



Údarás Rialála Seirbhísí Maoine  
Property Services Regulatory Authority

# Property Services Providers Guidance to implementing the Plan for Living with Covid 19

**ipav** | Institute of Professional  
Auctioneers & Valuers



Effective: 10th & 17th May, 2021



# LICENCE A – AUCTION OF PROPERTY OTHER THAN LAND

*Livestock marts should follow guidance issued by the Department of Agriculture, Food and Marine*

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Office open to the public	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Office closed to the public.	Office closed to the public.	Office closed to the public.
Attendance at the office	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Staff should work remotely where possible. Where this is not possible, all relevant safety protocols to be adhered to.	Staff should work remotely where possible. Attendance only where necessary to facilitate provision of services.	Staff should work remotely. Attendance at the office only where critical to facilitate provision of services.
Delivery of auction lots prior to auction	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Offices closed to the public. Arrangements for delivery of auction lots by appointment only in line with Joint Sector Protocol for Property Services Providers.	Offices closed to the public. Arrangements for delivery of auction lots by appointment only in line with Joint Sector Protocol for Property Services Providers.	Offices closed to the public. Arrangements for receipt and delivery of auction lots will be arranged by licensee only.

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Viewings by the public of property for auction	By appointment only. <b>(Effective 10th May 2021)</b> (In line with Joint Sector Protocol for Property Services Providers)	Viewings to take place online only.	Viewings to take place online only.	Viewings to take place online only.
Indoor auction	Indoor gatherings of up to 6 people can take place where social distancing can be observed. <b>(Effective 10th May 2021)</b>  Where possible auctions should be conducted online.	No organised indoor gatherings should take place.  Online auctions only	No organised indoor gatherings should take place.  Online auctions only	No organised indoor gatherings should take place.  Online auctions only
Outdoor auction	Outside gatherings of up to 15 people can take place. <b>(Effective 10th May 2021)</b>  Where possible auctions should be conducted online.	Outside gatherings of up to 15 people can take place.  Where possible, auctions should go online.	No organised outdoor gatherings should take place.  Online auctions only	No organised outdoor gatherings should take place.  Online auctions only
Delivery of auction lots post auction	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Offices closed to the public. Arrangements for delivery or collection of auction lots by appointment only in line with Joint Sector Protocol for Property Services Providers.	Offices closed to the public. Arrangements for delivery or collection of auction lots by appointment only in line with Joint Sector Protocol for Property Services Providers.	Offices closed to the public. Arrangements for delivery of auction lots made by licensee only.

# LICENCE B – THE PURCHASE OR SALE, BY WHATEVER MEANS, OF LAND

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Office open to the public	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Office closed to the public.	Office closed to the public.	Office closed to the public.
Attendance at the office	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Agents and staff should work remotely where possible. Where this is not possible, all relevant safety protocols to be adhered to.	Agents and staff should work remotely where possible. Attendance only where necessary to facilitate provision of services.	Agents and staff should work remotely. Attendance at the office only where critical to facilitate provision of services.
Estate Agent to view property on engagement by client	Business as usual by appointment only. <b>(Effective 10th May 2021)</b>  (In line with Joint Sector Protocol for Property Services Providers)	Agents at commencement of engagement by their client, may view the property to be placed on the market for sale and arrange for BER certification and any other requirement on engagement.	Agents at commencement of engagement by their client, may view the property to be placed on the market for sale and arrange for BER certification and any other requirement on engagement.	Agents at commencement of engagement by their client, may view the property to be placed on the market for sale on their own, unaccompanied by the vendor. Viewings for BER certification and any other requirement on engagement may only be undertaken by individuals who are unaccompanied at the premises.  Properties must be unoccupied at the time of appointment.

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Viewings by the public of properties for sale	Business as usual by appointment only. <b>(Effective 10th May 2021)</b>  (In line with Joint Sector Protocol for Property Services Providers)	Viewings by the public permitted of properties by appointment only where:  1. Confirmation provided of (a) proof of funds (b) property previously viewed online.  In these circumstances: <ul style="list-style-type: none"><li>• Appointments must be time restricted, with sufficient time allowed between appointments to avoid any potential cross over of viewers and;</li><li>• Viewings by one party of two people from the same household is only permitted.</li></ul>	Viewings by the public permitted of properties by appointment only where:  1. Confirmation provided of (a) proof of funds (b) property previously viewed online.  In these circumstances: <ul style="list-style-type: none"><li>• Appointments must be time restricted with sufficient time allowed between appointments to avoid any potential cross over of viewers and;</li><li>• Viewings by one party of two people from the same household is only permitted.</li></ul>	Viewings by the public permitted of properties by appointment only where:  1. The property has gone sale agreed and contracts for sale drafted  In these circumstances: <ul style="list-style-type: none"><li>• Viewings by one party of two people from the same household is only permitted and;</li><li>• Properties must be unoccupied at the time of appointment.</li></ul>

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Engagement of related services	<p>Business as usual by appointment only. <b>(Effective 10th May 2021)</b></p> <p>(In line with Joint Sector Protocol for Property Services Providers)</p>	<p>Engagement of the services of Valuers, surveyors and other required professionals to progress the sale is permitted.</p> <p>Properties must be unoccupied at the time of appointment.</p> <p>Professionals to follow sectoral, HSE and Government Guidelines.</p>	<p>Engagement of the services of Valuers, surveyors and other required professionals to progress the sale is permitted in the following circumstances:</p> <ol style="list-style-type: none"> <li>1) Properties are sale agreed.</li> <li>2) Contract for sale signed subject to conditions.</li> <li>3) Valuations required by banks or solicitors pertaining to essential services.</li> <li>4) Emergency circumstances</li> </ol> <p>Properties must be unoccupied at the time of appointment.</p> <p>Professionals to follow sectoral, HSE and Government Guidelines.</p>	<p>Engagement of the services of valuers, surveyors and other required professionals to progress the sale is permitted in the following circumstances: :</p> <ol style="list-style-type: none"> <li>1) The property has gone sale agreed and contracts for sale drafted.</li> <li>2) Contract for sale signed subject to conditions.</li> <li>3) Valuations required by banks or solicitors pertaining to essential services.</li> <li>4) Emergency circumstances.</li> </ol> <p>Professionals to follow sectoral, HSE and Government Guidelines.</p>

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Valuation inspection other than in progressing a sale	Business as usual by appointment only. <b>(Effective 10th May 2021)</b>  (In line with Joint Sector Protocol for Property Services Providers)	Properties must be unoccupied at the time of appointment.  Valuers to follow HSE and Government Guidelines	Properties must be unoccupied at the time of appointment.  Valuers to follow HSE and Government Guidelines	<ol style="list-style-type: none"> <li>1) Where valuer engaged prior to effective date of this guidance and valuation is required to facilitate the closing of sale, valuations can proceed in the normal manner. Properties must be unoccupied at the time of appointment. Valuers to follow HSE and Government Guidelines.</li> <li>2) Where valuer engaged in new business after the effective date of this guidance, other than valuations to progress a sale, the valuation must be completed on a drive-by basis only except where inspections are required pertaining to essential services in emergency circumstances</li> </ol>

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Indoor Auction	Indoor gatherings of up to 6 people can take place where social distancing can be observed. <b>(Effective 10th May 2021)</b> Where possible meetings should be conducted online.	No organised indoor gatherings should take place. Online auctions only	No organised indoor gatherings should take place. Online auctions only	No organised indoor gatherings should take place. Online auctions only
Outdoor Auction	Outside gatherings of up to 15 people can take place. <b>(Effective 10th May 2021)</b> Where possible auctions should be conducted online.	Outside gatherings of up to 15 people can take place. Where possible auctions should go online.	No organised outdoor gatherings should take place. Online auctions only	No organised outdoor gatherings should take place. Online auctions only

## LICENCE C – THE LETTING OF LAND

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Office open to the public	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Office closed to the public.	Office closed to the public	Office closed to the public
Attendance at the office	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Agents and staff should work remotely where possible. Where this is not possible, all relevant safety protocols to be adhered to.	Agents and staff should work remotely where possible. Attendance only where necessary to facilitate provision of services.	Agents and staff should work remotely. Attendance at the office only where critical to facilitate provision of services.
Estate Agent to view property on engagement by client	Business as usual by appointment only. <b>(Effective 10th May 2021)</b> (In line with Joint Sector Protocol for Property Services Providers)	Agents at commencement of engagement by their client, may view the property to be placed on the market for rent and arrange for BER certification and any other requirement on engagement.	Agents at commencement of engagement by their client, may view the property to be placed on the market for rent and arrange for BER certification and any other requirement on engagement.	Rental properties must be vacant (in between tenancies). Agents at commencement of engagement by their client, may view the property to be placed on the market for rent on their own, unaccompanied by the client. Viewings for BER certification and any other requirement on engagement may only be undertaken by individuals who are unaccompanied at the premises.

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in RED below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Viewings by public of property for rent	Business as usual by appointment only. <b>(Effective 10th May 2021)</b>  (In line with Joint Sector Protocol for Property Services Providers)	Properties to be viewed online. No viewings in person allowed except <ul style="list-style-type: none"> <li>Where the potential tenant has been offered the property. Viewing of the property takes place prior to signing of the lease and payment of a security deposit.</li> <li>In emergency circumstances.</li> </ul> In these circumstances, viewings by one party of two people from the same household is only permitted.	Properties to be viewed online. No viewings in person allowed except <ul style="list-style-type: none"> <li>Where the potential tenant has been offered the property. Viewing of the property takes place prior to signing of the lease and payment of a security deposit.</li> <li>In emergency circumstances.</li> </ul> In these circumstances, viewings by one party of two people from the same household is only permitted.	Properties to be viewed online. No viewings in person allowed except <ul style="list-style-type: none"> <li>Where the potential tenant has been offered the property. Viewing of the property takes place prior to signing of the lease and payment of a security deposit.</li> <li>In emergency circumstances.</li> </ul> In these circumstances, viewings by one party of no more than two people from the same household is only permitted.

## LICENCE D – PROPERTY MANAGEMENT SERVICES

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Office open to the public	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Office closed to the public.	Office closed to the public.	Office closed to the public.
Attendance at the office	Business as usual (In line with Joint Sector Protocol for Property Services Providers)	Agents and staff should work remotely where possible. Where this is not possible, all relevant safety protocols to be adhered to.	Staff should work remotely where possible. Attendance only where necessary to facilitate provision of services.	Staff should work remotely. Attendance at the office only where critical to facilitate provision of services.
Management Agent to view property on engagement by client	Business as usual by appointment only. <b>(Effective 10th May 2021)</b>  (In line with Joint Sector Protocol for Property Services Providers)	Agents at commencement of engagement by their client, may view the property and arrange any necessary requirements.	Agents at commencement of engagement by their client, may view the property and arrange any necessary requirements.	Agents at commencement of engagement by their client, may view the property on their own, unaccompanied by the client and arrange any necessary requirements. All attendance at the property to fulfil necessary requirements must be on an individual basis, unaccompanied by the client.

<b>Subject Matter</b>	<b>Level 3</b> <b>Effective 17th May 2021</b> <b>unless otherwise stated</b> <b>in RED below</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 5</b> <i><b>Restrictions effective from</b></i> <i><b>13 January 2021</b></i>
Supply, repair, installation and maintenance of machinery and equipment for essential services to businesses and private residences (including electrical, gas, plumbing, glazing and roofing services)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)
Services relating to electricity, gas, water, sewage and waste management	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)
Services necessary to support any other essential service: (i) the cleaning of buildings: (ii) industrial cleaning activities;	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)	Business as usual  (In line with Joint Sector Protocol for Property Services Providers)

Subject Matter	Level 3 Effective 17th May 2021 unless otherwise stated in <b>RED</b> below	Level 4	Level 5	Level 5 <i>Restrictions effective from 13 January 2021</i>
Indoor Meetings	Indoor gatherings of up to 6 people can take place where social distancing can be observed. <b>(Effective 10th May 2021)</b> Where possible meetings should be conducted online.	No organised indoor gatherings should take place. Online meetings only.	No organised indoor gatherings should take place. Online meetings only.	No organised indoor gatherings should take place. Online meetings only.
Outdoor Meetings	Outside gatherings of up to 15 people can take place. <b>(Effective 10th May 2021)</b> Where possible meetings should be conducted online.	Outside gatherings of up to 15 people can take place. Consideration should be given to online meetings.	No organised outdoor gatherings should take place. Online meetings only.	No organised outdoor gatherings should take place. Online meetings only.



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