



# PSRA NEWS

December 2024

## IN THIS ISSUE:

- A Message from the Chief Executive
- Booking / Security Deposits
- Letters of Engagement
- Status of Advertising
- Are Your Contact Details Up to Date?
- Secure Disposal of Confidential Documents
- PSRA logo to be made available for use within the Sector
- PSRA Forum
- Completion of 2024 PSRA CPD

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10 am — 12:30 pm

## A Message from Chief Executive, Maeve Hogan

As 2024 draws to a close and we reflect on the year that has passed, it is clear that this year has been marked by significant political events both in Ireland and across the globe, as well as a continued emphasis on climate change and international stability.

This year has been highly productive for the PSRA, as we continue to effectively deliver on our statutory remit, ensuring compliance, fostering transparency and upholding high standards within the property services sector. The PSRA's efforts this year reflect a strong commitment to our mission, consistently addressing emerging challenges and enhancing our operational efficiency.

The Authority undertook a review of the current Professional Indemnity Insurance (PII) Regulations, following which a number of changes to the PII Regulations will come into effect from 3rd March 2025. These changes will only affect each business from their next renewal date for PII after 3rd March 2025.

However, each business should always ensure it has sufficient PII cover based on a risk assessment of your business.

We are also pleased to advise that from early 2025 the PSRA will be issuing its logo to the sector for use online, on stationery, signage and company vehicles etc. The logo will be available in various file formats and more details can be found on "PSRA Logo to be made available of use within the sector" article in this Newsletter.

There are also other development projects currently in progress within the Authority and the details of these will be made known in due course.

PSRA CPD continues to be delivered online which remains the preferred option for those undertaking it. If you have yet to fulfil your PSRA CPD obligation for 2024, please remember that the strict deadline for full completion of your CPD is 31st December, after which the CPD content will no longer be available.

The current contract for the provision for PSRA CPD expires at the end of the year and following a tendering process, we are pleased to advise that the successful tenderers for the provision of PSRA CPD from January 2025 are IPAV, SCSi and Public Affairs Ireland (PAI). It is anticipated that the modules for the 2025 CPD cycle will be available for completion from early January. Details will be published on the CPD page of our website, [www.psr.ie](http://www.psr.ie).

Finally, I would like to take this opportunity to express my gratitude for your ongoing engagement with the Authority and to recognise your professionalism and support throughout the year.

Wishing you a Happy Christmas and a healthy and prosperous 2025.

Nollaig Shona agus Athbhliain faoi mhaise daoibh.

Maeve Hogan  
Chief Executive

## ■ Booking / Security Deposits



The Authority wishes to remind licensees with a B and / or C licence about Regulation 8 (2) and Regulation 16 of the Property Services (Regulation) Act 2011 (Minimum Standards) Regulations 2020 (Minimum Standards).

Regulation 8(2) states:

‘A licensee shall not charge any fee in respect of the sale or letting of land or incomplete sale or letting of land, including lease preparation, tenancy extension or tenancy renewal, to any person other than the licensee’s client for the purposes of the property service concerned.’ (emphasis added).

Regulation 16(1) states:

‘Where a licensee holds a security deposit (or any thereof), in relation to the letting of land, which is due

to be paid to a client or returned to a tenant, the licensee shall make such payment to the client or tenant as provided for in the letter of engagement or, if not specified, not later than 10 working days after the day the tenant vacates the property, save in exceptional circumstances’

Regulation 16(3) states:

‘Where a licensee holds a booking deposit in relation to the sale of land (or any part thereof), which is due to be refunded to a person other than a client, the licensee shall make such payment not later than 10 working days after the day on which the refund is due to be refunded, save in exceptional circumstances.’

In this regard, licensees should ensure that when a potential purchaser / potential tenant requests their deposit back, it should be returned in full within 10 working days from the date the licensee receives the instruction as per Regulation 16 of the Minimum Standards.

## ■ Letters of Engagement

Licensees are reminded that the most recent version of the Letter of Engagement/ Property Services Agreements templates dated 7 October 2022 are available on the Authority’s website. These templates should be used when engaged by your client to provide a property service to them.

You must ensure that the correct Letter of Engagement for the service being provided is used.

PSRA /S43 Form A [Auction of livestock/Vehicles/Antiques/Chattels](#)

PSRA /S43 Form B1 [Sale of Land](#)

PSRA /S43 Form B2 [The Purchase of Land](#)

PSRA /S43 Form C1 [Letting of Land](#)

PSRA /S43 Form C2 [Letting of Agricultural Land \(Letting in Conacre or Agistment\)](#)

PSRA /S43 Form D [The Provision of Property Management Services](#)



## ■ Status of Advertising

When the status of a property being advertised changes - the property has been let, sale agreed or sold - licensees are reminded that Regulation 14. (4) of Property Services (Regulation) Act 2011 (Minimum Standards) Regulations 2020 provides that they must reflect the change in status of the property, on all portals and brochures under their control within 10 working days of the commencement of a tenancy or a contract for sale has been agreed or completed, unless they can show reasonable cause which prevented them from doing so.

## ■ Are Your Contact Details Up-to-Date?

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. These include 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 application/licence. This is generally the email address that you provided on the last licence application form which you submitted to the Authority, whether that be a New Licence Application, Licence Renewal Application, Change of Property Services Employer Application, or an Additional Category Licence Application. Please note that this may not be the same email address as the one which is registered on the account which you use/used on [www.PSRALicences.ie](http://www.PSRALicences.ie) to make 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. 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 immediately of the change of address as any correspondence 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 moving to a new postal address and not notifying the Authority as soon as that change occurs is not 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 would recommend that any individual licensee ensures 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 leaving your old employer. As many individuals provide the Authority with their work email address as the designated contact email address for their licence, moving away from that employer results in you losing access to that email address and you will no longer be able to send a confirmation email regarding any changes from it.

Individuals must also ensure they complete a Change of Property Services Employer form on [PSRALicences.ie](http://PSRALicences.ie), as you will require a new licence under your new employer. Please also remember to press the submit button when you have completed the form.

### **Employers**

Please ensure that you update the Authority as soon as possible when a licensed employee/principal officer has left their employment with you. Once the Authority is notified, the individual licence will be removed from your business licence record. This will be updated on the Register of Property Service Providers which is published weekly.

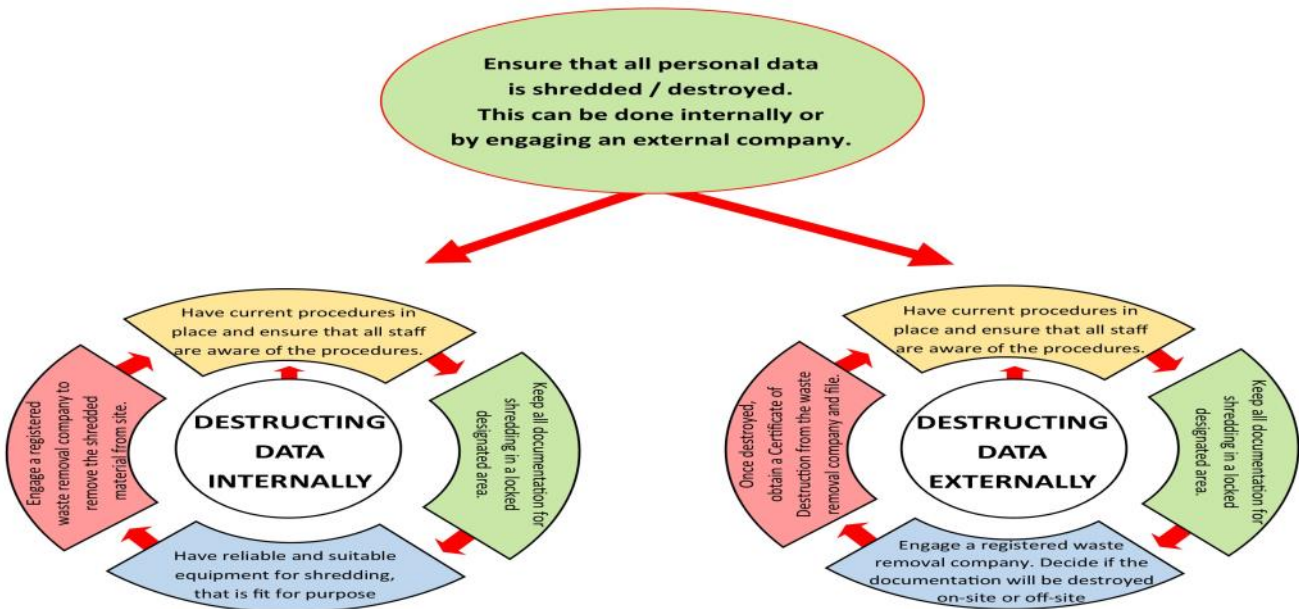
### **How to notify the Authority of any Change in Contact Details**

You can submit any change in contact details by email from the registered contact email address for your licence to [info@psr.ie](mailto:info@psr.ie) or [licence@psr.ie](mailto: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 in a hard-copy letter. 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 will not accept new contact details being submitted via a third party email address or from a third party via letter.

## Secure Disposal of Confidential Documents

The Authority wishes to remind all licensees of their obligations in relation to the disposal of confidential documentation / personal data.

Please see the infographic below, which outlines the steps to be taken by licensees when disposing of such material internally or when engaging a third party to dispose of your confidential documentation. If you have any queries in relation to this, please email the info box at [info@psr.ie](mailto:info@psr.ie)



## PSRA logo to be made available for use within the Sector

The PSRA will be making its logo available to the sector for use in the day to day business operations in early 2025. The use of the logo affirms that as a business you operate to the highest standards within the sector. Equally consumers are assured of the delivery of a professional service and that they have consumer rights and protections under the Property Services (Regulation) Act 2011.



### Availability of PSRA Logo

The PSRA logo may be displayed on stationery, websites, advertising material, company vehicles etc. The PSRA has developed terms and conditions for use of the logo which licensees must agree to before the logo will be made available.

Details on how to apply for the use of the PSRA logo will be issued by email in January 2025. There is no requirement to contact the PSRA in relation to this matter at this time.

**PSRA CPD for the 2025 cycle will be available from early January, 2025.**

**See the Continuous Professional Development Page of the PSRA website, [www.psr.ie](http://www.psr.ie), for details**





## ■ PSRA Forum



The PSRA Forum held two meetings during 2024. The Forum is comprised of representatives from the property services sector, related educational, statutory and consumer groups and the PSRA.

This Forum provides an opportunity for the Authority to engage with their stakeholders and keep abreast of what is happening on the ground as well as providing relevant updates to members. The PSRA would like to thank these representatives for their engagement and support during 2024 and look forward to continuing to work with them in 2025.

## ■ Completion of 2024 PSRA CPD: **Final Reminder**

All licensees are obliged to complete five hours of PSRA accredited CPD annually which is delivered by IPAV and SCSi. The deadline for full completion of PSRA CPD for this year is 31st December, 2024, regardless of when your licence renewal date is. There will be no extensions to this date and PSRA CPD cannot be completed retrospectively.

All five hours can be completed online and both CPD providers offer a range of on-demand modules that can be undertaken at a time that is convenient for you.

Non-completion of PSRA CPD is a breach of Section 81 of the Property Services (Regulation) Act 2011 and may result in a sanction being imposed, where the obligation to complete PSRA CPD has not been fulfilled.

When a compliance audit is being conducted on a licensed business, the appointed Inspector will request to view CPD Certificates for all licensed employees for 4 years preceding the calendar year that the compliance audit is being conducted. All Certificates of Completion of PSRA CPD from the CPD provider should be kept safely by each licensed employee. It is the licensee's responsibility to retain all PSRA CPD Certificates of Completion for production on request at the time of a PSRA compliance audit.

To book your 2024 PSRA CPD visit the Continuous Professional Development page of our website at [www.psr.ie](http://www.psr.ie) or contact your preferred provider directly. Please note that you do **not** have to be a member of either of these bodies in order to complete your PSRA CPD with them.



*We would like to wish all  
Licensees a  
Safe and Happy Christmas  
and a  
Prosperous New Year*