



PSRA NEWS



PROPERTY SERVICES REGULATORY AUTHORITY

APRIL 2018

Renewal of Licences with Expiry of 5th July

Letters of Invitation to Renew Licences that have a 5th July expiry date will issue later this week (week commencing 9 April, 2018). These letters will contain a unique PIN number to allow you access your renewal application online at Licenses.ie. The receipt of licence renewal application forms deadline date is 25th May 2018. Please renew early!

Dedicated licence renewal telephone helpdesk will be available from 10am to 4pm (open through lunch) from Wednesday 2nd May 2018 to Tuesday 29th May 2018.

Contact Phone Numbers: 046-9033800 or LoCall 1890 252712

Provide Direct Assistance, By Appointment Only:-

Portlaoise, Co. Laois:- Thursday 17th May 2018 Only

PSRA HQ, Navan, Co. Meath:- Tuesday 1st May – Friday 25th May inclusive

Requests for Appointment must be sent to info@psr.ie

Licence Renewal deadline date is Friday 25th May 2018

PSRA Contact Details

Property Services
Regulatory Authority
Abbey Buildings
Abbey Road
Navan
Co Meath
C15 K7PY

PH: 046-9033800
Lo-Call: 1890-252712

Email: info@psr.ie

Web: www.psr.ie

Phone Hours:-

10 am — 12:30 PM

2:30 PM — 4 PM

Permanent TSB Ideal Home Show

The PSRA is participating in this year's Permanent TSB Ideal Home Show in the RDS Dublin on Friday 20th, Saturday 21st and Sunday 22nd April, 2018. The stand is located in the Home Buyers and Movers Advice Centre at stand P58. Look forward to seeing you there.

Online FRAUD within the Property Sector

The Authority has been made aware that a number of licensee IT systems have been hacked, resulting in booking deposits being diverted to hackers' bank accounts. Licensees are strongly advised never to request customers to forward bank details by email and to ensure their IT systems are robust to withstand hacking. It would be best practice to inform

clients that you will never request payment or bank details via email.

FraudSMART have issued the following top tips in relation to dealing with fraud within the property sector:

1. Advise clients to verify payment details with you verbally face to face or via a call to the office.

2. Advise clients that their banking details including licensees own banking details should never be issued over email.

3. Make sure all security settings and software protection in your company, and on your computer, are up to date.

Please refer to www.FraudSMART.ie for more information.

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E-signatures

The use of electronic signatures for signing all PSRA documents including Letters of Engagement has been approved. Licensees who choose to use an electronic signature system should be aware that a **secure encrypted and audited system** which cannot be edited, or changed in any way after the document is signed is used. Letters of Engagement are contracts between two or more parties and may in the event of a dispute become a vital court document.

While the Authority does not recommend any particular E-Signature system, you should contact your IT provider for advice on the range of secure, encrypted products available.

The Authority is insistent that a minimum two factorial electronic signature system must be in place to provide assurance that the person signing the contract is who they say they are, **for example**, Factor one might be the email address, Factor two might be, a unique password, security question, or SMS code – ensuring the person you are dealing with is the person who is signing the contract with a date and time available as part of the transaction. The system which you may select for electronic signatures must also be capable of producing an audit trail of the entire process including device type, IP address, dates, times, emails, passwords etc.

Warning:- Simply using an electronic signature where no authentication or auditable system exists as part of the electronic signature package is not permissible.

Apprenticeship in Auctioneering and Property Services

An apprenticeship programme 'Auctioneering and Property Services' is currently being developed by the City of Dublin Education and Training Board, Ballsbridge, Dublin.

The apprenticeship programme combines on-the-job training with academic study and is aimed at school leavers, college students, graduates or those interested in a career change. Property Service Employers wishing to engage an apprentice will be subject to a statutory approval process by Solas, the State Organisation body with responsibility for funding, planning and co-ordinating Further Education and Training (FET), before they can begin to recruit an apprentice. It is expected, the apprenticeship programme, when approved, will commence initially in Dublin and Cork with further roll out of the programme expected in other nationwide locations at some future time. Candidates who complete the apprenticeship programme can apply to the Property Services Regulatory Authority (PSRA) for a licence to provide property services.

Further information may be obtained from Ms Teresa Kelly, Ballsbridge College at tkelly@ballsbridgecollege.com

Online Licensing System - New Online Forms

The Authority is actively working to enhance the online licensing system. With this in mind it is expected that New Licence Applications for Employers and Employees will be available online in Summer 2018.

Further, it is expected online forms for Change of Property Services Employer and Adding New Category Applications will be available by end of year. Further information on these developments will issue in due course.

PSRA Seminars

Seminars were held in Kerry, Cork, Tipperary, Wexford, Dublin, Meath, Roscommon and Galway during the month of March. Topics covered at the seminar included GDPR, Licence Renewals, Audits, Complaints and upcoming PSRA developments. Slides relating to the seminar are available on the Authority's website www.psr.ie. The Authority was delighted to have the opportunity to meet with licensees to hear of issues on the ground. It also provided licensees with a valuable opportunity to network and learn from each other. We look forward to continuing these valuable seminars.

Using Private Security Licensed - Locksmiths, CCTV and Alarm Installers

All contractors providing security services in the Access Control, Intruder Alarm, CCTV, Locksmith and Powered Gates sectors must hold a Private Security Authority (PSA) Licence. If you use unlicensed contractors you:

- Are breaking the law and risk prosecution
- Putting your business, properties and residences at risk
- May invalidate your insurance cover

Inspectors from the PSA will be visiting property service providers over the coming months to monitor compliance with PSA licensing regime. Property service providers who are using unlicensed contractors may face prosecution. Further information on PSA licensing is available at psa.gov.ie.

PSRA Strategic Plan 2017 – 2020

The PSRA Strategic plan for 2017 – 2020, effective from September 2017 is available on www.psr.ie. It maps out the key areas of focus for the Authority up to August 2020. It is an ambitious plan, ensuring that the robust regulatory framework for the property services sector is maintained and strategies developed to reflect changes in the sector.

PSRA Continuous Professional Development (CPD)

The PSRA CPD programme commenced in January of this year and applies to each PSRA licence holder in respect of the provision of property services in licence categories A, B, C or D, and/or any combination of these licence categories. Both the Institute of Professional Auctioneers and Valuers (IPAV) (www.ipav.ie) and the Society of Chartered Surveyors in Ireland (SCSI) (www.scsi.ie) are accredited bodies for delivery of the PSRA CPD programme. You do not need to be a member of either professional body to avail of the CPD programme.

Every licence holder must complete 5 hours of CPD annually. Each year the CPD cycle ends on 31 December of that year. Licensees are not required to have completed the CPD programme prior to their licence renewal in 2018. The PSRA plan to audit licensees in 2019 to confirm CPD attendance during 2018.

To book PSRA CPD programme, please contact IPAV or SCSI **directly**.

PSRA Logo

A process for the use of the PSRA Logo by licensees is currently being developed. When developed, the logo will be available on request subject to certain conditions. Notification of availability of the PSRA Logo will issue in due course.

GDPR

The General Data Protection Regulation (GDPR) which comes into effect on 25th May 2018 significantly increases the obligations and responsibilities for organisations and businesses in relation to personal data they might hold. Licensees, hold personal data on Clients/Employees, such as, email addresses, phone numbers, PPS numbers, salary details, photos and home addresses. Each business must assess their legal basis for collecting and holding personal information, the retention period for such information and the level of risk associated with the information they hold. Licensees should consider how secure their IT systems are when holding personal information for example, which may include, on their computers, laptops, iPads, iPhones, smart phones, mobile phones and servers in particular. Data may only be used for the original purpose for which it was provided.

GDPR – Legal Basis for Retaining Data

The following legislation provides the legal basis for holding certain data records:

Property Services (Regulation) Act 2011:	6 years
Property Services (Regulation) Act 2011 (Client Moneys) Regulation 2012:	7 years
Criminal Justice (Money Laundering and Terrorist Financing) Act 2010:	5 years

Data Protection Commission’s Review of Agents

Following complaints from the public, relating to excessive retention of personal data by agents, the Data Protection Commission (DPC) carried out a number of audits of Property Service Providers and have issued a draft report to the PSRA. Concerns raised in this report relate to the excessive level of personal information, collected and held by licensees. The PSRA is currently seeking permission from the DPC regarding publishing these advices on the Authority’s website.

GDPR - PSRA and Licensees

Communication between the PSRA and Licensees is essential to ensure licensees are kept up to date with any regulation or practice changes. Bearing this in mind, the PSRA will continue to contact licensees occasionally regarding PSRA and industry matters.

Remember the new GDPR regulation comes into force on 25th May 2018

For more information visit WWW.GDPRANDYOU.IE

FEEDBACK

We welcome feedback on this newsletter and also welcome any suggestions for future issues. You can contact us at info@psr.ie

If you wish to unsubscribe or a colleague wishes to have their name added to our distribution list please let us know at info@psr.ie.