

Minister McEntee launches the Property Services Regulatory Authority's Code of Practice

The Minister for Justice, Ms. Helen McEntee, T.D., today officially launched the Property Services Regulatory Authority's **Code of Practice – 'Property Services Providers - Delivering a Professional Service'** at an event in Navan, Co. Meath which also marked the **10th anniversary** of the establishment of the Authority.

2022 marks the tenth anniversary of the Property Services Regulatory Authority (PSRA), which was established in April 2012. Throughout the past decade, the PSRA's regulation of Property Services Providers has ensured that high standards are maintained and delivered by the sector. Professionalism in the sector has been further strengthened with the introduction of the PSRA's Code of Practice.

In launching the Code, Minister McEntee stated:

"The establishment of the Property Services Regulatory Authority in 2012, which saw the introduction of a licensing and regulation system for Property Services Providers has been a positive development for the sector and one which has been welcomed from within the sector as well as by members of the public who avail of property services.

The publication of this Code of Practice by the PSRA will further drive standards and professionalism in the sector."

The Code of Practice consists of six fundamental principles - Acting Professionally; Honesty; Integrity; Confidentiality; Effective and Open Communication and Professional Development. The Code applies to all providers of property services that fall within the meaning of the Property Services (Regulation) Act 2011 (i.e. Auctioneers, Estate Agents, Letting Agents and Property Management Agents).

Michael Quinlan, Chairperson of the Board of the PSRA highlighted that:

"The Code of Practice outlines the standards required of Property Services Providers to ensure the delivery of professional property services to those who engage with the sector. It establishes a framework for professional conduct for Licensees in their day to day practices and protects consumer interests".

The Code is a living document and will be reviewed periodically to ensure it reflects the environment in which Property Services Providers operate. It is important to note that the PSRA can have regard to the Code of Practice in assessing complaints of improper conduct.

A copy of the Code of Practice – 'Property Services Providers - Delivering a Professional Service' is available to download from the PSRA's website - www.psr.ie

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