

The Authority wishes to make members of the public aware that it remains open for business during the COVID 19 pandemic and that members of the public may continue to:

- submit complaints of improper conduct against licensed property services providers,
- make claims on the Property Services Compensation Fund, and
- submit reports of unlicensed operators providing property services illegally.

The Authority is aware of the potential for disruption to the postal service during the COVID19 pandemic and is mindful of the general need to reduce physical movements of people in society at this difficult time, as well as the desire to minimise multiple individuals handling paper records. In the circumstances, as well as accepting post in the normal way, the Authority will accept e-mails to info@psr.ie of correspondence that would normally be posted to the Authority.

Complaints of Improper Conduct: Complaints of improper conduct against licensees, along with scanned copies of any supporting evidence or documentation, may be e-mailed to info@psr.ie **NB:** any e-mailed complaint **must** contain clear identifying information in relation to the complainant and this information may be subject to verification by the Authority at a later date. **At a minimum, the complainant's full name and full postal address must be included.** Complaints containing only e-mail addresses or telephone numbers will not be accepted by the Authority and will be returned to the sender requesting full identifying information for the complainant.

Claims on the Property Services Compensation Fund: A guide to the Compensation Fund is published elsewhere on this website. This guide stresses the need for all applications for compensation to be sworn in the presence of a solicitor or Commissioner for Oaths. **This requirement for compensation applications to be sworn remains in place.** However, scanned copies of the sworn application, as well as any supporting evidence or documentation, may be e-mailed to info@psr.ie. The originals of e-mailed documents should be retained by the compensation applicant and may be sought by the Authority at a later date.

Reports of Property Services Being Provided Illegally: The position is different regarding reports of unlicensed operators providing property services illegally. Members of the public may continue to send reports to the Authority of unlicensed operators providing property services by post, telephone or by e-mail to info@psr.ie. There is no need for full identifying information of the person making the report to be included in such cases and, in fact, they may be made anonymously. The reason for the difference is that the person making such report is not a party to any subsequent investigation or prosecution.