Property Services Regulatory Authority

AN ROINN DLÍ AGUS CIRT AGUS COMHIONANNAIS
DEPARTMENT OF JUSTICE AND EQUALITY

Oversight Agreement 2018

between the Property Services Regulatory Authority and the Department of Justice and Equality

Part I – Oversight Agreement

1. Introduction

1.1 The Property Services Regulatory Authority ("PSRA") is an independent statutory body established on 3 April 2012, by the Minister of Justice and Equality pursuant to the Property Services (Regulation) Act, 2011. The PSRA is responsible for the licensing and regulation of Property Service Providers (i.e. auctioneers/estate agents, letting agents and property management agents).

1.2 The principal functions of the Property Services Regulatory Authority are to:

1. Control, supervise and regulate Property Service Providers;
2. Operate a comprehensive licensing system covering all Property Service Providers;
3. Establish and administer a system of investigation and adjudication of complaints against Property Service Providers;
4. Establish and administer a system of investigation of standards in the provision of Property Services;
5. Impose sanctions on Property Service Providers for improper conduct (including fines up to €250,000 and the revocation of a licence);
6. Promote increased consumer protection and public awareness of property services in general;
7. Establish, maintain and administer a Compensation Fund to compensate parties who lose money as a direct consequence of the dishonesty of a Property Services Provider;
8. Develop Codes of practice for Property Service Providers;
9. Establish and maintain a Public Register of Property Sales Prices;
10. Establish and maintain a Commercial Leases Database;
11. Establish and maintain a Public Register of Licensed Property Service Providers;
12. Act as a State Competent Authority for Money Laundering in the Property Services Sector;

13. Assist the Minister in the development of policy relating to the regulation of the Property Services industry;
14. Undertake or commission research projects;
15. Specify and enforce:
    - Standards for the granting of all licences to Property Service Providers (e.g. educational/training standards; levels of professional indemnity insurance), and
    - Standards to be observed in the provision of property services by Property Service providers (e.g. technical standards; appropriate ethical standards).

1.3 Residential Property Price Register

Section 86 of the Property Services (Regulation) Act provides for the establishment of the Residential Property Price Register. The Register, which was established and published by the Authority in September 2012, includes information on residential properties purchased in Ireland since 1 January 2010, as declared to the Revenue Commissioners for stamp duty purchases. The Authority updates the Register on a weekly basis.

1.4 Register of Licensed Property Service Providers

The Authority is required under the Property Services (Regulation) Act 2011 to publish particulars of all Property Service Providers licensed by it. This Register was first published in March 2013 and contains the following information on all persons licensed by the Authority:

- Name of Licensee;
- Address of Licensee;
- Category of Licensee (i.e. Company, Partnership, Sole Trader, Employee);
- Type of Licence held; and
- Licence Expiry Date.

1.5 Commercial Leases Database

Section 87 of the Property Services (Regulation) Act 2011 provides for the establishment of the Commercial Leases Database. This legislation applies to all commercial property leases entered

into on or after the 3 April 2012 (the date the legislation became operational). The Act also provides that certain limited information may be published by the Authority in respect of leases entered into before that date. Consequently, the Authority is making available certain information in respect of all leases entered into since 1 January 2010.

The Database, which was published by the Authority in October 2013, provides for greater transparency by making publically available, for the first time, the relevant details of letting agreements and rent reviews in the commercial property market. Additional resources assigned to address the deficits on the Commercial Leases Register has significantly increased the level of compliance.

2. Role of the Property Services Regulatory Authority within the Justice & Equality sector

2.1 Mission

The PSRA's mission is to control and supervise Auctioneers, Estate Agents, Letting Agents and Management Agents and to protect the interests of the public in their interaction with them by ensuring that high standards are maintained in the delivery of property services. As an agency of the Department of Justice and Equality, the PSRA is the State organisation responsible for registering and regulating all Ireland's Property Services Providers.

The work of the PSRA contributes to the Department's high level strategic goal of maintaining a safe and secure Ireland.

2.2 Function

The core function of the Authority is to ensure that the objectives of the establishing legislation are fully realised so as to ensure that those licensed to provide Property Services meet the highest standards in service provision and that consumers are fully protected through the rigorous application of the provisions of the Act.

2.3 Values

The Authority is guided by its core values of the public interest, good governance and value for money, consultation and commitment to staff.

3. Corporate Governance

3.1 Roles and Responsibilities

Accounting Officer

The PSRA falls under the Department of Justice and Equality's Vote (Vote 24) and as such the Department's Secretary General is the Accounting Officer. The Accounting Officer is responsible for the safeguarding of public funds and property under her control, for the efficiency and economy of administration by her Department and for the regularity and propriety of all transactions in the appropriation account. Further external scrutiny and governance is provided through the submission and analysis of the Appropriation Accounts to the Comptroller and Auditor General and ultimately to the Oireachtas through the Public Accounts Committee.

The Board

Section 10 Part 2 of the Property Services (Regulation) Act 2011 requires the Authority to have a membership of no more than eleven members, all of whom shall be appointed by the Minister and one of whom shall be designated as its Chairperson. In appointing persons to be members of the Authority the Minister is required to regard the desirability of their having knowledge or experience in consumer affairs, business, finance, management or administration or any subject which would, in his opinion, be of assistance to the Authority in performing its functions.

The members of the Board are collectively responsible for leading and directing the PSRA's activities within a framework of prudent and effective control as set forth in the *Code of Practice for the Governance of State Bodies* (2016).

Chairperson of Authority

The Chairperson is responsible for leading and guiding the Authority in its task of setting the State body's strategic policies. The Chairperson works with the CEO to manage the Authority's agenda and provides direction to the Secretary to the Authority. The Chairperson will furnish a Comprehensive Report to the Minister for Justice & Equality ("the Minister"), in conjunction with the PSRA's annual report and financial statements, outlining any significant commercial developments in the preceding year and affirming the Authority's compliance with relevant codes and regulations, in accordance with the Code of Practice for the Governance of State Bodies (2016), in particular addressing the requirements of paragraph 1.9 of the 'Business & Financial Reporting Requirements' Annex to the 2016 *Code of Practice for the Governance of State Bodies*.

Chief Executive Officer

In accordance with Section 19 of the Property Services (Regulation) Act 2011, the Chief Executive is appointed by the Minister on the recommendation of the Chief Executive of the Public Appointments Service. Reporting to the Board of the Authority, the Chief Executive is responsible for the day to day management and administration of the business and resources (financial and non-financial) of the PSRA. She is responsible for the establishment and maintenance of high standards in implementing the functions of the PSRA and ensuring a reputation for impartiality, management of conflicting interests, and upholding the public interest at all times. The CEO is also responsible, in conjunction with the Board, for setting strategic direction and being the Authority's public face.

As Accountable Officer, the CEO is accountable to the Committee of Public Accounts (PAC) and other Oireachtas Committees.

3.2 Annual Self-Assessment Evaluation

The Board of the Authority should undertake an annual self-assessment evaluation of its own performance and that of its committees in accordance with the Code of Practice of the

Governance of State Bodies. Guidance on how to conduct this evaluation can be found in the *Board Self-Assessment Evaluation Questionnaire* document which has been appended to the *Code of Practice for the Governance of State Bodies* (2016). An external evaluation of the Authority's performance should be carried out every three years.

3.3 Strategic Plan

Section 16 of the Property Services (Regulation) Act 2011 requires the PSRA to submit a Strategic Plan to the Minister for approval. This Plan should cover the ensuing three-year period and should be submitted within 6 months before each third anniversary of the establishment day. The current Strategic Plan for the PSRA covers the period 2017 – 2020.

3.4 Draft Unaudited Financial Statements

Draft unaudited annual financial statements should be submitted to the Department not later than two months after the end of the relevant financial year, in accordance with the *Code of Practice for the Governance of State Bodies* (1.4 (ii) – 'Business and Financial Reporting' Annex).

3.5 Annual Report and Accounts

Section 17 of the Property Services (Regulation) Act 2011 requires the Property Services Regulatory Authority to make a report to the Minister for Justice and Equality ("the Minister"), not later than 30 June in each year, in relation to the performance of the functions and activities of the Authority during the preceding year.

3.6 Reporting Requirements – Annual Report

In accordance with Appendix A of the 'Business & Financial Reporting' Annex to the *Code of Practice for the Governance of State Bodies*, the Annual Report should include:

i. Noting that this Oversight Agreement has been reached with the Department of Justice and Equality and, in particular, indicating the PSRA's level of compliance with the requirements of the Code of Practice for the Governance of State Bodies.

ii. A statement of how the board operates , including a high level statement of which types of decisions are to be taken by the Board and which are to be taken by management;

iii. A statement of how the performance evaluation of the Board and its committees has been conducted;

iv. Number of Board meetings and attendance level of each Board member;

v. Names of Chairperson, the deputy Chairperson (if any) the CEO and members of the Authority and its committees;

vi. Confirmation that an appropriate assessment of PSRA's principal risks has been carried out, including a description of these risks, where appropriate and associated mitigation measures or strategies;

vii. Confirmation that the PSRA is adhering to the relevant aspects of the *Public Spending Code;*

viii. Confirmation that the PSRA has complied with its obligations under tax law; and

ix. A statement on the system of internal controls in the PSRA, addressing each of the items listed in Appendix D of the 'Business and Financial Reporting' annex to the *Code of Practice for the Governance of State Bodies*.

3.7 Reporting Requirements – Financial Statements

In accordance with Appendix B of the 'Business & Financial Reporting' Annex to the *Code of Practice for the Governance of State Bodies*, the Financial Statements should include:

i. Details of non-salary related fees paid in respect of Board members and the salary of CEO;

ii. Aggregate pay bill, total number of employees and compensation of key management level;

iii. Total costs incurred in relation to travel and subsistence and hospitality;

iv. Details of expenditure on external consultancy/adviser fees;

v. Details of the number of employees whose total employee benefits for the reporting period fell within each band of €10,000 from €60,000 upwards;

vi. Details of termination/severance payments and agreements with a value in excess of €10,000, made within the period.

The above disclosures should be included in the Governance Statement & Board Member's Report in the Financial Statements as set out in the Department of Public Expenditure and Reform's *"A Guide to the Implications for the Annual Financial Statements and the Annual Report"* (Nov 2017).

3.8 Internal Audit

As the PSRA falls under the Justice Vote (Vote 24), the Department's Internal Audit Unit, subject to resources, supports the Authority in order to provide oversight, ensuring that the interests of Government and other stakeholders are protected in relation to business and financial reporting and internal control.

3.9 Audit and Risk Committee

The Authority's Audit and Risk Committee shall consist of at least three independent, non-executive Authority members, with written terms of reference which clearly outline the committee's authority and duties. The role of the Committee is to ensure that the interests of Government and other stakeholders are fully protected in relation to business and financial reporting and internal control.

3.10 Protected Disclosures

In accordance with Section 21(1) of the Protected Disclosures Act 2014, the PSRA has adopted the Protected Disclosures Policy of the Department of Justice and Equality as its policy on protected disclosure in the workplace. This Procedure outlines the process for the making of protected disclosures by workers who are or were employed by the Authority, and for dealing with such disclosures.

If a worker wishes to report a wrongdoing they may contact their line manager or the Head of Internal Audit at the Department of Justice and Equality.

As a prescribed body under the Protected Disclosures Act 2014 (Section 7(2)) Order 2014 (SI No 339 of 2014) and any subsequent amending SI's, the PSRA should ensure that staff treat any correspondence submitted as a Protected Disclosure with increased awareness of confidentiality.

3.11 Procurement

In accordance with section 8.16 of the *Code of Practice*, the Authority will ensure that competitive tendering is standard procedure in the procurement process of PSRA and that procurement policies and procedures have been developed and published to all staff.

The Chairperson should affirm adherence to the relevant procurement policy and procedures in the annual Comprehensive Report to the Minister.

3.12 Customer Charter

The PSRA should have a customer charter setting out the level of service a customer can expect. The charter should be displayed prominently on the Authority's website and should be supported by a customer action plan. Guidance on each of these documents can be found on www.per.gov.ie.

3.13 Data Protection

The PSRA will engage proactively with the data protection obligations and ensure substantial compliance with the General Data Protection Regulation (GDPR) (in force from May 25, 2018) and the Data Protection Acts 1988 & 2018. Arrangements have been put in place to provide the Authority with access to the Department's Data Protection Support and Compliance Office.

3.14 Anti-Money Laundering and Terrorist Financing

A Property Services Provider is a "designated person" for the purposes of the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010. In order to comply with this Act, designated persons are required to ensure that customers are not laundering money or financing terrorism.

On 5 September 2016, the Minister conferred the relevant powers under the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010 upon the PSRA by way of an order under Section 60 of the Act. This enables the PSRA to monitor Property Service Providers for the purpose of securing compliance by such providers with the requirements of the Act. The resources necessary to perform the investigative function is dependent upon the outsourcing of audit compliance investigations.

As part of its regulatory remit, the Authority will undertake audits of anti-money laundering compliance of property service providers on an annual basis.

3.15 Governance Obligations

As a statutory agency operating under the aegis of the Minister, the PSRA is subject to a range of statutory and corporate governance obligations including the 2016 *Code of Practice for the Governance of State Bodies*. The PSRA will ensure that all the necessary obligations, including those for risk management, internal audit and the Public Spending Code are fully complied with.

3.16 Chairperson's Comprehensive Report to the Minister

To confirm compliance (or otherwise) with key provisions of the Code of Practice and the Governance Standard for Justice and Equality Sector Bodies, the Chairperson of the Board will complete, on an annual basis and in conjunction with the Annual Report, a Comprehensive Report to the Minister in order to provide assurance to the Department that the systems of internal control, risk management and other areas of compliance are operating effectively. This

report will address all of the requirements of paragraph 1.9 of the '*Business & Financial Reporting Requirements*' Annex to the *Code of Practice for the Governance of State Bodies*.

3.17 Provision of Information to Members of the Oireachtas

In accordance with D/PER Circular25/2016 - *Protocol for the Provision of Information to Members of the Oireachtas by State Bodies under the aegis of Government Departments/Offices*, the PSRA are obliged to:

i. Provide and maintain a dedicated email address (PQ@psr.ie) for Oireachtas members.
ii. Put in place formal feedback processes to obtain feedback from Oireachtas members.
iii. Comply with target deadlines and standards in terms of acknowledgements and responses to queries.
iv. The HEO attached to Corporate Services has the responsibility for ensuring the timely provision of information to members of the Oireachtas.
v. Report annually (in the Chairperson's comprehensive report to the Minister) on compliance with standards set out in Circular 25/2016.
vi. Seek, where appropriate, to publish the response to queries from members of the Oireachtas on the PSRA's website.

3.18 Periodic Critical Review

A Periodic Critical Review (PCR) of the PSRA is proposed to be conducted in 2018, following the issuing of the necessary Guidance materials by the Department of Public Expenditure and Reform. The purpose of this PCR will be to consider whether there is an ongoing business case for the PSRA, in accordance with paragraph 8.14 of the Code of Practice for the Governance of State Bodies. The Department will engage with the Authority throughout this process.

3.19 Governance obligations will also be reviewed as part of the overall monitoring process of this Oversight Agreement itself.

Part II - Performance Delivery Agreement

4. Objectives of the Agreement[1]

The purpose of this agreement is to formalise a process through which the outputs and outcomes required from the PSRA can be measured and assessed. Equally, the agreement will set out the expectations of the PSRA in relation to the support, guidance and information flow from the Department of Justice and Equality ("the Department"), which are vital in enabling the PSRA to achieve its strategic and operational goals. To achieve this, it is necessary to set out the following:

- The Department's expectations of the PSRA;
- The key inputs, outputs and expected outcomes of the Authority's activities;
- Assessment of performance by monitoring of agreed targets, around those key outputs, inputs and outcomes;
- Support of the PSRA by the Department in the delivery of its functions as set out in the Property Services (Regulation) Act 2011.

This Agreement documents the agreed level of service between the parties in order to facilitate improved effectiveness and efficiency of relevant public services. It sets out the PSRA's key targets for 2018 and defines the output and outcome indicators on which performance should be measured.

The Agreement seeks to (a) facilitate the PSRA in carrying out its functions, (b) progress the ongoing development of output measures for its expenditure, and (c) improve the effectiveness and efficiency of public services.

The Agreement will support the PSRA's *Strategic Plan 2017 – 2020* in achieving its high level goals.

[1] Appendix E to the Code of Practice for the Governance of State Bodies sets out the expected format and detail to be included in the Performance Delivery Agreements.

5. Commitments

5.1 Mutual Commitments

- Both parties agree to proactive and timely communications, cooperation and information on service delivery;
- Both parties support the effective achievement of agreed targets, as well as the promotion of partnership, responsiveness and mutual cooperation in their ongoing interactions;
- Both parties agree to consult and to keep each other fully appraised on all matters of mutual relevance;
- Both parties agree on the effective realisation of this agreement and the agreed targets that will come about.

The annual budgetary provision for the PSRA will form part of the estimates for the Justice and Equality Vote and the requirements of the Authority will be considered in that context.

5.2 Department of Justice and Equality Commitments

The Department will provide the following supports to the PSRA to enable it deliver on its objectives:

- Liaise with the Department of Public Expenditure and Reform to ensure as far as possible, timely sanction for expenditure and staffing in line with Public Financial Procedures and Public Service Numbers policy;
- Provide updates on Public Financial Procedures and Civil Service HR Policy Guidelines;
- Provide a Human Resource Management service including, but not limited to, recruitment, employee relations, workforce development and performance management;
- Provide guidance on Government Accounting and Governance;
- Provide financial services (e.g. payroll and accounting services) through the Department's Financial Shared Services;

- Provide internal audit services to the Authority. The audit work will be agreed between the Chair of the Audit and Risk Committee, the CEO and the Head of Internal Audit in the Department of Justice and Equality. The Audit Unit will, subject to resources, carry out the audits within an agreed timeframe.
- Provide a networking and information service to the Authority, to ensure that staff of the Authority, who are civil servants attached to the Department of Justice and Equality, are kept fully informed of developments, career opportunities, staffing changes and policies in the parent Department;
- Inform and involve the PSRA in any activities related to the role that the Authority plays or may be required to play within the Department;
- Work with the PSRA in the regular reporting processes under the Public Sector Reform and Civil Service Renewal Programmes;
- Provide high availability ICT services via the Shared Service, advice in relation to proposed IT projects and resulting expenditure and prompt review (by the ICT Governance Group) of the sanctioning of project related expenditure;
- Provide monthly financial reports, processing of mobile phone bills, asset tracking and general financial advice via the Department's Financial Management Unit (FMU); and
- Ensure that the State Boards process is initiated at an early stage (when vacancies arise or are anticipated).

6. Inputs

6.1 Financial Inputs

The following table summarises the PSRA's budget allocation for 2018.

Expenditure	2018 Budget Allocation
Pay	€1,391,000
Non-Pay	€624,000
Total	€2,015,000

6.2 Licence Fees

The level of licence fee to be paid was determined by the Authority based on its estimated annual cost of administering the licensing system. An annual fee of €1,000 is payable by Property Service Employers and an annual fee of €100 is payable by employees.

6.3 Compensation Fund

Section 77(1) of the Property Services (Regulation) Act 2011 requires the Authority to establish a Property Services Compensation Fund to which each applicant is required to contribute before a licence is granted. The Fund is required under Section 77(3) of the Act to have a balance of not less than €2 million on or after the fourth anniversary of the date of establishment of the Fund.

6.4 Staffing Resources

The Authority's staffing resources have increased from 18.3 Full Time Equivalents at the end of December 2016 to 21.8 at the end of 2017.

The Department will endeavour to provide the appropriate and necessary resources to the Authority either directly or, on a contracted basis, having regard to pressures on public service numbers and competing demands.

Grade	Headcount	Staffing Level Dec 2017 (FTE)
PO	1	1
Assistant Principal Officer	1	1
Higher Executive Officer	8	7.8
Executive Officer	6	5.8
Clerical Officer	7	6.2
Total	**23**	**21.8**

7. Outputs /Targets

7.1 The following section sets out the Key Performance Indicators which will be used to assess the PSRA's progress towards achieving its key mandate and core function; the registration and regulation of all Property Services Providers operating in Ireland under the provisions of the Property Services (Regulation) Act 2011.

7.2 The PSRA has identified five key strategic objectives in its Strategic Plan 2017 – 2020 which are the focus of its current work programme;

1. To maintain a comprehensive licensing system for Property Services Providers;
2. To manage a system of investigation and adjudication of standards in the delivery of property services;
3. To promote sector engagement and public awareness of the Authority;
4. To maintain Public Registers; and
5. To deliver an efficient and effective organisation.

7.3 Customer Service

In accordance with the PSRA's customer charter, we will respond to all queries within the following timeframes:

Telephone Calls	Answered promptly. Lines are open Monday to Friday, 10:00 am – 12:30pm and 2:30pm – 4:00pm
General acknowledgment of written communication	A general acknowledgement will issue generally within 5 working days.
Email responses	Within 7 working days.
Response to letters	Within 15 working days.

The customer charter is available on the PSRA website.

Strategic Objective 1 - To maintain a comprehensive licensing system for Property Services Providers.

Goals	Actions	KPIs	Target
To maintain an effective licensing system	Maintain an effective licensing database.	Number of license renewals	6,000 license renewals issued annually. Peak renewal occurs from May to July when some 5,000 renewals processed.
		Number of new licenses issued	600 new licenses issued annually.
		Time taken to process new license applications.	Fully completed license applications issue within two weeks of receipt of application.
		Register of licensees updated and published weekly	Published weekly on an ongoing basis
	Develop and implement an Online Applications and Payment system for (1) New Applications and (2) Change of Employer Form	Development, testing and implementation of the online project	3rd quarter 2018
	Review of licensing system (1) as part of EU pilot procedure & (2) to explore opportunities for licensees to renew licenses bi-annually.	Review of licensing system undertaken. Review of legislation requirements completed Engagement with representative bodies	Draft paper prepared for Department by end of 3rd quarter

	Availability of PSRA logo to licensees	Preparation of draft terms and conditions for use of logo. Number of PSRA logo's issued	Logo available from 2nd quarter. Logo issued to approximately 20% of Employer licensees by year end. Request for logo optional.
Assessment of Anti-Money Laundering Legislation	Undertake compliance investigations under the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010 of licensees Development of AML database	Number of investigations completed Sanctions imposed where necessary Development of AML database	250 investigations undertaken (as part of audit) annually Dependent on findings of investigations 3rd quarter

Strategic Objective 2- To maintain a system of investigation and adjudication of standards in the delivery of property services.

Goals	Actions	KPIs	Target
Maintain an efficient complaints management system	• Respond to complaints in timely manner. • Carry out investigations of complaints. • Identify and prosecute unlicensed persons.	Number of investigations undertaken and time taken to be carried out.	Due to complex complaints and legislative process compliance requirements, complaint timeframe completions cannot be absolutely stated. When number of cases under investigation and awaiting a decision

			on investigation are aggregated, the combined backlog of cases remains steady at slightly over 300 open cases. Resources to eliminate this backlog remains a serious challenge. The Authority aims to complete 50% of investigations by year end.
		Time taken to give initial response to complaints.	Complaints acknowledged within 5 working days.
Manage Compensation Fund Effectively	Quarterly Bordereau to underwriters Manage Compensation Claims Effectively	Effective liaison with underwriters Number of payments made from Compensation Fund	Quarterly Dependent on claims made.
Develop an effective system of audit investigation	Engage inspectors to undertake compliance and audit investigations	Number of audits undertaken and audit findings.	250 audits in 2018. Sanctions imposed as required.
Develop further learning within sector	Roll out the scheme for Continuous Professional Development (CPD)	Number of courses provided nationwide	Number of licensees completed CPD programme
Develop a Code of Standards for sector	Publish a Code of Standards for service providers. ***Arising from implementation of this Code, additional complaints previously declined will now be required to be fully investigated. This will have further resourcing implications for the Authority.***	Completed Draft Code of Standards	Commence in 2018. .
		Commence Drafting of SI	Late 2018.

Strategic Objective 3- To promote sector engagement and public awareness of the Authority.

Goals	Actions	KPIs	Target
Communicate effectively with Authority stakeholders	Engage with stakeholders in formal consultation processes	Level of engagement with sector stakeholders	Engagement with industry Stakeholders ongoing. PSRA Forum to meet three times during 2018.
Maintain effective communication and engagement with the Sector and Consumers of property services	Develop and undertake a communications plan for current year, addressing all stakeholders.	Number of planned communication events carried out.	6 Seminars to be arranged in dedicated locations in first half of 2018. Presence at appropriate events such as Ideal Homes Show and Ploughing Championship.
		Number of media campaigns and newsletters published	2 media campaigns planned. 3 editions of the newsletter to issue in 2018. Launch of new website.
	Commence organisation of conference due to take place in 2019	Theme of Conference agreed Key note speakers arranged	Key arrangements for 2019 conference in place
	Develop and update guidance documents for both the public and property service providers	Review and update guides as necessary.	Ongoing review of published guides

Strategic Objective 4 - To maintain Public Registers.

Goals	Actions	KPIs	Target
Establish and maintain Public Register of Licensed Property Services providers, Residential Property Price Register and Commercial Leases register.	• Extract relevant details from licensing database and publish on Authority's website. • Update Registers on weekly basis. • Maintain agreement with Revenue Commissioners for	Frequency with which registers are updated.	Registers updated weekly.
		Number of visits to registers by members of the Public.	1.5 million visits to the Property Registers (Residential and Commercial)

	extraction of core data from E-Stamping Database.	Deal with complaints about inaccuracies.	Where applicable to the domain of the PSRA, within two working days.
Address compliance issues regarding Commercial Leases register	Reminder notices issued Raise public awareness of need to complete a Commercial Lease return Work with IT in order to refine database as required	Level of compliance Issuing of notices	Final reminder notice to issue in 2018 to coincide with media campaign 2nd reminder notice will also issue to relevant parties. Compliance with Commercial Leases Register at 70%.

Strategic Objective 5 –To deliver an efficient and effective organisation.

Goals	Actions	KPIs	Target
Develop the organisation so that its structure supports PSRA's mission and available resources are prioritised in accordance with strategic goals	• Support staff engagement and invest in appropriate training. • Implement Human Resource Strategy. • Actively operate PMDS.	Delivery of appropriate learning and development programmes.	Targeted courses for staff including report writing.
		Implementation of HR Strategy.	Ongoing
		Flexibility of staff.	Ongoing
To ensure effectiveness of shared services in areas of Finance , IT & Human Resources	• Undertake periodic review of IT requirements. • Undertake periodic reviews of organisational structure.	Satisfactory reports from Internal Audit Unit and Comptroller & Auditor General.	Implementation of recommendations within agreed timeframes with respective bodies.

Adopt and maintain effective government standards	Establish appropriate governance and management arrangements	Adoption of Code of Practice for Governance of State Boards	Implementation of the Code of Practice for Governance of State Bodies during 2018
	Engagement of PSRA Board, Advisory Boards & Committees	Number of Board meetings held and External review of Board completed	5 Planned Board meetings for 2018
			External Review of Board to be completed by Q4
		Number of Advisory Board meetings and Committee meetings held.	Audit and Risk Committee to meet before every Board meeting. Other Advisory Board and Committee meetings held as required.
	Develop a GDPR policy in conjunction with the Department of Justice and Equality and contribute to the GDPR Steering Group of same	Meet milestones set by GDPR Steering Group Assess personal data held, the need for this data and retention periods for same.	Milestones met Assessments complete
	Development and Review of (1) a Customer Charter and (2) Health & Safety Statement	Finalise customer charter and publish it Review Health and Safety Statement	Customer charter published by end of first quarter Review of Health and Safety Statement complete by third quarter
	Review of legislation and statutory instruments relating to (1) licensing and (2) requirements for drafting of S.I under Section 93 of the Act, relating to GDPR.	Review of legislation and S.I's undertaken relating to licensing Draft S.I. prepared	Ongoing

8. Potential Risk Factors

The PSRA operates a formal Risk Management policy and maintains a Risk Register and, in accordance with the Department of Finance Guidelines, this is updated on an ongoing basis. The maintenance of the Register ensures that risks are identified and assessed and necessary mitigating actions are, where resources allow, put in place.

Reflecting the key priorities of the organisation, the main potential risks to the achievement of targets set out in this Agreement at the time of writing are:

- Processing of complaints arrears;
- Completion of Commercial Leases Database; and
- Delivering and implementation of a CPD programme
- Management of compensation fund claims
- Compliance with GDPR

9. Flexibility and Amendment of Targets

Where amendments become necessary, both parties will engage to agree on amended targets.

10. Monitoring Arrangements

In accordance with the Department's policy on the monitoring of governance arrangements in relation to the organisations within its remit, the PSRA will meet with the Department twice yearly, or more frequently if required by the Department, to provide an update on developments and achievement of targets as set out in this Agreement.

The PSRA undertakes to return:

(a) Relevant and appropriately detailed performance information to allow for monitoring of this Agreement;

(b) relevant and appropriately detailed performance information for inclusion in the Revised Estimates for Public Services volume; and

(c) performance information in line with the set of such indicators, and in keeping with the timeframe, agreed with the Department.

11. Duration and Signatories to the Agreement

Maeve Hogan, Chief Executive Officer, Property Services Regulatory Authority and Doncha O' Sullivan, Assistant Secretary, Department of Justice and Equality agree that the arrangements as set out in this Agreement will apply with effect from the date signed hereunder until 31st December 2018.

Maeve Hogan

Chief Executive Officer

Property Services Regulatory Authority

Date: 8/3/2018

Doncha O'Sullivan

Assistant Secretary

Department of Justice and Equality

Date: 8/3 2018