



ÚDARÁS RIALÁLA SEIRBHÍSI MAOINE  
PROPERTY SERVICES REGULATORY AUTHORITY

## **Customer Charter 2021**

### **Our Mission**

The Authority's mission through regulation is to licence, supervise and regulate Property Services Providers (Auctioneers, Estate Agents, Letting Agents and Management Agents) and to protect the interests of the public in their interaction with property services providers by ensuring that high standards are maintained and delivered.

### **Our Commitment to you**

The Customer Charter sets out the standards of service that our customers can expect to receive. The charter is built around the Twelve Guiding Principles of Quality Customer Service. We will provide all customers with quality services at all times. We will strive to deliver services that are easily accessible, of high quality and meet your needs.

### **Equality/Diversity**

We will deal with you in a fair and open manner irrespective of gender, marital status, family status, age, race, religion, disability, sexual orientation, membership of the Traveller or other minority Community.

### **Physical Access**

Our offices will be safe and accessible with physical access to persons with disabilities. We will ensure there are no barriers to services for people experiencing social exclusion and poverty and for those facing geographic barriers to services.

### **Information**

We will promptly provide information in a clear and concise manner. In cases where we cannot release information, we will explain why. We aim to have an easy to read

website that contains up to date information with ease of access to all. We will continue to drive for simplification of forms, information leaflets and procedures.

### **Timeliness and Courtesy**

We will be polite and professional in all our dealings with you. We will act with integrity, impartiality and fairness at all times. We will answer all telephone calls promptly. All queries will be acknowledged, generally within 5 working days. We will give our name and contact details when dealing with your query. We will reply to emails within 5 working days. We will reply to letters within 7 - 10 working days using clear concise language. If it is not possible to send a full reply, we will send you an interim reply, explaining the position. We will identify the writer's name, address, telephone number and email address where available.

### **Complaints and Appeals**

If customers want to make a suggestion on how we could improve our service, or make a complaint about the quality of customer service provided, they can e-mail us at [info@psr.ie](mailto:info@psr.ie)

We have formal complaints and appeals procedures in place which are available on our website [www.psr.ie](http://www.psr.ie).

### **Choice**

We will use available and emerging technologies to ensure maximum access, choice and quality of delivery.

### **Seirbhís i nGaeilge/Service in Irish**

Déanfaimid gach iarracht chun freastal ar chustaiméirí ar mian leo a ngnó a dhéanamh i nGaeilge. We will make every effort to accommodate customers who wish to conduct their business in Irish.

### **Better co-ordination**

We will foster a more coordinated and integrated approach to delivery of public services.

## Internal customer

Management will endeavour to ensure that the staff of the PSRA – our internal customers – are properly supported and consulted with regard to service delivery issues.

## How to contact us

Authority's Address	Property Services Regulatory Authority 2 <sup>nd</sup> Floor Abbey Building Abbey Road Navan Co. Meath C15 K7PY
Telephone Number	Telephone: 046-9033800 Freephone: 1800-252712 Lines are open Monday – Friday 10.00am-12.30pm Outside of these hours you can request a callback by emailing <a href="mailto:info@psr.ie">info@psr.ie</a>
Fax Number	Fax: 046-9033888
Email address	<a href="mailto:info@psr.ie">info@psr.ie</a>
Freedom of information email address	<a href="mailto:foi@psr.ie">foi@psr.ie</a>