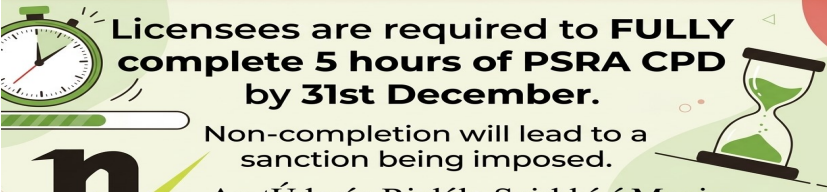
In drafting this Plan the Authority engaged extensively with a broad range of stakeholders to ensure that the goals and objectives are reflective of the modern regulatory environment. The implementation of these goals and objectives during the lifetime of the Plan will be carried out in addition to the normal day-to-day operations of the Authority.

The goals set out in the Plan focus on collaboration, modernisation and consumer protection. The Authority aims to maintain rigorous oversight that prioritises the safety and interests of the public in every property transaction.

The Strategic Plan is available on the [PSRA website](#).



TIME IS RUNNING OUT



Licensees are required to FULLY complete 5 hours of PSRA CPD by 31st December.

Non-completion will lead to a sanction being imposed.

An tÚdarás Rialála Seirbhísí Maoine
Property Services Regulatory Authority

ACT NOW - STAY COMPLIANT

Visit www.psr.ie for more details.

PSRA Media Campaigns

As the new academic year commences, the search for student accommodation is a high priority for many young people across the country.

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. With reports of bogus letting agents targeting students in the past, the PSRA sends out a strong message to students and their parents, that letting agents, i.e. agents sourcing tenants and collecting deposits or rent on behalf of a landlord, must be licensed by the PSRA.

This two-week campaign, which commenced on 17th August, ran on national, urban and local radio stations, digital radio and social media.

The Authority also ran a general awareness campaign on television in the first two weeks of August.

The Housing Agency

The Housing Agency's Autumn public outreach meetings for MUDs are underway. Full details are available at- www.housingagency.ie/news/networking-and-information-meetings-for-people-involved-with-apartments-muds-and-omcs/



Register Now

Networking and Information Meetings
For stakeholders in Multi-Unit Developments

Aimed at residents, owners, and directors of owners' management companies (OMCs).

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

Events are free to attend.
6.30pm – 7.00pm Networking
7.00pm – 8.30pm Presentation & Q&A

Register and find out more:
www.housingagency.ie/news-events

An Ghníomhaireacht Tithíochta
The Housing Agency

Webinar on Sinking Funds

Almost 320 stakeholders, including licensed property management agents, OMC directors, and other people involved with MUDs, attended the Housing Agency's recent live webinar '*Sinking Funds – Insights for OMCs*'. A recording of the webinar is available on the Agency's YouTube channel via the following link- <https://youtu.be/2EWKUSxnZjM?si=AXLpGetioTbUxNqv>

