

|| PRA is now in the excellent position of holding and managing one of the largest property databases in Ireland, offering a fully electronic national register of property ownership and related information. ||

Annual Report 2011



The Property Registration Authority
An tÚdarás Clárúcháin Maoine



Our Mission

To promote and safeguard the legal, societal and economic framework of property ownership in Ireland.

This will be achieved by maintaining and extending a comprehensive and reliable system of registration of title, which secures property rights and facilitates property transactions.

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The Role of the Property Registration Authority

The Property Registration Authority (PRA) was established on 4 November 2006. The key contributions of the PRA to the Irish economy are to provide a register of title to land and to guarantee security for those dealing with property.

Currently, 95% of the total land mass, comprising almost 90% of the titles in Ireland, is registered in the Land Registry. The system of recording deeds in respect of the remaining titles operated by the Registry of Deeds, while still functioning effectively and efficiently, is gradually reducing and will ultimately be of interest primarily to historians and genealogists.

Security of title is the cornerstone of the services which the PRA provides and the systems of "Title Registration" and the "Register of Deeds", as described above, collectively provide a comprehensive record of property transactions.

Following the enactment of the Registration of Deeds and Title Act 2006, both systems are under the control of the Property Registration Authority. The Authority has a statutory remit to complete the Irish land register leading to a single system of title registration supportive of Government policies on land administration, including electronic registration, electronic conveyancing and the emerging Irish Spatial Data Infrastructure.

The principal functions of the PRA are to:

1. Provide and maintain a system of registration of Titles and Deeds in accordance with the relevant legislation
2. Promote and extend the registration of ownership to land
3. Deal with applications under Part 3 of the Landlord and Tenant (Ground Rents) (No. 2) Act, 1978
4. Keep the Minister for Justice and Equality informed of progress in relation to the registration of ownership to land and to assist him or her in the development of policy in relation to such registration
5. Provide reliable and comprehensive information and certification services
6. Maintain financial viability.



Mission and Values

The Mission of the Property Registration Authority is:

To promote and safeguard the legal, societal and economic framework of property ownership in Ireland.

This will be achieved by maintaining and extending a comprehensive and reliable system of registration of title, which secures property rights and facilitates property transactions.

The PRA conducts its business adhering to the following values:

SERVICE TO OUR CUSTOMERS

The PRA is committed to providing its customers with an excellent service which is readily accessible through a variety of channels.

PUBLIC INTEREST

The PRA carries out its functions in the public interest in an open and transparent manner

COMMITMENT TO STAFF

The PRA values the dedication of its staff and endeavours to support them in delivering a high quality service to its customers and in developing fulfilling careers within the organisation.

GOVERNANCE AND VALUE FOR MONEY

The PRA is committed to compliance with good governance, probity and conducting its business in a cost effective manner.

CONSULTATION

The PRA actively engages in consultation with its stakeholders in the ongoing development and delivery of its services.

Members of the Property Registration Authority at 31 December 2011

THE PROPERTY REGISTRATION AUTHORITY

					
John T. Coleman Chairperson	Frank Branigan	Seamus Carroll	Denis A. Byrne	Deirdre Fox	Michael Kelly
John is a former President and CEO of Bose Corporation and has extensive knowledge of private sector organisations.	Frank is a member of staff of the PRA and is the Staff Representative on the Authority.	Seamus is a Principal Officer in the Department of Justice and Equality.	Denis is a Practising Tax Consultant.	Deirdre is a Practising Solicitor (Deirdre Fox and Associates) nominated by the Law Society of Ireland.	Michael is the Securities Policy Manager for AIB and is a member of the Irish Mortgage Council's Legal & Conveyancing Committee.
					
Paul McSweeney	Teresa Pilkington	Peter Savage	Roderick Tyrrell	Una Woods	
Paul is CEO of the Local Government Management Agency.	Teresa is a Practising Barrister nominated by the Bar Council of Ireland.	Peter is an elected member of Louth County Council.	Roderick is a Practising Solicitor (Tyrrell Solicitors).	Una is a lecturer, School of Law, University of Limerick.	

FORMER MEMBERS WHO ALSO SERVED ON THE AUTHORITY IN 2011

Michael Edwards	Máire R. Whelan
Michael was the Staff Representative on the Authority until February.	Máire represented the Bar Council of Ireland on the Authority and resigned following her appointment as Attorney General.

Senior Management Team at 31 December 2011

SENIOR MANAGEMENT TEAM



Shay Arthur
Mapping Advisor



Ray Duffy
Corporate Services
Manager



John Deeney
Deputy Registrar



Brian Kelly
Deputy Registrar



Frank Treacy
Deputy Registrar



Greg McDermott
Information and
Communications
Technology Manager



James O'Boyle
Financial Controller



John O'Sullivan
Deputy Registrar



Fergus Hayden
Chief Examiner of Titles

VACANCIES

Vacancies

Chief Executive

Human Resources Manager

|| The PRA is now in the excellent position of holding and managing one of the largest property databases in Ireland..... this unique asset enabled the PRA to pursue an ambitious business development plan and to commence an active outreach programme across the public sector with the objective of leveraging its electronic resources to provide assistance and support to other state bodies. ||



JOHN T. COLEMAN

Chairperson

Foreword by the Chairperson of the Property Registration Authority

On behalf of the Property Registration Authority (PRA) I am pleased to introduce the Annual Report for 2011.

This Annual Report provides an account of progress made during 2011 in respect of our strategic objectives. During 2011, the PRA made significant progress in delivering one of its key statutory mandates “*to promote and extend the registration of ownership of land*”. Following the signing of an order by the Minister for Justice and Equality in November 2010, extending Compulsory First Registration (CFR) to the remaining counties of Dublin and Cork, all twenty six counties became compulsory registerable within the registration of title system from June 2011. The ongoing growth of the Land Register reflects in part the contribution from the CFR programme with over 2 million folios now opened in the Land Registry.

Following the completion of the PRA’s five year Digital Mapping Project in 2010, the PRA is now in the excellent position of holding and managing one of the largest property databases in Ireland, offering a fully electronic national register of property ownership and related information. Throughout 2011, this unique asset enabled the PRA to pursue an ambitious business development plan and to commence an active outreach programme across the public sector with the objective of leveraging its electronic resources to provide assistance and support to other state bodies. The success of the PRA’s online service *landdirect.ie* for the professional user can be seen from the level of usage of this service which is detailed in this report, since its launch in 2000. A major milestone in the organisation’s online strategy was achieved during 2011 when the flagship *landdirect.ie* service was extended to accommodate the occasional or one-off user who wishes to search the PRA’s database on line without having to open and maintain an account.

Of course, the provision of efficient and effective service to our customers remained a high priority throughout the year and this report contains a detailed account of the level of activity and turnaround times of casework processing in 2011. The PRA also remains committed to the highest standards of corporate governance and in ensuring that the principles of value for money are applied throughout the organisation.

The ongoing commitment of the PRA to eGovernment is evidenced in the progress being made in its eRegistration programme. The success of the eDischarges and eCharging Orders services in recent years has provided momentum and confidence to progress to the next phase of eRegistration. I am pleased to report that considerable progress was made during 2011, in consultation with our stakeholders, on the development of the next phase of eRegistration systems. These will include electronic generation of deeds of transfer and charge and I envisage that these new services will be launched before the end of 2012.

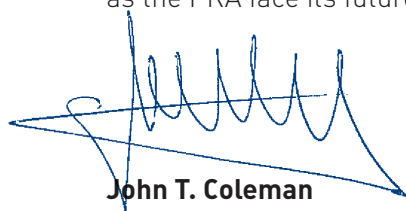
The PRA has now completed its second decentralisation project. Staff who were located in temporary accommodation in Roscommon town moved to the new state of the art building, located at Golf Links Road, in February 2011 and I am pleased that the Government has confirmed that the PRA will remain in situ in the new building in Roscommon as the anchor tenant.

The comprehensive review by the Department of Public Expenditure and Reform in 2011 under the Organisational Review Programme, which was published by Minister Howlin in January of this year, acknowledged that the *“the PRA is a strongly performing organisation and is very well placed to meet future challenges”*. This is an indication of the dedication and commitment of Management and Staff alike in maintaining the organisation’s usual high standards at a time of considerable change across the public sector.

During 2011, we have seen considerable changes in personnel within the PRA. I would like to thank the organisation’s Deputy Registrar’s (John O’Sullivan, John Deeney, Frank Treacy and Brian Kelly) for their support throughout the year, following Catherine Treacy’s retirement as Chief Executive. John Deeney retired from the organisation in February 2012 and I wish to express my gratitude to him for his contribution during a long and distinguished career. John O’Sullivan has, at the time of writing of this foreword, just taken up his new position as Chief Executive & Commissioner of Valuation in the Valuation Office and I wish him well in his new position. I know that I will have the continued support of the Management and Staff of the PRA during 2012, and I look forward to working closely with the new Chief Executive when appointed. I am also grateful for the ongoing support of my fellow members of the Authority and the expertise they bring to the organisation, as we face the challenges in the years ahead. I would also like to take this opportunity to remember Nuala Keaveney, the PRA’s Human Resources Manager who died suddenly during 2011, *ar dheis Dé go raibh a h-anam dílis*.

I would like to thank Michael Edwards and Máire Whelan whose membership on the Authority ended during 2011, and I extend a warm welcome to Frank Branigan, Deirdre Fox and Teresa Pilkington who were appointed to the Authority by the Minister for Justice and Equality in 2011.

Finally, I look forward to working with the Minister for Justice and Equality, Mr Alan Shatter TD, as the PRA face its future challenges.



John T. Coleman

CHAIRPERSON



Progress against Objectives

as set out in the Strategic Plan 2010-2012

OBJECTIVE 1: Completion of the Irish Land Register

Advance the completion of the Irish Land Register by extending Compulsory First Registration (CFR) while arresting the growth of unregistered titles.

The PRA continued to actively implement the strategies and options available to it to extend compulsory registration of ownership of land. The completion of the register is an express mandate of the PRA. Significant progress continues to be made in this regard:

- Compulsory First Registration was extended to all 26 counties from 1 June 2011 with the result that from that date the sale of any unregistered property has triggered the necessity for a compulsory first registration in the Land Registry. This major development will further accelerate the completion of the Irish Land Register particularly when there is an upturn in activity in the property market.
- The PRA established Examiner Cross-Functional Teams (ECF Teams) in its Dublin, Waterford and Roscommon offices, comprised of staff at all levels from Clerical Officer upwards and headed by an Examiner or Chief Examiner of Titles in order to provide the capacity to process the anticipated increased numbers of first registration and other examiners' cases at lower unit costs.
- The level of voluntary certification in compulsory first registration areas continues to be maintained despite the downturn in sale transactions. This was due mainly to a successful "out-reach" programme utilising the expertise of the professional staff of the Land Registry supported by comprehensive online information.

The ongoing growth of the Land Register, as a result of the CFR programme and the subdivision of existing registered titles, can be seen from the total number of folios at the end of each of the last five years.

2007	2008	2009	2010	2011
1,808,552	1,849,388	1,908,843	1,968,024	2,022,061

OBJECTIVE 2: Digital Mapping

Facilitate the eConveyancing and eRegistration initiatives by advancing the rollout of the Digital Mapping Project, with the ultimate objective of achieving full conversion of all registered land parcels by 2010.

In 2011, there was significant development of mapping related Digital/Spatial data. As part of the realisation of the value to be derived from the creation of this resource, the PRA has identified services that can be provided to other public sector bodies thereby creating a national spatial data resource for property related matters.

During the year the PRA carried out 24 route planning searches for a number of agencies such as Bord Gais Eireann, National Roads Authority, ESB as well as for Local Authority roads design offices where they had to identify the registered owners of properties affected by proposed pipelines or roads.



By using Land Registry spatial data, these searches can now be carried out rapidly and efficiently as this work can be processed in a matter of hours instead of months, delivering significant savings for both the organisations requesting the data and the PRA.

The PRA also commenced an outreach programme across the public sector initially contacting the 34 Local Authorities, as well as State Agencies and Government departments that hold large property portfolios with the objective of assisting them in building their property interest/asset registers using Land Registry Spatial Data.

In October 2011, an online service focussed on the citizen was launched on the *landdirect.ie* site where the Land Registry map and folio can be inspected with payment of fees by credit or debit card. The service commenced with three counties initially and it is intended that the remaining counties will be made available during 2012.

OBJECTIVE 3: Contribute to Electronic Conveyancing (eConveyancing)

Contribute to the national eConveyancing programme by preparing for and commencing roll out of an electronic Registration of Title (eRegistration) programme.

In support of Government policy, the PRA continues to actively work on the roll out of electronic registration initiatives.

The PRA currently provides two eRegistration services, eDischarges and eCharging Orders.

eDischarges was the first tangible element of eConveyancing in Ireland. This system enables lending institutions, including both commercial lenders and local authorities, to request the cancellation of registered charges by electronic means without the need to submit any paper to the PRA.

In 2011, a total of 24,503 eDischarge applications were lodged.

eCharging Orders allows the Health Service Executive (HSE) to electronically apply for the registration of Charging Orders where Ancillary State Support has been issued under the Nursing Homes Support Scheme, ('Fair Deal') scheme. All Charging Orders on registered land have been submitted electronically.

The success of both of these services has given momentum and confidence to proceed to the next phase of eRegistration.

The eRegistration Project Board was convened for the next phase of the PRA's eRegistration programme. In keeping with the collaborative approach adopted through this project, the Board contains representation from the Law Society, Irish Banking Federation, Revenue Commissioners, Companies Registration Office, Courts Service and the Central Statistics Office, as well as members of the PRA's staff.

In 2011 the PRA conducted an extensive programme of stakeholder consultation in order to develop specifications for the next phase of delivery of eRegistration systems, that will improve on the existing registration process in terms of efficiency, effectiveness and transparency. Work on the development of these services, which include the electronic generation of deeds of transfer and charge, is ongoing. It is planned to launch these new services before the end of 2012.

The continued development of eRegistration services by the PRA in consultation with its main stakeholders is fundamental to any future system of eConveyancing in Ireland.

OBJECTIVE 4: Legislative Framework

Ensure appropriate legislative provisions and Practice Directions are in place to achieve objectives.

STATUTORY ENACTMENTS

LAND REGISTRATION RULES 2011

Part 8 (Chapter 1) of the Land and Conveyancing Law Reform Act 2009 (the Act) updated the law concerning easements and *profits à prendre*.

The Civil Law (Miscellaneous Provisions) Act 2011 has amended the Act of 2009 and the Registration of Title Act, 1964 in order to permit the Authority to operate a registration scheme for uncontested easements and *profits à prendre*.

The PRA will operate a registration scheme for uncontested easements and *profits à prendre* acquired by prescription, on notice to the servient owners. Section 35 of the 2009 Act has been amended to allow for direct applications under a new Section 49A procedure. The 1964 Act was amended by the insertion of a new Section 49A.

Rule 3 of the 2011 Rules provides for the mechanism to make an application for registration under the new Section 49A.

Form 5A is prescribed as the application form and **Form 113** as the notice form to be served on the servient owner.

Rule 4 amends Rule 103 of the 1972 Rules to allow the Authority consent to the registration of an easement or profit à prendre pursuant to the new Section 49A.

NEW AND REVISED PRACTICE DIRECTIONS IN 2011

The Practice Direction on Registration of Easements and *Profits à Prendre* acquired by Prescription was published during 2011, following consultation with the Working Group on Rules and Practice Directions.

It is expected that the Practice Direction on NAMA applications for registration will be published early in 2012.

LEGAL OFFICE NOTICES

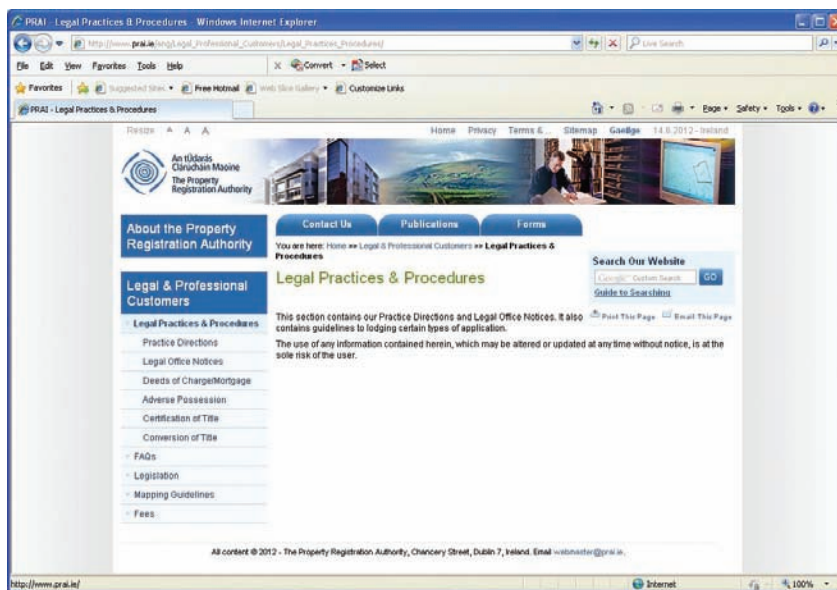
A total of 12 new Legal Office Notices were published on the PRA's website www.prai.ie in 2011.

CONSOLIDATED RULES

Recent years have witnessed an acceleration in law reform in land and conveyancing law, in particular the enactment of the Registration of Deeds and Title Act 2006 and the Land and Conveyancing Law Reform Act 2009. There has also been implementation of information and communication technologies in the title registration process resulting in the digitisation of the land registers and registry maps. Consequent on these developments, it was necessary to make a series of interim Land Registration Rules to deal with pressing matters and to provide a sound legal basis for implementation of the required reforms. It is proposed to revise and consolidate those rules as presently contained in the Rules of 1972, 1975, 1977, 1981, 1986, 2000, 2005, 2006, 2007, 2008, 2009, 2009 (2) and 2011.

The Registration of Deeds and Title Rules Committee has been briefed on progress regarding the drafting of new consolidated Land Registry Rules and Forms and a full working draft will be published on the PRA website in early 2012 as a means of general consultation.

It is hoped to bring the draft Rules before the Registration of Deeds and Title Rules Committee before the end of 2012.



12 new Legal Office Notices were published on the PRA's website

OBJECTIVE 5: Maintaining and Developing Customer Service

Anticipate and meet customer expectations and emerging market demand.

LAND REGISTRATION

REGISTRATION

It is generally the case across the international land registration domain that the level of annual activity is measured by reference to the number of changes to the register. An application may thus include a number of simultaneous transactions resulting in multiple changes to the register; for example, an application may include a transfer of ownership, a new charge and a cancellation of an existing charge which will bring about several changes. Accordingly, in line with best international practice and to facilitate proper comparisons with other jurisdictions, the PRA now adopts this convention and additional approach to reporting casework activity.

The total number of actual changes to the land register during 2011 was **529,506**.

WORK ON HAND

The Land Registry continued to actively engage in clearance of cases throughout the year. At end 2011, there were 93,898 cases pending compared to in excess of 140,000 cases on hand at the end of 2010, a reduction of 33%.

This considerable reduction in the number of cases on hand was achieved through a continuous process of optimising work practices underpinned by a targeted approach to prioritising casework.

The ongoing co-operation of the staff of the Authority is a very significant factor in the productivity levels achieved.

CASEWORK PROCESSING

In addition to the casework clearance programme, substantial progress has been made in respect of reducing 'turnaround times'. By way of example, during 2011:

- (a)** All electronic applications (eDischarges of mortgages and eCharging Orders) were completed within 2 days
- (b)** 75% of mainstream cases, in order for registration, are completed within 10 working days
- (c)** 80% of Copy Folio and Title Plan applications, received electronically, are issued within 24 hours of receipt of application.

CERTIFICATION AND SEARCHING

As part of the delivery of its electronic services, including the transition from paper to a fully electronic national register of property ownership and a comprehensive online national database of land related information, the PRA has developed a suite of advanced online information and registration services. These are available over the internet via the *landdirect.ie* service. During 2011, over 2.6 million searching and certification transactions were processed through the *landdirect.ie* portal.

REGISTRATION OF DEEDS

The number of applications recorded in the Registry of Deeds during 2011 was 31,465 which was a 15% reduction on the 2010 figure. There is no backlog of casework in the Registry of Deeds.

GROUND RENTS APPLICATIONS

The PRA operates the Ground Rents Purchase Scheme under the Landlord and Tenant (Ground Rents) (no. 2) Act, 1978 under which owners of leasehold property can purchase their Ground Rent (freehold interest). This scheme commenced in 1978.

In 2011, the intake of consent applications increased by 15.6% (519 as opposed to 449), and the output was 546 compared to 496 in 2010 which represents an increase of 10%. The year saw a 13.5% reduction in the intake of arbitration applications from 601 to 520 and a decrease in output of 29% from 575 to 407.

Details of the activity in 2011 and the comparative figures for 2009 and 2010 are shown in the table at Appendix 5.

eSERVICES

LANDDIRECT.IE

The following table outlines the number of subscribers and the level of usage of online services showing the growth since the first full year of the service in 2000. These services are delivered through www.landdirect.ie.

Year	2000		2008	2009	2010	2011
No. of professional users	1,700		13,872	14,837	15,775	16,565
No. of online transactions	0.2 million		2.5 million	2.6 million	2.5 million	2.6 million

In 2011, overall usage included 1,335,130 transactions using the Digital Map together with 260,653 online transactions relating to the Registry of Deeds which became available through landdirect.ie for the first time in January 2010.

landdirect.ie for non-account holders

A new landdirect.ie service for non-account holders was introduced in October 2011. This allows customers, who wish to search our maps and view folios online, to do so without having to open and maintain an account.

This service was implemented on a trial basis with map and folio data initially available for County Carlow only - counties Kilkenny and Wexford went live in December 2011. It is envisaged that all counties will be online by the end of 2012.

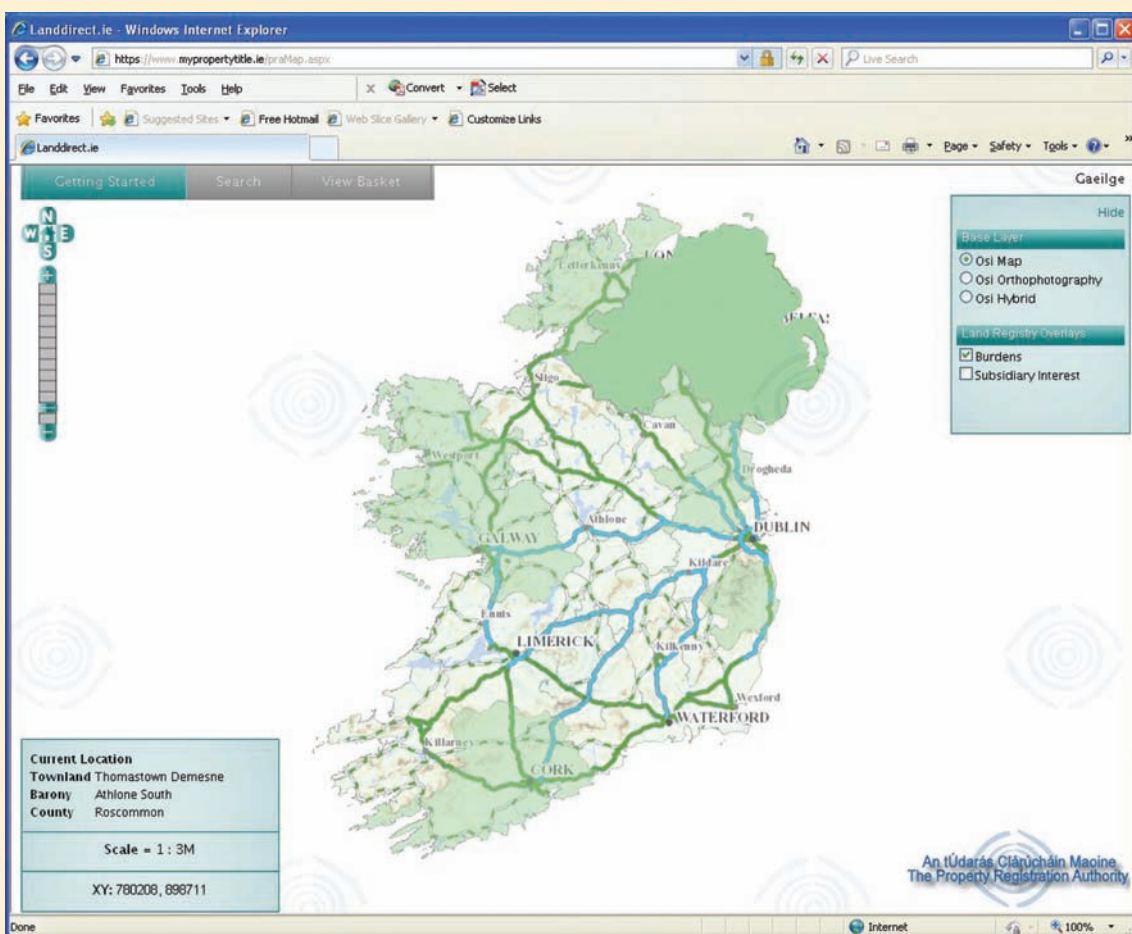
WEBSITE

Usage of the PRA's main website www.prai.ie continues to grow as a valuable communication mechanism and as an information portal for our customers into landdirect.ie. The value of this service to our customers can be measured by its level of usage.

In 2011, the website received over 1.3 million visits with 2.6 million page views. Of the 2.6 million page views:

- the landdirect.ie homepage received 1.3 million page views
- The Forms page which provides application forms for services was accessed over 84,000 times
- The Contact Us page was accessed on more than 96,000 occasions

- The Registry of Deeds Services section was accessed over 28,000 times
- 23% of visitors (over 323,000) to the site were new visitors
- February 8 was the busiest day on the website in 2011 with 7,602 visits and 13,363 page views.



A new *landdirect.ie* service for non-account holders was introduced in October 2011

Analysis of website visitors

From Afghanistan to Zimbabwe and 169 other countries, analysis of the origin of visitors to our website during 2011 reveals a surprising range of countries covering all continents.

As expected the majority of visitors reside in Ireland with the next largest volume of users coming from the UK and the USA.

However, what is surprising is the number and range of other countries represented in our visitor profile including far flung locations such as Azerbaijan, Djibouti, El Salvador, Haiti, Kyrgyzstan, Mozambique, and Vanuatu – all are represented in our visitor profile.

SERVICE DELIVERY TARGETS

LAND REGISTRY

The target for the issue of certified copy folio/title plans via *landdirect.ie* is set at 80% to be issued within 1 working day. This target was significantly exceeded in 2011 with 95% of copies issued within 1 day.

The target for Official Map Searches was also achieved during 2011 with 95% of searches completed within 5 days.

The target for the availability of reference numbers for applications lodged by post or at public counters was achieved throughout 2011. Application reference numbers were available through *landdirect.ie* within 24 hours of lodgement. Where the application was made using the eForm 17 facility (circa 55% of all applications) the reference number was available instantly.

REGISTRY OF DEEDS

All of the service delivery targets set out in the Registry of Deeds Customer Charter were achieved throughout 2011. Accordingly:

- Registrations were completed within 5 days
- Vacates/Satisfactions were completed within 5 days
- Official Searches were completed within 3 days
- Copy Memorials were issued within 5 days.

CUSTOMER INFORMATION UNIT

The Information Unit provides a first point of contact for customers who contact the office by telephone. The staff in the Unit have been trained to provide, in so far as is possible, a responsive and direct service for our customers who have queries, without the need to further transfer the calls to other staff. Obviously, some queries, which might be more complex or case specific, will have to be transferred to other staff with more specialist skills or experience in specific casework but in excess of 75% of the calls are dealt with directly by the Information Unit.

The Information Unit operates between the hours of 9am and 5pm. In 2011, the Unit handled approximately 120,000 calls and this equates to almost 600 calls per day. This considerable volume of work allows casework production staff engaged on registration and mapping work to concentrate on their specific areas of activity, thus maximising productivity and achieving the targets and standards for completion of casework.

CUSTOMER FOCUS GROUP

This forum continued to meet during 2011. These meetings provide a continuing opportunity for consultation with customers on a range of issues and the dissemination of information.

SEMINARS

A growing area of activity in recent years has been the involvement of staff from the PRA in organising seminars, conferences and training courses for key stakeholder groups. PRA officials participated in, and made presentations on, a range of topics at a number of seminars and training courses for solicitors and other customers during 2011. These included:

First Registration

- Dublin Bar Associations
- Sole Practitioners Network
- Matheson Ormsby Prentice Solicitors

landdirect.ie

- Bar Associations: Cavan, Castlebar, Cork, Ennis, Longford, Mullingar and West Cork

eRegistration/eDischarges

- County Councils: Cork, Roscommon, Wicklow
- ACC Bank

Transforming Land Registration in Ireland: the role of e-Government

- UNECE Working Party on Land Administration
- IPA

Value of PRA Spatial Data

- Chief State Solicitors
- City & County Managers Association
- Dublin City Council
- County Councils: Clare, Dunlaoghaire Rathdown, Fingal, Galway, Kildare, Kilkenny, Leitrim, Limerick, Longford, Roscommon, Sligo, Westmeath

Digital Mapping and other significant developments

- Bar Associations: Cavan, Cork, Longford, Mayo, Monaghan and Westmeath/Offaly
- Society of Chartered Surveyors - Dublin members
- Society of Chartered Surveyors - Rural members
- DIT Geomatics students
- Law Society students

VISITORS TO THE PRA

The PRA continues to host meetings and welcome individuals and delegations from a range of land registration and related organisations.

NATIONAL HERITAGE WEEK

The Registry of Deeds again participated in National Heritage Week in 2011. A total of ten tours were organised in the last week of August 2011.

The tour commenced with a brief history of the beautiful Gandon-designed building, drawing attention to some of its unique features.

A synopsis of the registration process was also provided and the Registry of Deeds' collection of documents of historical importance was exhibited. The tour also included a demonstration of records of genealogical interest, ranging from very old records up to the present day of computerisation. All tours were received very positively and the Registry intends to participate again in 2012.

ACCESSIBILITY

The PRA makes every effort to provide facilities and services that are accessible to all of its customers. Contact details for Access Officers are provided on our website in order that any person with a disability can avail of assistance in accessing our services or attending our offices.

SERVICE THROUGH THE IRISH LANGUAGE

19 applications for registration in the Irish language were completed in 2011.

In April 2011 the Office of An Coimisinéir Teanga carried out a review of the PRA Irish Language Scheme 2007-2010. Their report concluded that the various commitments set out in the scheme were met within the agreed timeframes and that the scheme was implemented by the PRA in a satisfactory manner.

CUSTOMER SURVEY 2011

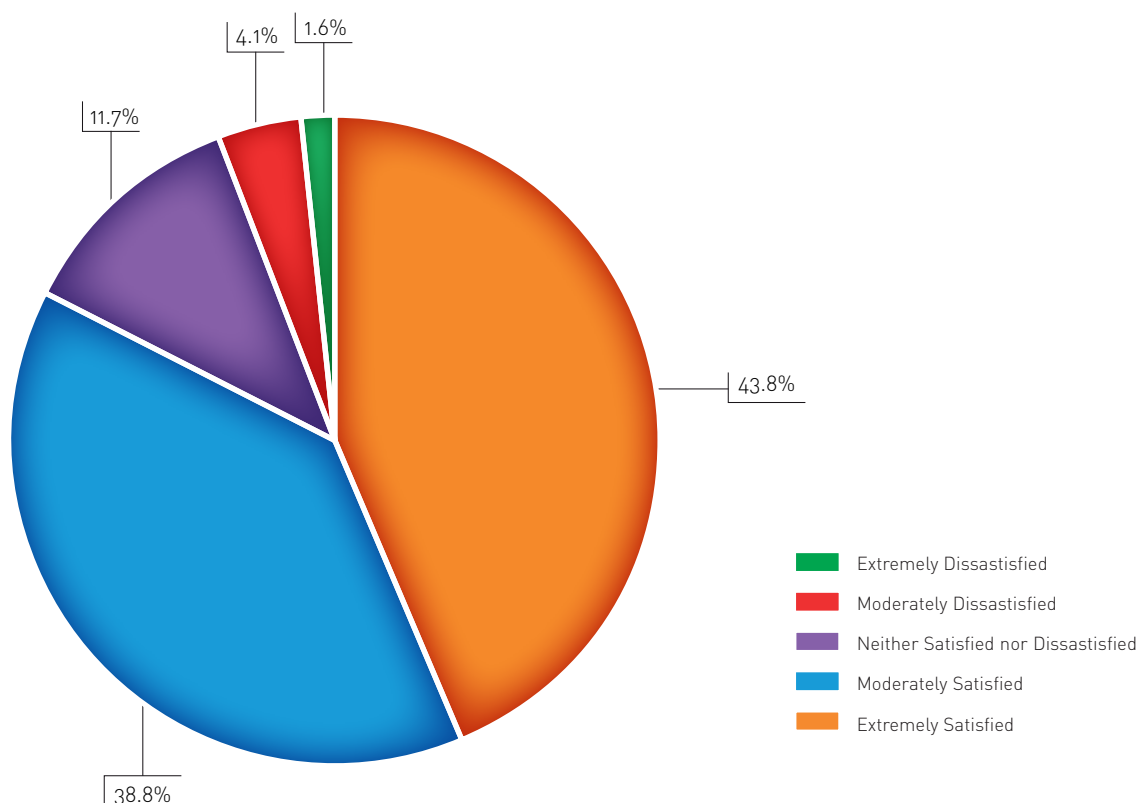
A Customer Survey was undertaken by the PRA in November/December 2011.

This was the first Customer Survey conducted by the PRA since 2004. Taking into account the considerable developments in modernising the register, including the completion of the electronic register of folios, the digitisation of the registry maps, the introduction of the first phase of eRegistration and the expansion of services provided on *landdirect.ie* the survey was, of necessity, quite comprehensive.

A total of 490 responses were received, including 7 in Irish. Overall feedback was positive with only 5.7% of responders expressing any dissatisfaction with the quality of customer service provided by PRA staff. 82.7% of responders rated themselves as either extremely or moderately satisfied with the service provided.

A full report on the survey will be published on our website in 2012 and feedback received will assist us in the production of an updated Customer Charter.

How would you rate your overall level of satisfaction with the quality of Customer Service provided by PRA staff?



BUSINESS DEVELOPMENT

During 2011, the PRA has focussed on establishing a business development program for the organisation. As part of this process, the PRA has been working on various initiatives such as:

- Liaising and actively working with state agencies and other key stakeholders to promote the services of the PRA
- Marketing the facilities available in the PRA to our stakeholders
- Identifying opportunities for developing services and products to stakeholders
- Coordination and effective management of resources in the PRA to ensure delivery of service to key stakeholders

The PRA has embarked on an ambitious outreach programme across the public sector with the objective of using this organisation's resources to provide assistance and support to other state bodies and thus delivering value for money.

In 2011, the PRA made contact with the 34 Local Authorities as well as other Government departments and agencies that hold large property portfolios with the objective of assisting them in building their property interest/asset registers using Land Registry Spatial Data.

This initiative strengthens an existing collaborative approach by the PRA to working with other State agencies and organisations such as Bord Gais Eireann, National Roads Authority, ESB and Local Authority road design offices.

The use of Spatial Data has allowed the PRA to assist these organisations in the identification of the registered owners of properties affected by proposed pipelines or roads efficiently and rapidly, delivering significant savings both for these customers and for the PRA. We have also been able to assist other Government departments in compliance with statutory functions.

Business development will continue to be a focus for the organisation into the future.

OBJECTIVE 6: Responsive and Flexible Organisation

Maintain a responsive and flexible organisation with the capacity to deliver on organisational mandates.

The Department of Public Expenditure and Reform conducted a comprehensive review of the progress made by seven Departments and Offices in implementing their respective Organisational Review Programme (ORP) Action Plans. The ORP team's overall assessment of the PRA is that the organisation "has substantially implemented its action plan" and that "the PRA is a strongly performing organisationvery well placed to meet future challenges".

At 31 December 2011, there were 573.61 posts in the Property Registration Authority filled by a total of 622 staff. This is a decrease of almost 2.5% on the total number of staff working at end 2010. This reduction is in line with the target in staff numbers (573 posts) to be achieved through the implementation of the Employment Control Frameworks (ECF) as part of the Government's response to the economic crisis. With these staff restrictions, the challenge for 2011 was to reduce the staff numbers, notwithstanding the need to engage in the decentralisation programme for Roscommon, while at the same time ensuring the delivery of a high quality and effective service to our customers.

Over the course of 2011, 12 officers retired from the PRA including 1 officer who availed of the Incentivised Scheme for Early Retirement (ISER).

During 2011, 6 staff were assigned to the Property Registration Authority for decentralisation to Roscommon through the Central Applications Facility (CAF) which is operated by the Public Appointments Service (PAS). A further 3 officers were recruited through PAS for the Roscommon office. A total of 4 officers transferred out of the Property Registration Authority under decentralisation and a further 7 officers transferred to other departments on a voluntary basis.

There are currently 84 PRA staff (79.25 posts) serving in the Roscommon office compared with 72 at the end of 2009 and 76 at the end of 2010.

In addition to the reduction in numbers set out above there was no recruitment to fill vacancies created by staff availing of the Shorter Working Year Scheme in 2011 which amounted to a total of 644 weeks unpaid leave. This equates to approximately 12 members of staff.

A total of 28 staff left the organisation during 2011.

The PRA continued to offer a wide range of flexible working arrangements to staff, including flexitime, work-sharing, career breaks and term-time leave. 165 staff availed of work-sharing options in 2011 which represents 116.61 posts (20.3% of the total posts).

The Performance Management and Development System (PMDS) has been embedded within the organisation for some time and is used to manage all aspects of staff performance.

During 2011 the PRA participated in the Job Shadow scheme as part of its disability initiatives at its Roscommon, Waterford and Dublin offices. Feedback from this initiative was very positive.

ATTENDANCE MANAGEMENT

An Attendance Management policy which focussed on absence through illness was implemented in July 2011. Training was provided to all officers to whom staff report, on the operation of the policy and in the management of attendance related issues. The reduction in the number of days lost to sick leave in the PRA has exceeded the 10% target set by the Public Service Agreement 2010-2014 with a reduction of 23% in 2011.

OBJECTIVE 7: Corporate Governance

That the structures and processes are in place to ensure that the organisation carries out its functions in an environment that reflects appropriate standards of corporate governance, financial management and control.

OVERALL GOVERNANCE AND CONTROL FRAMEWORK

The overall Governance and Control Framework within the PRA is guided by the Registration of Deeds and Title Act 2006, the recommendations of the *Report of the Working Group on the Accountability of Secretaries General and Accounting Officers (the Mullarkey Report)*, the Public Financial Procedures and Code of Conduct for the Governance of State Bodies issued by the Department of Finance.

The Authority must be satisfied that the appropriate structures and processes are in place to ensure that they have the ability, objectively and effectively, to assess management and organisation performance. The Authority is responsible for compliance with all statutory obligations applicable to the PRA.

The Chief Executive is responsible to the Authority for the performance of her/his duties and for providing it with such information in relation to the performance of those functions as the Authority may from time to time require. The Chief Executive is the Accounting Officer and in that capacity is accountable to the Oireachtas in respect of all funds voted to the PRA for the provision of services. The Accounting Officer must prepare, on an annual basis, an account of expenditure and receipts, known as the Appropriation Account and present this account to the Comptroller and Auditor General.

The main elements of the Governance Framework are as follows:

AUDIT COMMITTEE

An Audit Committee consisting of a number of members external to the PRA, together with two Authority members is in place since 2007. The Audit Committee reviews and assesses the work of the Internal Audit Unit. The Committee also reviews the PRA's approach to Risk Management. Four meetings of the Audit Committee were held in 2011.

INTERNAL AUDIT UNIT

Audits are conducted by the Internal Audit Unit across the range of activities of the PRA including financial, operational and governance. Eight audits were completed in 2011. All reports were submitted to the Accounting Officer and to the Audit Committee.

RISK MANAGEMENT

A Risk Register in accordance with the Department of Finance guidelines is maintained on an ongoing basis. The maintenance of the register is designed to ensure that risks are identified and assessed and necessary mitigating actions are, where resources allow, put in place.

The Risk Register is compiled by Senior Management and presented to the members of the Authority on a quarterly basis for approval.

DATA PROTECTION

The PRA registers as a Data Controller with the Office of the Data Protection Commissioner on an annual basis as required by law.

The Data Protection policy of the PRA consists of a set of guidelines for staff based on the 8 Data Protection Rules to ensure that the Data Protection Acts 1988 and 2003 are complied with. The policy is reviewed and updated on an ongoing basis.

PROCUREMENT

All procurement activity is guided by the Public Procurement Guidelines and Policies published by the Department of Finance. There is a framework of procurement procedures in place including segregation of duties, regular management reporting and a system for the authorisation of expenditure. Formal sanction is sought from the Department of Finance for all expenditure above an agreed threshold.

FINANCIAL REPORTING

A comprehensive system of Financial Reporting is in place within the PRA:

- The Chief Executive provides a financial overview to Authority members on a monthly basis
- Formal reports on actual expenditure against budgets are submitted to the Department of Justice and Equality and the Department of Public Expenditure and Reform on a monthly basis
- Returns of Fee Income received are submitted to the Exchequer on a weekly basis

- The Annual Appropriation Account is prepared and submitted to the Comptroller and Auditor General
- Relevant and timely reports containing Financial and non-Financial information are provided to Senior Management.

Ongoing expenditure management in 2011 resulted in the achievement of further reductions in respect of both current and capital expenditure.

COMPLIANCE WITH LEGISLATION

ETHICS IN PUBLIC OFFICE ACT, 1995 AND STANDARDS IN PUBLIC OFFICE ACT, 2001

The PRA was established under the Registration of Deeds and Title Act 2006 and operates in accordance with the provisions of that Act. Procedures are in place to ensure that the members of the Authority and the staff of the PRA holding designated positions, comply with the provisions of the Ethics in Public Office Act, 1995 and the Standards in Public Office Act, 2001. In addition, in accordance with the Code of Business Conduct for the members of authorities, the members of the Property Registration Authority register their interests in other undertakings with the Secretary on their appointment.

SAFETY, HEALTH AND WELFARE AT WORK ACT 2005

The PRA is committed to ensuring the well-being of its employees by maintaining a safe place of work and by complying with the Safety, Health and Welfare at Work Act 2005 and with relevant codes of practice and guidelines where appropriate. The central PRA Health and Safety Committee meet regularly during the year and there are local Health and Safety Committees in the Waterford and Roscommon offices. These committees monitor health and safety within the PRA and encourage safety awareness and accident prevention in the organisation. The PRA also participates in the Occupational Health and Safety Risk Management Network for State Agencies. The objective of the Network is to contribute to the continuous improvement of the management of occupational health and safety risk in State authorities.

OBJECTIVE 8: Value for Money

Value for money is an explicit objective of Government policy. It requires all areas of the public service to ensure enhanced efficiency, accountability and transparency in public expenditure.

The PRA is committed to implementing Government policy in the area of Value for Money. The Chief Executive is responsible to the Authority for her/his performance in this regard. The Chief Executive, as Accounting Officer, is also accountable to the Oireachtas for ensuring Value for Money.

The management budgetary committee examines all major items of expenditure and actively oversees the value for money programme in the PRA.

A Corporate Procurement Plan is being developed to take account of recent central procurement initiatives and it is envisaged that this will be in place by the end of 2012.

Value for Money is being achieved by the PRA on an ongoing basis:

- For the fourth consecutive year, the PRA has reduced net expenditure. Actual expenditure from the PRA Vote for 2011 amounted to €31.5m (as against €35m for 2010 – a decrease of 10%). It is worthy of note that since 2008 net expenditure has reduced by 32% (2008 expenditure €46.2m).
- Capital Expenditure for 2011 amounted to €0.2m as against €2.4m for 2010 (a decrease of €2.2m).

The PRA is a process-driven and results-orientated organisation which is committed to the elimination of waste and duplication, while discharging its statutory functions in an effective and efficient manner and continuing to provide excellent service to our customers.

TRANSFORMATION FORUM

The PRA's Transformation Forum is drawn from the constituent elements of Partnership – staff, unions and management.

The Forum is augmented by local transformation groups, based in each of the PRA's offices in Dublin, Waterford and Roscommon. Their remit includes communicating the transformation message and encouraging innovation in their local area. This ensures a continuous focus at a local level on improving processes, reducing costs and delivering a high quality customer service.



PROGRESS AGAINST OBJECTIVES

To date, a number of process and technological suggestions have been put forward by this forum and they are currently being developed further with a view to being implemented. The Forum held 5 meetings in 2011.

OBJECTIVE 9: Decentralisation

Relocate part of the Authority's operations to Roscommon pursuant to the Government's decentralisation programme.



PRA offices in Roscommon

The PRA successfully moved to its new premises in Roscommon in January 2011 but with a much reduced number of staff from that originally envisaged in the Government decision in 2003.

The Public Service Reform Plan published by the Department of Public Expenditure and Reform (D/PER) on 17 November 2011 indicated that the PRA staff in Roscommon will remain in situ but that the number of staff indicated in the original decision (230 staff) would be reviewed. Following this review, OPW are now actively seeking to allocate space in the building to other public sector organisations in the hinterland.

OBJECTIVE 10: Buildings Management

Provide appropriate accommodation for the organisation.

The new purpose built office for the Property Registration Authority in Roscommon was completed in November 2010 and staff relocated to these offices in January 2011. The building is designed and built to the highest standards and specification and based on making the best use of sustainable energy principles. It makes the best use of leading edge design and technology in respect of heat retention and ventilation, is insulated to the highest standards and also contains a sophisticated water recycling facility.

Detailed specifications of the office's accommodation requirements for Chancery Street and Henrietta Street have been prepared in light of the relocation of staff from the Setanta Centre building in 2013.

Since the 1980s, the PRA has maintained an extensive document warehouse in Santry, Dublin, where the majority of its historical paper records are stored. This facility is shared with the Revenue Commissioners and the Department of Social Protection. During 2011, the PRA engaged with the Office of Public Works (OPW), which is responsible for the overall Santry complex, in relation to the allocation and fitting-out of additional space to meet the storage requirements of the PRA from 2012 onwards. These discussions are ongoing.

Financial Report - Summary 2011

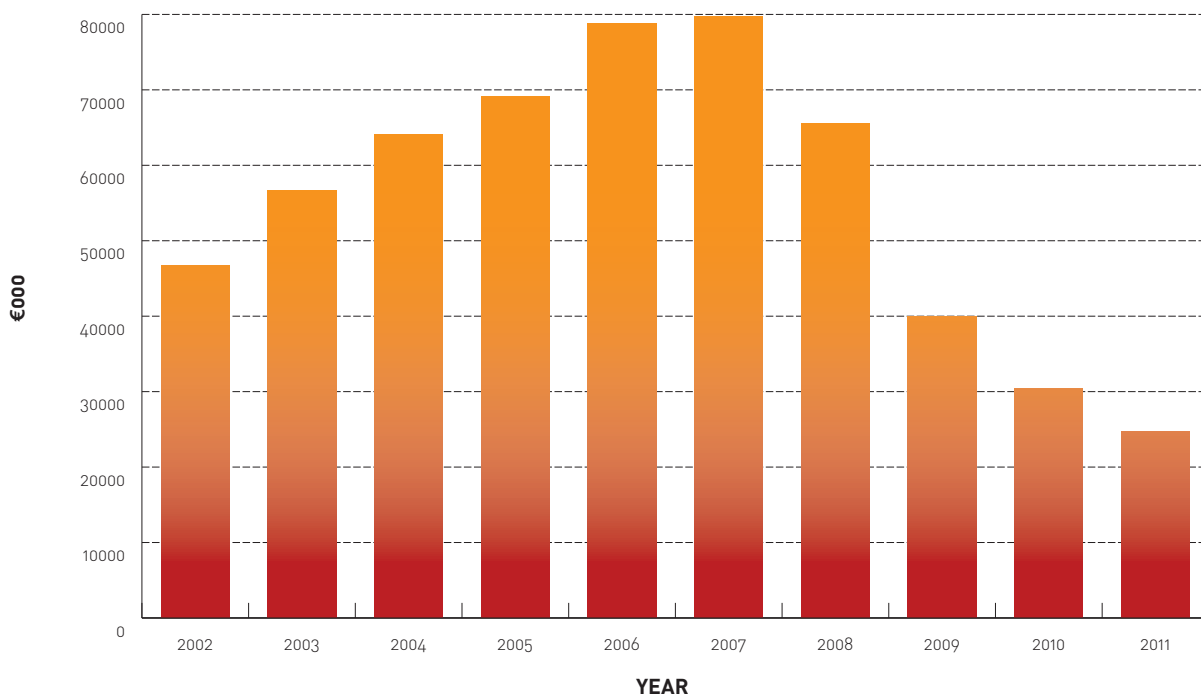
Fees

Fees received by the PRA amounted to €24.8m in 2011 as against €30.4m in 2010. This was a decrease of €5.6m or 18% over 2010.

All fees collected by the PRA are remitted to the Exchequer on an ongoing basis. On that basis therefore, in excess of €24m was remitted directly to the Exchequer by the Property Registration Authority in 2011.

The following represents a 10 year summary of fees received by the PRA. As expected, the fees collected vary in accordance with the level of transactions in the property market in any given year.

FEES RECEIVED 10 YEAR SUMMARY



Net Expenditure

The PRA, in carrying out its mandate, is directly funded by the Exchequer in the form of an annual allocation of Voted Expenditure.

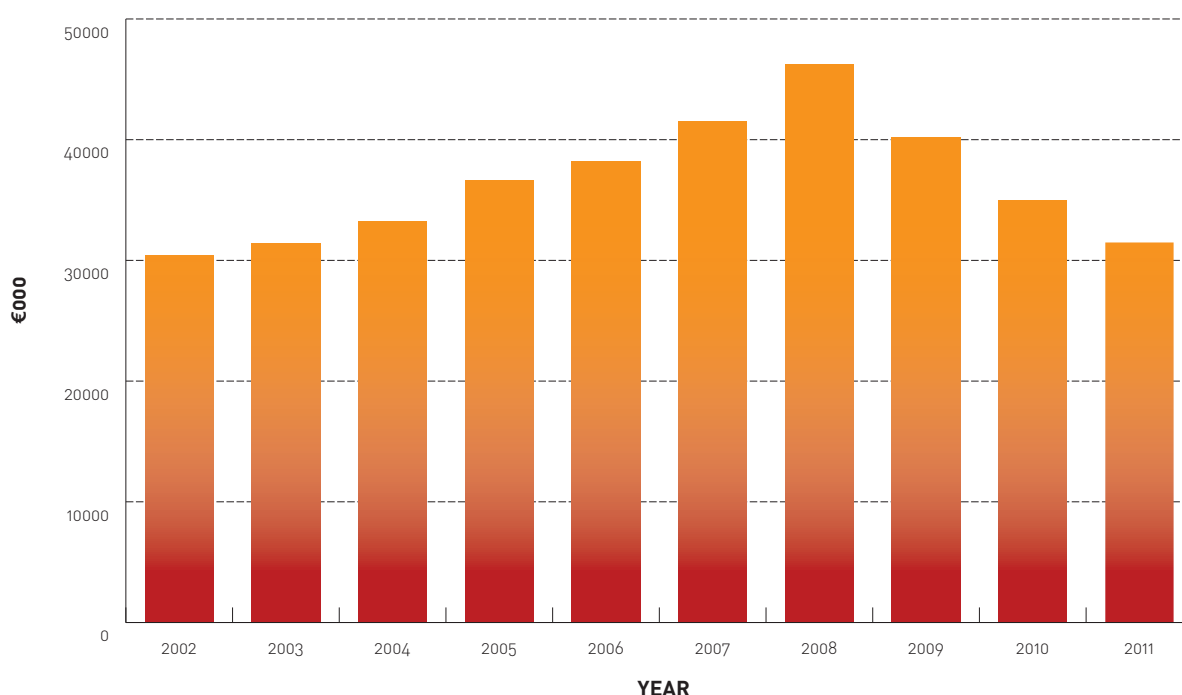
For the fourth consecutive year it can be reported that the PRA has reduced net expenditure. Actual expenditure from the PRA Vote for 2011 amounted to €31.5m (as against €35m for 2010 – a decrease of 10%). It is worthy of note that since 2008 net expenditure has reduced by 32% (2008 expenditure €46.2m).

Of the total net sum expended of €31.5m, expenditure on Salaries amounted to €26m; this represented 82% of all expenditure.

Total Net Current Expenditure for 2011 amounted to €31.3m as against €32.6m for 2010 (a decrease of €1.3m).

Capital Expenditure for 2011 amounted to €0.2m as against €2.4m for 2010 (a decrease of €2.2m).

NET EXPENDITURE 10 YEAR SUMMARY



Apportioned Costs

In addition to costs directly incurred by the PRA, other costs, incurred by other Departments and offices, must be considered in order to present an overall picture of the cost of managing the PRA. When the following apportioned costs are included:

- €4m under Vote 7 - Superannuation and Retired Allowances
- €1.3m under Vote 10 - Office of Public Works
- €0.3m under Vote 19 - Financial Shared Services
- €2.4m notional rents on State-owned properties

The total expenditure in 2011 increased to €39.5m (2010 - €44.7m). There was therefore an overall decrease in costs on 2010 of €5.2m (or 11%).

Prompt Payment of Accounts Act 1997

It is the policy of the PRA to fully comply with the terms of the Prompt Payment of Accounts Act, 1997.

The PRA has procedures in place to ensure that all invoices are paid within the statutory time limit. While the procedures have been designed to ensure compliance with the Act, they only provide reasonable and not absolute assurance against material non-compliance with the Act.

In 2011, 5 invoices out of a total of 1,728 invoices processed incurred late payment penalties. The value of all invoices that incurred penalties amounted to €7,268. This represents 0.2% of the total payments falling within the terms of the Regulations. The total interest paid during 2011 resulting from late payments amounted to €63.

External Scrutiny

A number of additional mechanisms to verify and quality assure the activities and services of the PRA are in place. These include:

PARLIAMENTARY QUESTIONS

221 enquiries were received from members of the Oireachtas and dealt with via e-mail during 2011.

30 Parliamentary Questions were tabled by members of the Oireachtas and dealt with during 2011.

11 letters/representations from TD's and Senators were received and dealt with during 2011.

OFFICE OF THE OMBUDSMAN

3 letters were received from the Ombudsman's Office relating to complaints in 2011.

COMPLAINTS PROCEDURE

10 formal complaints were received during 2011 and were dealt with under the PRA's Complaints Procedure.

International Initiatives

Staff of the PRA participate in a number of relevant international bodies to ensure that the organisation's policies and priorities are represented on important issues which have an impact on land registration and land administration generally. Participation also provides the opportunity to keep up to date with international developments and trends in land administration, including the delivery of services to customers in a more effective manner. Dialogue and communication with relevant international bodies also provides an important platform for sharing ideas and understanding progress achieved both within the EU and the wider international community.

EUROPEAN LAND INFORMATION SERVICE (EULIS)

The development of world class ICT systems in recent years has enabled the PRA to participate in international developments such as EULIS. EULIS is an initiative by various land registration authorities across Europe to provide cross-border access to their respective online databases and electronic services (www.eulis.eu).

The EULIS service provides land registry professional customers such as banks, other lenders, solicitors, estate agents, law searchers and public authorities with reliable, direct and easy access to land and property information in member European countries. Irish customers can access EULIS through their *landdirect.ie* account.

Following an agreement with the EU Commission in 2009 EULIS will act as the link to land register information in the EU as the appropriate elements of the new eJustice portal goes live across Europe over the coming years. Accordingly, EULIS has been engaging actively with other European land registries to join its service and has held discussions with several national authorities in this regard.

Following on from a successful application for funding to the European Commission under the latter's Civil Justice programme, the EULIS member countries are building the EULIS 2.0 portal which will provide the key interfaces required for compliance and collaboration with eJustice portal developments. The PRA is currently the sponsor organisation for the work package leading to the development of the technical infrastructure and application development process. This project is now in the development stage with a go-live date for Quarter 3 2012.

The Property Registration Authority has formally joined the European Economic Interest Group (EEIG) which has been formed to manage the EULIS service.

EUROPEAN LAND REGISTRY ASSOCIATION (ELRA)

The primary aim of the ELRA is the development and understanding of the role of land registration in real property and capital markets in EU member states. ELRA seeks to promote the mutual knowledge of the different land registry systems in member states and provides a very useful forum for discussion and information exchange on developments in land registry systems across Europe. It also has a significant role in keeping members informed on relevant developments at EU level.

During 2011, one of the topics which was the subject of considerable discussion within ELRA was a proposal for a regulation in matters of succession. The ELRA Network, which was established in 2010 to support the stated aims, also developed further shared information documents, in particular the land registry publicity framework and succession information documents.

UNITED NATIONS ECONOMIC COMMISSION FOR EUROPE (UNECE) - WORKING PARTY ON LAND ADMINISTRATION (WPLA).

The UNECE's Working Party on Land Administration, which is based in Geneva, was established in 1999 with the aim of promoting land administration through security of tenure, developing real estate markets and modernising land registration systems in countries in transition.

The WPLA has developed into an effective network of land administration officials in Europe and North America. It operates by sending independent experts to the ECE countries to render policy advice and recommendations on national programmes on land market development and real estate registration.

The PRA continues to play an active role in WPLA. Through 2011 and into 2012, we are the lead country in designing and conducting a benchmarking study of Land Administration systems in the UNECE region. The purpose of this survey is to carry out a comparative analysis of land administration, land registration and mapping systems in UNECE countries.

This survey will provide an in-depth analysis of land administration systems in the UNECE region. Results from this survey will allow UNECE and WPLA to undertake more relevant and useful projects and to make more informed policy recommendations to member States.

INSPIRE

The INSPIRE Directive 2007/2/EC of the European Parliament aims to create a EU spatial data infrastructure. The directive came into force on 15 May 2007 and will be implemented in various stages, with full implementation required by 2019.

INSPIRE, which was transposed into Irish Law on 1 August 2010 will enable the sharing of environmental spatial information among public sector organisations and better facilitate public access to spatial information across Europe. The Department of Environment, Heritage and Local Government has been tasked with the implementation of the INSPIRE directive in Ireland. The PRA, as one of the Legally Mandated Organisations (LMOs), is actively engaged in the implementation of the Directive and will fully conform to all legislative requirements ensuring that the INSPIRE delivery schedules are met.

THE FOUR REGISTRIES QUADRILATERAL NETWORK

For a number of years meetings have taken place on a biannual basis between representatives of the land registration bodies for England and Wales, Scotland, Northern Ireland and the PRA to discuss and explore a range of matters of mutual interest. Since its establishment, a number of sub-groups have been formed to consult and report on a variety of topics including, business trends and activity levels, electronic conveyancing/registration, benchmarking, electronic funds transfers, security of systems and other developments.



Appendices

APPENDIX 1

Financial Summary

Statement of Expenditure	2011 €000	2010 €000
Salaries and Wages	26,046	26,831
Travel and Subsistence	97	97
Compensation	209	167
Ordnance Survey	2,588	3,520
Geodirectory	69	69
Training	135	144
Cleaning	356	391
Miscellaneous	275	255
Authority and Audit Committee Fees	116	127
Post	366	396
Telecoms	428	535
IT Current	966	1,172
IT Capital	155	1,493
Office Machinery and Supplies	315	339
Office Maintenance	388	536
Light and Heat	284	243
Office Furniture	25	53
Consultancy	20	33
Total Gross Expenditure (Vote 23)	32,838	36,401
Less Pension Levy	(1,355)	(1,401)
Net Expenditure (Vote 23)	31,483	35,000

Note: 2011 figures are subject to audit by the Comptroller and Auditor General

APPENDIX 1 CONTINUED

Fees collected by the PRA

	2011 €000	2010 €000
Land Registry Fees	23,330	28,646
Registry of Deeds Fees	1,359	1,733
Ground Rent Fees	77	83
Total Fees	24,766	30,462

Staff Costs and Employee Numbers

	2011	2010
Staff serving at end of Year	573	586
	€000	€000
Pay	24,481	24,932
Other allowances	86	75
Overtime	153	480
Employer's PRSI	1,326	1,344
Total Staff Costs	26,046	26,831

APPENDIX 1 CONTINUED

Statement by the Accounting Officer on Internal Financial Control

RESPONSIBILITY FOR SYSTEM OF INTERNAL FINANCIAL CONTROL

As Accounting Officer I acknowledge my responsibility for ensuring that an effective system of internal financial control is put in place, maintained and operated by the PRA. This responsibility is exercised in the context of the resources available to me and my other obligations as Chief Executive Officer. Also, any system of internal financial control can provide only reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded and that material errors or irregularities are either prevented or would be detected in a timely manner. Maintaining the system of internal financial controls is a continuous process and the system and its effectiveness are kept under ongoing review.

The position in regard to the financial control environment, the framework of administrative procedures, management reporting and internal audit is as follows:

FINANCIAL CONTROL ENVIRONMENT

I confirm that a control environment containing the following elements is in place:

- financial responsibilities have been assigned at management level with corresponding accountability
- reporting arrangements have been established at all levels where responsibility for financial management has been assigned
- formal procedures have been established for reporting significant control failures and ensuring appropriate corrective action

In addition, an audit committee has been established to advise me in discharging my responsibilities for the internal financial control system.

APPENDIX 1 CONTINUED

ADMINISTRATIVE CONTROLS AND MANAGEMENT REPORTING

I confirm that a framework of administrative procedures and regular management reporting is in place, including segregation of duties and a system of delegation and accountability, in particular, that:

- there is an appropriate budgeting system with an annual budget which is reviewed by senior management
- there are regular reviews by senior management of periodic and annual financial reports which indicate financial performance against forecasts
- a risk management system operates within the Authority
- there are systems aimed at ensuring the security of the ICT systems
- there are appropriate capital investment control guidelines and formal project management disciplines.

INTERNAL AUDIT

I confirm that the PRA has an internal audit function, which operates in accordance with a written charter, which I have approved. Its work is informed by analysis of the financial risks to which the Authority is exposed and its annual internal audit plans are based on this analysis.

ACCOUNTING OFFICER

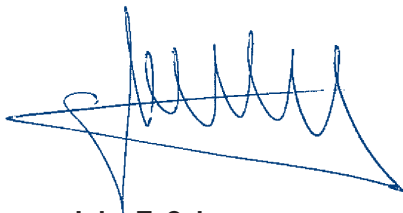
PROPERTY REGISTRATION AUTHORITY

APPENDIX 2

Statement by the Chairperson pursuant to the Code of Practice for the Governance of State bodies

As Chairperson I affirm/confirm/certify

- that all appropriate procedures for financial reporting, internal audit, travel, procurement and asset disposals are being carried out
- that Codes of Business Conduct for Directors and Employees have been put in place and adhered to
- that Government policy on the pay of Chief Executives and all State body employees is being complied with
- that Government guidelines on the payment of Directors' fees are being complied with
- that the Guidelines for the Appraisal and Management of Capital Expenditure Proposals in the Public Sector are being complied with
- that Government travel policy requirements are being complied with in all respects, and
- that the Code of Practice has been adopted and it is being complied with subject to Authority approval.



John T. Coleman

CHAIRPERSON

PROPERTY REGISTRATION AUTHORITY

APPENDIX 3

Land Registry Workflow – All Categories

In line with international practice and to facilitate proper comparisons with other jurisdictions, Table 1 below contains a summary of overall casework activity resulting in actual changes to the land register:

Table 1

Year	2011	2010	2009
Changes to the register	529,506	575,019	534,528

For comparison purposes Table 2 shows the breakdown of the various application types for 2011, 2010 and 2009 at 31 December.

Table 2

Application Type	Year	Intake	Output	Cases under query	Work in progress
Applications for Registration	2011	130,390	175,275	16,645	67,793
	2010	145,227	192,061	23,084	106,722
	2009	202,548	234,782	30,194	148,112
Examiners & Section 49 Cases	2011	3,230	4,470	4,024	5,364
	2010	3,278	5,132	4,463	5,846
	2009	3,715	5,325	4,824	6,017
Ground Rent Applications	2011	1,039	953	-	-
	2010	1,050	1,071	618	279
	2009	1,222	1,484	746	187
Land Commission Cases	2011	41	557	261	570
	2010	52	1,211	508	971
	2009	68	327	657	2,596
Title Plans & Copy Folios	2011	144,944	146,999	0	1,772
	2010	158,616	164,846	0	3,360
	2009	179,221	178,854	0	6,152
Scheme Map Approval	2011	362	362	0	0
	2010	467	467	0	0
	2009	524	530	96	0
Copy Instruments	2011	8,136	7,132	68	766
	2010	7,066	6,344	0	766
	2009	7,942	9,030	0	964
Official Map Searches	2011	87	59	30	0
	2010	845	845	0	0
	2009	2,444	2,464	0	3

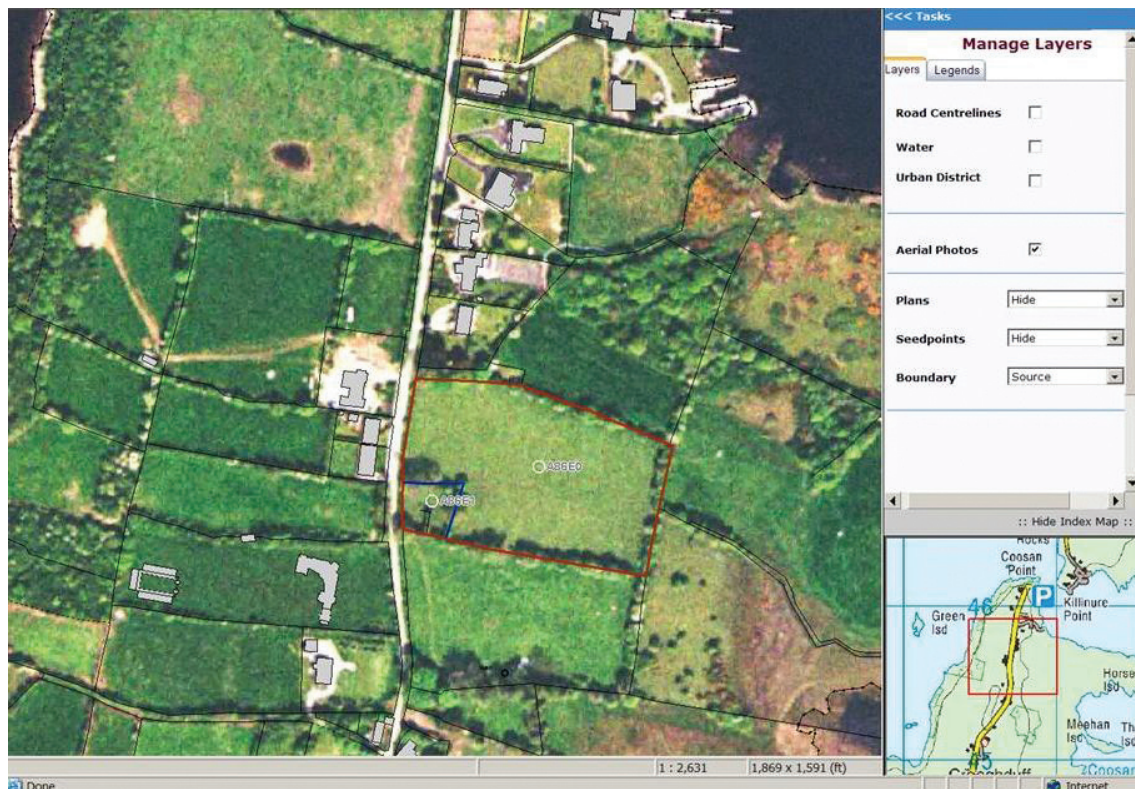
APPENDIX 4

Digital Mapping Activity

Table 3 shows the level of activity undertaken online in respect of our Digital Mapping service.

Table 3

2011	Address Search	Townland Index/ Map Index Search	View Map	Total
Total	266,467	300,486	768,177	1,335,130



PRA digital map

APPENDIX 5

Grounds Rents Activity

Table 4 below summarises the level of activity in relation to the Ground Rents Purchase Scheme operated by the PRA.

Table 4

	Year	Intake	Output
Arbitration Cases	2011	520	407
	2010	601	575
	2009	683	872
Consent Cases	2011	519	546
	2010	449	496
	2009	539	612
Total	2011	1,039	953
	2010	1,050	1,071
	2009	1,222	1,484

APPENDIX 6

Authority Meetings

Seven meetings were held during 2011. The number of meetings held during the membership of each Authority Member in 2011 and the number of meetings he/she attended are shown on the following table.

Table 5

Members serving during 2011	Meetings held during membership	Meetings attended
John T. Coleman, Chairperson	7	7
Frank Branigan	4	4
Denis A. Byrne	7	6
Seamus Carroll	7	7
Michael Edwards	2	2
Deirdre Fox	3	2
Michael Kelly	7	6
Paul McSweeney	7	7
Teresa Pilkington	4	4
Peter Savage	7	6
Roderick Tyrrell	7	6
Máire Whelan	3	1
Una Woods	7	5

Notes:

- Michael Edward's four year term of office ended on the 22nd February 2011.
- Máire Whelan resigned from the Authority following her appointment as Attorney General.
- Frank Branigan, Deirdre Fox and Teresa Pilkington were appointed as members of the Authority by the Minister for Justice and Equality during 2011.
- There were no vacancies on the Authority at the end of 2011.

APPENDIX 7

Sub-committee meetings

Members of the Authority also attended a number of sub-committee meetings during 2011.

Table 6

	Audit Committee		Draft Rules & Practice Directions	
Members	Meetings Held	Attendance	Meetings Held	Attendance
John T. Coleman				
Frank Branigan			2	1
Denis A. Byrne	4	4		
Seamus Carroll			2	1
Michael Edwards				
Deirdre Fox				
Michael Kelly	4	3		
Paul McSweeney				
Teresa Pilkington			2	2
Peter Savage				
Roderick Tyrrell				
Máire Whelan				
Una Woods			2	1

Notes:

- This table includes all members who were members of the Authority during 2011
- The Audit Committee consists of two members of the PRA, three who are external to the PRA, and one member of staff of the PRA.
- The subcommittee on the draft Rules and Practice Directions consists of three members of the PRA and a senior member of staff of the PRA.

Fees:

The annual fee payable to the Members of the PRA for 2011 is in accordance with the rate approved by the Minister for Finance which is currently as follows:

- Chairperson of the Authority: €20,520 per annum and
- Members of the Authority: €11,970 per annum. [In accordance with Department of Public Expenditure and Reform guidelines no fees are paid to public servants since 1st November 2011].

During 2011

- A total of €112,168 fees were paid to Members of the PRA
- In addition €4,804 Travel and Subsistence was paid to the PRA Members

APPENDIX 8

Membership of the Registration of Deeds and Title Rules Committee

The Registration of Deeds and Title Rules Committee was established by Section 74 of the Registration of Deeds and Title Act 2006.

MEMBERSHIP OF THE COMMITTEE AT YEAR ENDING 31 DECEMBER 2011

The Honorable Miss Justice Mary Laffoy, Judge of the High Court (Chairperson)

John T. Coleman, Chairperson of the PRA

Vacancy, Chief Executive of the PRA (Secretary)

James Dwyer, Senior Counsel, nominated by the Bar Council of Ireland

Owen M. Binchy, Solicitor, nominated by the Law Society of Ireland.

Note:

In July 2011, John Deeney, Deputy Registrar of Titles, was assigned to carry out the functions of the Chief Executive of the PRA under Section 74 of the Registration of Deeds and Title Act 2006 as the post of Chief Executive was vacant.

APPENDIX 9

Overview of Energy usage in PRA buildings in 2010 (as required by S.I. 542 of 2009)

The offices of the PRA are based in six different locations. In four of these locations the building is shared with other tenants. The main fuels used are gas and electricity.

The total energy usage for the premises occupied by the PRA (excluding the office located in the Four Courts complex in 2011) was:

1,123.9 MWh of Electricity
1,163.7 MWh of Fossil Fuels

The total energy usage for the entire Four Courts complex in 2011 was:

3,729.14 MWh of Electricity
2,688.76 MWh of Fossil Fuels

It is not possible at present to calculate what percentage of this is attributable to the PRA offices located in the Four Courts complex.

ACTIONS TAKEN IN 2011

The Optimising Energy at Work campaign was ongoing in three of our buildings during 2011. In all buildings there is an ongoing campaign to encourage staff to turn off office equipment and lights.

INITIATIVES TO BE UNDERTAKEN IN 2012

The Optimising Energy at Work campaign will continue in the buildings where it has already been established. Energy use will be monitored by the green team in each building.

Contacts

The Property Registration Authority

The Property Registration Authority was established on 4 November 2006 to manage and control the Land Registry and Registry of Deeds.

Land Registry

Chancery Street, Dublin 7, DX 228

Phone: (01) 670 7500 or LoCall 1890 333 001

Public Office Open: 10.30am-4.30pm

Cork Road, Waterford, DX 44090

Phone: (01) 670 7500 or LoCall 1890 333 001

Public Office Open: 10.30am-4.30pm

Golf Links Road, Roscommon, DX 90014

Phone: (01) 670 7500 or LoCall 1890 333 001

Public Office Open: 10.30am-4.30pm

Registry of Deeds

Henrietta Street, Dublin 1, DX 199

Phone: (01) 670 7500 or LoCall 1890 333 001

Public Office Open: 10.00am-4.30pm.

Ground Rents

Chancery Street, Dublin 7, DX 228

Phone: (01) 670 7500 or LoCall 1890 333 001

Public Office Open: 10.30am-4.30pm.

www.prai.ie

The English language version is the original text of this report.

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