



PSRA NEWS

September 2024

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■ Upcoming Changes to Licence Renewal Procedures

To ensure that current PSRA legislation is in compliance with the EU Services Directive, the PSRA will shortly be introducing a number of statutory changes to the licensing processes which will impact on how you manage your licence renewal. It is anticipated that these licensing changes will occur towards end of this year.

In advance of these changes the PSRA will engage with all licensees so that they are fully aware and informed of the forthcoming changes. The Authority will issue a detailed email to each licensee in advance of the changes and also plan to host a number of webinars. More details will be issued leading up to the introduction of these changes.

No Action Required by Licensees

Licensees are not required to take any action at this time in relation to the forthcoming changes. The PSRA will actively communicate and engage with licensees at the appropriate time.

■ Disposal of Documentation

An incident was recently brought to the Authority's attention concerning the disposal of personal and financial records relating to the provision of property services, which were found dumped on an unregulated site.

Firstly, dumping of documents relating to the provision of property services, in the matter reported to the Authority is an offence under the Waste Management Act 1996. Such documentation must be disposed of in a secure manner, such that any sensitive or personal information cannot be obtained and used by a third party for fraudulent purposes.

The Authority reminds all licensees that the retention of records relating to the provision of property services are subject to specific time limits. Under Section 44 of the Property Services Regulation Act 2011, licensees must keep all records in regards to property services provided by them for 6 years after the completion of the transactions, acts or operations to which the records relate and 7 years in relation to financial records. During this period, licensees have an obligation to keep their business, clients and customers' personal data secure and once the relevant data has reached the end of its retention period, it must be deleted or disposed of in a secure manner.

Licensees are also reminded that the Waste Management Act 1996 imposes a general duty of care on holders of waste, under which a person may not hold, transport, recover or dispose of waste in a manner that causes, or is likely to cause, environmental pollution. Accordingly, all records in respect of the provision of property services destined for disposal or destruction must not be left unattended, sent to landfills or any other unsecure environment, transferred to an unauthorised person or collected by a "man in a van" who does not hold a valid Waste Collection Permit. A list of registered waste collectors can be obtained on the website of the National Waste Collection Permit Office www.nwcpo.ie.

Information Meetings for Multi-Unit Developments, Apartments & OMCs



An Ghníomhaireacht
Tithíochta
The Housing Agency

With the increasing number of apartments across the country, The Housing Agency is holding evening information meetings for stakeholders, including residents, owners and directors of Owners' Management Companies (OMCs) during September and October 2024.

The meetings will cover:

- Challenges faced by OMCs and managed estates;
- Roles and responsibilities;
- Resources available.



Events will be held at:

Crowne Plaza Airport Hotel, Northwood, Santry, Dublin 9	Wednesday,	11th September
Clanree Hotel, Letterkenny, Co. Donegal	Wednesday,	18th September
Maldron Hotel, Portlaoise, Co. Laois	Wednesday,	25th September
The Ellison Hotel, Castlebar, Co. Mayo	Wednesday,	2nd October
Killarney Plaza Hotel and Spa, Killarney, Co. Kerry	Wednesday,	9th October
Glenview Hotel and Leisure Club, Delgany, Co. Wicklow	Wednesday,	16th October
The Tower Hotel and Leisure Centre, Waterford City	Wednesday,	23rd October

Places are free but are limited and registration is required. For more information and to register, please visit [Outreach Events for Stakeholders in Multi- Unit Developments](#).

PSRA CPD 2024

A reminder to all licensees that the deadline for completion of PSRA CPD for 2024 is **31st December**, regardless of the renewal date of your licence.

All licensees must undertake a minimum of five verifiable hours of formal PSRA CPD education in each calendar year. The Institute of Professional Auctioneers and Valuers (IPAV) and the Society of Chartered Surveyors of Ireland (SCSI) are the two accredited bodies who deliver the CPD programme on behalf of the PSRA. You are not required to be a member of either body in order to undertake your annual PSRA CPD.

PSRA CPD modules are available online, both as live webinars and on-demand modules which can be completed in one hour blocks at times that are convenient to you.

There will be no extensions to the deadline date of 31st December, 2024. Where a licensee fails to complete their PSRA CPD requirement, it cannot be completed retrospectively and may result in a sanction being imposed for non-completion of your CPD statutory requirement. **It is *your* responsibility to ensure that you have fulfilled your PSRA CPD obligation.**

Full details of the 2024 PSRA CPD programme are available on the [Continuous Professional Development](#) page of our website, www.psr.ie.



Are your
**CONTACT
DETAILS**
up to date?

Personal Contact Details

It is very important that you, as a licensee, ensure that your contact details which are registered with the Authority, are kept up to date. This includes your postal address, your contact telephone number and your contact email address.

For data protection reasons, the Authority can only correspond with the registered/designated contact email address regarding the specifics of a licence or a licence application. This is generally the email address provided on the last licence application form submitted to the Authority, whether that is a new licence application, licence renewal application, change of property services application or an additional category licence application. Please note that this may not be the same email address as the one registered on the account which you use/used on www.PSRALicences.ie to submit an application.

Postal Address

The PSRA recommends that you ensure that the primary postal address which the Authority has on record for you is kept up to date, as letters inviting you to renew your licence etc. are issued to the current primary postal address which the Authority has on record. If you have moved address between renewals you must notify the PSRA, otherwise any letters issued will go to the old address and, as a result, you may miss your deadline to renew your licence, etc. Please note that missing your licence renewal deadline due to you changing your postal address and not notifying the Authority as soon as that change occurs is not considered a case of an exceptional circumstance and may lead to a late submission being refused and/or your licence expiring at the expiry date.

Email Address for Individual Licensees

The PSRA recommends that individual licensees ensure that they provide an email address which they have access to outside of their employment as their designated contact email address.

Changing Employer

If you are an individual licensee and you are moving employment to provide property services on behalf of a new property services employer, please ensure that you have provided any change in email address or telephone number prior to you leaving your old employer. Many individuals provide the Authority with their work email address as the designated contact email address for their licence and, as a result, moving away from an employer means you lose access to that email address and can no longer send a confirmation email regarding any changes from it.

How to notify the Authority of any Change in Contact Details

You can submit any change in contact details by email from the registered contact email address for your licence to info@psr.ie or licence@psr.ie. If you no longer have access to the registered contact email address which the Authority has on record you should submit the change of contact details by post. This letter should be signed by you and specify your licence number, your full name, your PPS number/tax reference number, your date of birth, your old contact details and the new contact details which you wish the Authority to keep on record. The Authority does not accept new contact details that are submitted via a third party email address.

PSRA Media Campaigns

Following the release of this year's Leaving Certificate results and CAO offers, the search for student accommodation becomes a high priority for those starting or returning to college. The PSRA has in the past received reports of bogus letting agents, targeting students and purporting to hold a PSRA licence. To coincide with the release of the Leaving Certificate results and CAO offers, the PSRA ran an awareness campaign focussed at students seeking accommodation for the coming academic year. This campaign was run on national and local radio as well as on social media.

The Authority will be running further campaigns highlighting the importance of only engaging a licensed property services provider, along with other matters, in the coming months.