

## FOI Disclosure Log and Other Information Routinely Published

The Freedom of Information (FOI) Act 2014 requires bodies such as the Authority to publish a disclosure log, which contains details of the types of requests received under FOI and the decisions made by the body in response to those requests.

The Authority's FOI Disclosure Log in relation to non-personal requests is available below.

Disclosures are listed in order of the date the request was received by the Authority. Please note that, for privacy reasons, identifying information such as the name of the requester is not included in the disclosure log.

### Summary of Non Personal Freedom of Information Requests submitted to the Authority

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
01-2016	14/04/2016	12/05/2016	Findings of "improper conduct" against Estate Agents since the beginning of 2015 including summary of findings, names of the agents against whom findings were made and details of sanctions applied	Journalist	Part Granted	S15 Administrative – records available in public domain S36 Commercially Sensitive S37 Personal Information

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
02-2016	19/07/2016 & 10/08/2016	17/08/2016	Number of companies / individuals investigated by the PSRA for suspected "improper conduct". Number of investigations launched as a result of complaints received by members of the public and dates investigations commenced. Number of investigations launched solely on the volition of the PSRA and dates investigations commenced. For investigations that found "improper conduct" what penalties were imposed.	Individual	Part Granted	S36 Commercially Sensitive S37 Personal Information
03-2017	15/12/2017	04/01/2018	Details of the Auditor who conducted the audit on behalf of the Property Services Regulatory Authority on a licensee.	Accountant	Granted	N/A
01-2018	26/01/2018	13/02/2018	Number of complaints to the PSRA about property management agents for 2014 – 2017. How many of these complaints were addressed / resolved / brought to completion and were deemed open / active within each year 2014 -2017. How many of these resolved complaints lead to a sanction against the managing agent. How many of these complaints had other outcomes and please state outcome.	Journalist	Granted	N/A

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
			List the names of property management agents against which a sanction applied.			
02-2018	21/03/2018	20/04/2018	All records relating to the use or potential use of Eircodes in regard to the Property Price Register.	Individual	Granted	N/A
04-2018	18/04/2018	17/05/2018	Information about licensees who have had their licence revoked by the Property Services Regulatory Authority or a fine of up to €250,000 who have engaged in 'improper conduct' since the Authority was established.  Details of prosecutions, convictions and major sanctions carried out by the Property Services Regulatory Authority since the Authority was established. Including date, name of agent, reason for sanction and decision of Authority or court and fine.	Journalist	Part Granted	S15 Administrative – records available in public domain
06-2018	03/05/2018	29/05/2018	2016 Annual Report states that some investigation work was outsourced following a competitive tender process. Provide the details of this tender process – 1. How many firms tendered? 2. Who were they?	Individual	Granted	N/A

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
			3. What the criteria was for selecting the winning tender			
02-2019	18/07/2019	09/08/2019	<ol style="list-style-type: none"> <li>1. How many reports has the PSRA received of unregistered property service providers in the last 12 months?</li> <li>2. How many investigations the PSRA initiated as a result of the reports received in the last 12 months?</li> <li>3. How many investigations the PSRA completed from reports received in the last 12 months?</li> <li>4. How many sanctions were placed on unregistered property service providers in the last 12 months?</li> </ol>	Individual	Refuse	<p>S32 Law enforcement &amp; public safety  S35 Information obtained in confidence  S37 Personal information</p> <p>This information was provided to the requester outside the framework of FOI.</p>
03-2019	11/10/2019	23/10/2019	A list of individual planning authorities that contacted the PSRA about the circular letter from the Department of Housing (PL 10/2017 APH 3/2017 Guidance), including the date that they contacted the PSRA and also a copy of the guidance that was sent out to operators following this contact and the form by which the guidance was sent.	Individual	Refuse	S15(1)(a) record does not exist.

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
			Any additional guidance that was sent to operators about short term lets not in relation to the above circular.			
01-2020	13/01/2020	10/02/2020	<ul style="list-style-type: none"> <li>- The minutes of all meetings of the organisation's Board/governing authority/ management committee, or equivalent central authority, held in 2019.</li> <li>- The minutes of all meetings of the Board/governing authority/management committee, or equivalent central authority held in 2019, of any other organisation's which this FOI office is the point of contact for.</li> </ul>	Journalist	Part Grant	29(1) – Deliberations of FOI bodies 30(1) – Functions and negotiations of FOI bodies 31(1) – Parliamentary, court and certain other matters 32(1) – Law enforcement and public safety 37(1) – Personal Information
05-2020	06/05/2020	15/05/2020	How many complaints have been sent to the PSRA and of them how many of these have been investigated before having to appeal?	Individual	Refuse	15(1)(d) - the information is already in the public domain 15(1)(e)- publication of the record is required by law and is intended to be effected not later than 12 weeks after the receipt of the request by the head

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
						This information was provided to the requester outside the framework of FOI.
06-2020	29/06/2020	23/07/2020	All records relating to (a) the criteria which the PSRA uses to decide whether an Owners Management Company (OMC) is being self run and consequently does not require a PSRA licence; (b) the criteria used to decide whether an OMC director and/or an entity belonging to him/her is providing services to the OMC for a consideration and so presumably requires a PSRA licence; and (c) any related legal advice received by the PSRA.	Individual	Refuse	15(1)(d) - the information is already in the public domain 15(1)(i)(i) – the information is available to the requester concerned 29(1) – Deliberations of FOI bodies 37(1) – Personal Information
08-2020	14/09/2020	08/10/2020	Request of the full files in relation to 4 PSRA investigations.	Individual	Refuse	15(1)(i)(i) – the information is available to the requester concerned 37(1) – Personal Information
09-2020	07/11/2020	24/11/2020	Records relating to the property service providers register.	Individual	Grant	N/A

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
11-2020	26/11/2020	11/12/2020	Records relating to the property service providers register.	Individual	Part Grant	15(1) the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
13-2020	30/12/2020	26/01/2021	<ul style="list-style-type: none"> <li>- The minutes of all meetings of the organisation's Board/governing authority/ management committee, or equivalent central authority, held in 2020.</li> <li>- The minutes of all meetings of the Board/governing authority/management committee, or equivalent central authority held in 2020, of any other organisation's which this FOI office is the point of contact for.</li> </ul>	Journalist	Part Grant	29(1) – Deliberations of FOI bodies 30(1) – Functions and negotiations of FOI bodies 31(1) – Parliamentary, court and certain other matters 32(1) – Law enforcement and public safety 36 (1) - Commercially Sensitive 37(1) – Personal Information
01-2021	16/01/2021	21/01/2021	Records relating to the Residential Property Price Register	Individual	Grant	N/A

02-2021	24/02/2021	23/02/2021	<ol style="list-style-type: none"> <li>1. Number of successful convictions of persons/ companies for contraventions of Section 28 of the Property Services (Regulation) Act 2011 per year since the PSRA was established</li> <li>2. Of the number of successful convictions as per (1) the average time it has taken from the time a complaint has been made to the PSRA to the time a conviction has been made by the courts</li> <li>3. The Number of complaints received by the PSRA in relation to unlicensed traders in 2020</li> <li>4. Of the complaints received as per (3) please provide a breakdown of these complaints whether the complaints were upheld or those which were closed subject to no further investigation</li> <li>5. Of the number of complaints received which were upheld as per (4) could you please provide the number of</li> </ol>	Individual	Part Grant	<p>15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken</p> <p>15(1)(d) - the information is already in the public domain</p> <p>15(1)(e) - publication of the record is required by law and is intended to be effected not later than 12 weeks after the receipt of the request by the head</p>
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Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
			investigations/ complaints which are currently subject to/ in the process of court proceedings?			
04-2021	09/06/2021	18/06/2021	Records relating to all payments for legal services made by the PSRA to a particular barrister between Nov 2013 until June 2021	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
05-2021	06/07/2021	30/07/2021	Records relating to all complaints investigated against a particular licensee in relation to the retention of OMC Client funds.	Individual	Refuse	36 (1) - Commercially Sensitive
06-2021	16/09/2021	14/10/2021	<ol style="list-style-type: none"> <li>1. Correspondence in relation to a particular licensee which mention any of the following: cattle, sheep, livestock and animals.</li> <li>2. Any briefing notes in relation to a particular licensee and its lapsed licence from January 2018 to the present day</li> </ol>	Journalist	Part Grant	29(1) – Deliberations of FOI bodies 30(1) – Functions and negotiations of FOI bodies 31(1) – Parliamentary, court and certain other matters 36 (1) - Commercially Sensitive

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
						37(1) – Personal Information
07-2021	16/09/2021	14/10/2021	Copies of the results of routine audits undertaken at marts in 2018, 2019 and 2020.	Journalist	Refuse	30(1) – Functions and negotiations of FOI bodies 36 (1) - Commercially Sensitive
08-2021	09/11/2021	15/11/2021	<ol style="list-style-type: none"> <li>1. The number of complaints to the PSR about letting agents in 2018, 2019, 2020 and 2021 so far, broken down by type/reason</li> <li>2. The number of findings of "improper conduct" against letting agents in 2018, 2019, 2020, and 2021 so far, including summary of findings and names of the agents, plus the sanctions applied</li> </ol>	Journalist	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
09-2021	09/11/2021	25/11/2021	The minutes of all meetings of the organisation's Board/governing authority/management committee or equivalent, held in 2021 so far.'	Journalist	Part Grant	29(1) – Deliberations of FOI bodies 30(1) – Functions and negotiations of FOI bodies

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
						31(1) – Parliamentary, court and certain other matters 36 (1) - Commercially Sensitive 37(1) – Personal Information
10-2021	22/12/2021	19/01/2022	All registers of licensed property service providers published by PSRA on their website between Jan 2009- Dec 2021	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken 15(1)(c). - Voluminous
02-2022	14/01/2022	08/02/2022	All records relating to a particular licensee, as an agent.	Individual	Part Grant	15(1)(c). - Voluminous 15(1)(d) - the information is already in the public domain 15(1)(i)(i) – the information is available to the requester concerned 36 (1) - Commercially Sensitive 37(1) – Personal Information

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
03-2022	03/03/2022	31/03/2022	Data on all major sanction issued against PSR's since the inception of the PSRA. Copies of the final sanction letters issued to said PSR's once investigations were completed'	Individual	Part Grant	15(1)(d) - the information is already in the public 37(1) – Personal Information
05-2022	04/05/2022	19/05/2022	Data and information on the number of minor sanctions enforced against PSP from the inception of the PSRA where there was alleged misappropriation of monies from a client account	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
06-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information
07-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
08-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information
09-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information
10-2022	13/05/2022	02/06/2022	Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee	Individual	Part Grant	37(1) – Personal Information
11-2022	20/06/2022	22/06/2022	Records relating to all CCTV cameras that the Authority have procured from 2017 until the present, please provide:  - the names of each company and the names of the products including	Organisation	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

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			<p>the model numbers</p> <ul style="list-style-type: none"> <li>- the contracts with each company</li> <li>- the cost per unit and the total costs, and</li> <li>- the duration of contracts and/or licenses.</li> </ul> <p>2. Please provide records that state the capability of the CCTV cameras (along with their storage and processing units whether locally, on a server or in the cloud), such as facial recognition, temperature/thermal scanning, behaviour analysis, object detection or demographic detection (i.e. age, gender, clothing etc).</p> <p>3. For all CCTV cameras procured between 2019 and present, please also provide the documents and communication (such as letters and emails)</p>			

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			involving the company that was awarded the contract.			
12-2022	08/07/2022	29/07/2022	<ol style="list-style-type: none"> <li>1. Records relating to any internal review process regarding a named licensee's licence eligibility.</li> <li>2. Disclosure of records of memos or minutes other documents outlining any disablement/ probation or suspension regarding a named licensee's eligibility.</li> <li>3. Disclosure of records of documents outlining any complaints sent regarding a named licensee</li> </ol>	Individual	Part Grant	<p>36 (1) - Commercially Sensitive  37(1) – Personal Information</p>
13-2022	17/08/2022	02/09/2022	<ol style="list-style-type: none"> <li>1.Details of the complaint made against a named licensee.</li> <li>2. Details of the investigation into a named licensee</li> <li>3. Records relating to the Authority's findings when deliberating sanctions, specifically on section 73 of the act, sub sections (i) - (xv) against a named licensee</li> </ol>	Individual	Part Grant	<p>15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken  36 (1) - Commercially Sensitive  37(1) – Personal Information</p>

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
15-2022	01/09/2022	20/09/2022	Records relating to the Residential Property Price Register	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken 15(1)(d) - the information is already in the public
16-2022	12/09/2022	07/10/2022	Redacted details of cases, which have been reported to the PSRA since the requester is meeting with the PSRA regarding the same subject matter as his complaint.	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken



Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
17-2022	04/11/2022	25/11/2022	A summary of charges made against licensees misleading the general public into believing they have more licences than they do or held out themselves as being able to offer services which they are not licensed to carry out.	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
02-2023	24/01/2023	31/01/2023	Request for the following information concerning the advised market value for auctions/house sales of private properties over the past 5 years: <ul style="list-style-type: none"> <li>1. How many companies or estate agents have been sanctioned by the regulator for breaching the advised market value rules?</li> <li>2. Has any estate agent ever been struck off or urged to cease trading by the regulator?</li> </ul>	Journalist	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken 15(1)(d) - the information is already in the public

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
			<p>3. How much in euros worth of fines have been imposed on estate agents by the regulator for breaching its guidelines?</p> <p>4. How many complaints has the regulator received about estate agents for failing to provide an advised market value?</p> <p>5. Do you have any data for how much on average properties sold last year in Ireland above the asking price?</p> <p>6. How many estate agents have been sanctioned in any way for any offense by the regulator since 2018?</p>			
03-2023	09/02/2023	16/03/2023	Request a copy of the inspectors' final investigation report on a compliance audit.	Journalist	Refuse	30(1)(a) Functions and negotiations of FOI bodies.

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
						32(1)(a)(i) – Law enforcement and public safety. 36(1)(b)&(c) – Commercially Sensitive. 37(1) – Personal Information.
04-2023	19/03/2023	30/03/2023	Records relating to Licence Type A – The Auction of Property other than Land. 1) How many complaints have been received? 2) How many investigation have taken place? 3) Has any Licence Type A auctioneer been refused a licence? 4) How many licences have been revoked/cancelled?	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
05-2023	01/05/2023	17/05/2023	<p>Sonraí na hlarrachta I gcomhréir le hAlt 12 de chuid an Acht um Shaoráil Faisnéise, iarraim rochtain ar thaifid: neamh-phearsanta.</p> <p>Seo iad na taifid atá iarraidh agam ná: Táim ag iarriadh gach leagan den Phlean Gníomhaithe ar son na hAeráide, atá de dhualgas ag gach eagraíocht a bheith acu de réir an Acht Aeráide, le</p> <ol style="list-style-type: none"> <li>1. Sonraí iomlán de gach Phleann a bhí agat ó dul-i-bhfeidhm an Achta</li> <li>2. Dáta ar a foilsíodh gach Plean</li> <li>3. Dáta ar a chuaigh gach Plean i bhfeidhm</li> <li>4. An méid airgead, miondhealaithe de réir cúiseanna na gcoastas, a caitheadh ar chruthú agus ar chur i bhfeidhm gach Plean</li> </ol>	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
06-2023	11/07/2023	08/08/2023	Records relating to all submissions which a licensee submitted to the PSRA in its defence of a specified complaint and information on what a "Minor Warning" refers to.	Individual	Part Grant	15(1)(i) – The request relates to records already released, either to the same or a previous requester. 36(1)(b)&(c) – Commercially Sensitive. 37(1) – Personal Information.
08-2023	10/10/2023	06/11/2023	A copy of any complaints received in 2022, related to the Property Services (Regulation) Act 2011 (Minimum Standards) Regulations, specifically related to complaints about property service providers seeking or accepting any form of inducement (being any reward, advantage or enticement) in providing a property service.	Journalist	Refused	30(1)(a) - Functions and negotiations of FOI bodies. 35(1)(a), 35(1)(b) - Confidential Information. 36(1)(b), 36(1)(c) - Commercially Sensitive. 37(1) – Personal Information

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
09-2023	25/11/2023	07/12/2023	A copy of a declaration form that was completed for a Lease registration and confirmation of the date it was completed.	Individual	Refused	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken
10-2023	18/12/2023	08/01/2024	1. The number of complaints received against License D providers for the year 2022 and up to November 30th 2023 where an Inspector was satisfied that Improper Conduct had not occurred in regards to the Minimum Standards (regulations) 2020 Act 2. The number of complaints received against License D providers for the year 2022 and up to November 30th 2023 where an Inspector was satisfied that Improper Conduct had occurred in regards to the Minimum Standards (regulations) 2020 Act	Individual	Refused	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
02-2024	12/01/2024	09/02/20274	<p>1. All records in relation to the auctioneers a licensed PSP.</p> <p>2. All or any complaints investigations carried out by your office (PSRA), and to include the results of all such investigations into licensed PSP</p> <p>3. All files re complaints made against licensed PSP that your office deemed unnecessary for investigation.</p> <p>4. Total number of complaints against all auctioneers received by your office since 1<sup>st</sup> January 2020 right up to 31<sup>st</sup> December 2023.</p>	Individual	Part Grant	<p>15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken</p> <p>37(1) – Personal Information</p>
03-2024	29/05/2024	18/06/2024	<p>Sonraí na hlarrachta I gcomhréir le hAlt 12 de chuid an Acht um Shaoráil Faisnéise, iarraidh rochtain ar thaifid neamh-phearsanta. Seo iad na taifid atá iarraidh agam ná: An meid airgead a caitheadh ar earraí, ar sheirbhísí, ar bia nó ar eile ó na comhlachtaí seo a leanas: AXA Insurance, Puma, Carrefour, Caltex, Siemens, Hewlett Packard, Chevron, RE/MAX,</p>	Individual	Refuse	<p>15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken</p>

Ref. No.	Date of Request	Decision Date	Description of Request	Requester Type	Grant / Refuse / Part Grant	Reason
			<p>Texaco, AHAVA, sodastream, McDonalds, Domino's, Burger King, Papa John's, Wix. Ba mhaith liom an t-eolas seo a fháil ón tréimhse 1 Eanáir 2024 - 25 Bealtaine 2024. Ba mhaith liom an t-eolas caiteachais airgid a fháil mar scarbhileog mhiondealaithe de réir na gcomhlachtaí. Muna bhfuil aon airgead ar bith íoctha chun comhlachta ar bith ar an an liosta thuas, ba maith liom ráiteas a dheimhniú é sin mar PDF i nGaeilge.</p>			
04-2024	11/06/2024	18/06/2024	<p>Information regarding the specific requirements and obligations of chartered surveyors in relation to Know Your Client (KYC) and Anti-Money Laundering (AML) statutes as regulated by the Property Services Regulatory Authority (PSRA).</p>	Individual	Refuse	15(1)(a) - the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken