



An tÚdarás Clárúcháin Maoine  
Property Registration Authority

**COVID-19: Continuing our Recovery and Reconnecting**

**Customer Charter**

**2021 – 2022**

## Impact of COVID-19

COVID-19 has greatly impacted how organisations carry out their work and provide services. The Property Registration Authority (PRA) has developed this COVID-19 update to our Customer Charter, to provide information to people engaging with our services on the level of service they can expect and any changes in how our services are delivered, both during the pandemic and its aftermath.

This update to the Charter sets out our commitment to ongoing engagement with our stakeholders and service users, while ensuring their safety and the safety of our staff.

We have also reviewed the commitments that we have set for service delivery so that we can provide realistic delivery targets and clarity for customers.

## Data Privacy

The PRA is committed to treating personal data with respect in line with the GDPR and Data Protection legislation, the PRA's Data Protection strategies and policies, as well as the legislation governing property registration in Ireland.

## Online services

The PRA has invested significantly in developing systems to enhance the delivery of our services.

### eRegistration

The PRA's eRegistration service provides a range of services that facilitate the electronic registration of transactions affecting the National Land Register. The services currently available are:

- eDischarge
- eCharging Order
- eTransfer
- eCharge

The benefits of eRegistration include:

- Circulation of documents in a secure workspace.
- The ability to correspond electronically with the PRA.
- Lodgement of better quality applications leading to less application queries/rejections by PRA.
- Faster registration times.
- Payment of fees by variable direct debit.

Further information is available on [www.eregistration.ie](http://www.eregistration.ie).

## Landdirect.ie

Landdirect.ie is the PRA's online service which provides access to our extensive digital register allowing users to conduct map searches, view details of all property registered in Ireland and order official copy documents. Landdirect services can be accessed either as a registered business account holder or as a Guest.

Customers are strongly urged to use the landdirect.ie service where possible, in order to:

- Pre-lodge applications using electronic Form 17.
- Pay fees electronically.
- Apply for copy instruments.
- View and search Land Registry maps.
- View and print folios.
- Request copy folio/title plans.
- View the status of a pending application.
- Create a property alert.

Landdirect.ie services have continued to be available throughout COVID-19 restrictions.

## PRA.IE

The PRA's website [prai.ie](https://prai.ie) is a key communication and information tool for the organisation. We are committed to providing useful, relevant and up-to-date content to our customers on our website.

## Online Contacts

The PRA also maintains online contact points for service user information purposes:

- Customer Support: [info@prai.ie](mailto:info@prai.ie)
- eRegistration: [eRegistration@prai.ie](mailto:eRegistration@prai.ie)
- landdirect.ie Helpdesk: [landdirect@prai.ie](mailto:landdirect@prai.ie)
- Twitter: [@PRA\\_Ireland](https://twitter.com/PRA_Ireland)
- Facebook: [@PropertyRegistrationAuthority](https://www.facebook.com/PropertyRegistrationAuthority)
- LinkedIn: [property-registration-authority](https://www.linkedin.com/company/property-registration-authority)

We recommend using [info@prai.ie](mailto:info@prai.ie) as your main point of contact for the PRA. Your email will be acknowledged immediately and progressed as soon as possible.

## Customer Preparation

In order to assist lodging parties/solicitors in preparing applications for registration, we have developed instructional videos which are available on our website and presentations delivered by PRA staff on a variety of application types are published on YouTube. Customers are also encouraged to refer to our Practice Directions and web-based customer Mapping Guidelines, some of which describe the spatial data services on offer.

To facilitate efficient service when lodging applications, customers (lodging parties/solicitors) should:

- Ensure that applications are correctly presented for registration.
- Retain copies of documents lodged.

Before engaging with us, please ensure you have any relevant reference numbers (folio no., application no.) to hand.

As our public offices are temporarily closed, applications should be lodged by post/DX.

## Service Delivery Commitments

For the duration of ongoing public health restrictions, we will endeavour insofar as possible to meet the service delivery targets outlined in this charter.

### WHEN YOU MAKE AN APPLICATION TO THE LAND REGISTRY

Electronic applications:

- All eDischarge of mortgage applications will be completed within two working days.
- All eCharging (Nursing Home) Order applications will be completed within 10 working days.
- All eApplications (eTransfers & eCharges) will be completed within 10 working days.

95% of copy folios/title plans requested via landdirect.ie will issue by post within 24 hours of receipt of the application.

90% of official mapping searches will be completed within five working days.

Reference numbers for dealings lodged will be available online within two working days of our receipt of the application.

Names index searches may be completed instantaneously through landdirect.ie for Business Account Holders.

All Ground Rents Consent cases that are in order, will be completed within 20 working days.

Receipt of Ground Rents applications will be acknowledged within two working days of lodgement.

***Where the completion of an application in a particular case is urgent, the lodging party should write to us explaining the reason underlying the urgency and we will make every reasonable effort to facilitate the request.***

### WHEN YOU MAKE AN APPLICATION TO REGISTRY OF DEEDS

All correct Application Forms will be registered within 10 working days.

All vacates/satisfactions to be registered within five working days.

All abstract details of Application Forms will be available online within two working days of registration.

90% of Official Searches to be completed within five working days.

90% of all Copy Memorial Applications requested via landdirect.ie will issue within three working days of receipt.

The Registry of Deeds will provide public access to pre-1970 records by appointment in line with HSE COVID-19 safety guidelines.

## Complaints and Appeals

PRA staff are committed to delivering a high quality customer service. If you have a complaint in relation to any of our services, please bring it to the attention of the staff in the office concerned.

We are committed to:

- Dealing with complaints in a courteous, expeditious and efficient manner.
- Resolving complaints, where possible, at the first point of contact.
- Correcting any incorrect or inappropriate action on our part as soon as possible.
- Learning from mistakes to ensure that any errors that may occur are not repeated.

To read more about making a complaint, please see the [PRA Complaints Procedure](#).

In matters regarding registration of title, any person aggrieved by an order or decision of the Property Registration Authority may appeal to the Courts (Section 19(1) of the Registration of Title Act 1964).

## Availability of Information

As the PRA is a registering authority, we cannot provide specific legal advice on individual applications. Information regarding PRA Practices and Procedures is available on our website. We will continue to revise and update the information on our website and all key publications will be available online.

We will ensure that the website is continuously reviewed to ensure the accuracy of information and also to ensure that it facilitates customers to access information in the most effective way. We will keep it updated regarding the various services provided by the PRA.

We will provide regular COVID-19 updates on our website and social media channels.

We will continue to notify legal practitioners of new developments by advertising in the Law Society Gazette and through publication on our website and social media channels.

## Service through the Irish language

The PRA is committed to providing quality services in both Irish and English. We will comply with the Official Languages Act 2003 and any Regulations made under the Act.

Details of our commitments in relation to the provision of Irish language services are set out in our Irish Language Scheme, which is available on our website.

## **Communicating with Customers**

We will consult with our customers, from time to time, by way of customer surveys and invite your comments on our services through our website. We will use this feedback to improve our services to meet customer needs on an ongoing basis.

In 2020, the PRA developed a Communications and External Stakeholder Engagement Strategy. The Strategy sets out the communication challenges facing the PRA and how we will meet them. One of the ways in which we are addressing these challenges is the development of a programme of virtual stakeholder events in which we engage with and present to our stakeholders on a variety of topics of interest.

We will also continue to liaise with customers via the Customer Focus Group, the PRA's external stakeholder representative forum, and other suitable fora. Meetings are continuing virtually due to COVID-19 restrictions.

## **Public Sector Equality and Human Rights Duty**

Under Section 42 of the Irish Human Rights and Equality Commission Act 2014, all public bodies have an obligation to fulfil the Public Sector Duty which seeks to eliminate all forms of discrimination, to promote equality and protect the human rights of customers, staff and service users and everyone affected by their policies and plans.

The PRA is committed to meeting this requirement in preparing our strategic plans by assessing and identifying the human rights and equality issues that are relevant to our functions. We will also identify the policies and practices to address these issues. In our annual reports we will report in a manner accessible to the public on our developments and achievements in this regard.

## **European Convention on Human Rights**

The European Convention on Human Rights (ECHR) protects the human rights of people in countries that belong to the Council of Europe. The Convention guarantees specific rights and freedoms.

Article 1 of the Convention concerns the 'obligation to respect human rights'; this requires that all parties to the Convention make sure that everyone within their jurisdiction has the rights and freedoms contained in the Convention. The PRA is committed to upholding the principles of the ECHR.

## **Statutory Obligations**

The PRA is also committed to fulfilling all other relevant statutory obligations and best practice in relation to:

- Data Privacy
- Freedom of Information
- Safety, Health & Welfare at Work
- Public Sector Equality and Human Rights Duty
- Ethics and Standards
- Protected Disclosures
- Prompt Payment of Accounts
- Lobbying
- Reporting Suspicious Activity