



Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Annual Report 2024





The Residential Tenancies Board (RTB) is an independent public body that regulates Ireland's rental sector. We work to deliver a fair rental system for everyone in Ireland.

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Chair and Director's Summary



Rosemary Steen,
Director



Owen Keegan,
Chairperson

As Chair of the Residential Tenancies Board and as Director, we are pleased to present this annual report covering the period 1st January to 31st December 2024.

A healthy rental sector is a vital part of a well-functioning housing market. For two decades now, the RTB has been central to delivering this for Irish society.

In 2024, we celebrated the RTB's 20th anniversary and reflected on the changes in Ireland's rental sector since 2004. The scale of Ireland's rental sector and the RTB's remit have grown significantly in that time. We began by registering 84,000 private tenancies in 2005. By 2024, this had grown to almost 328,000 private, Approved Housing Body, student-specific accommodation and cost rental tenancies registered with the RTB.

Against a backdrop of significant organisational and leadership change in 2024, we continued to work towards a fair rental sector for everyone in Ireland.

The ongoing pressures in Ireland's housing market were clear in our dispute resolution service. We received 9,564 dispute applications in 2024. Although down 3.5% from 2023, they remain at a historically high level following a 75% increase from 2021 to 2023. Thanks to our Disputes Improvement Programme, we successfully increased our hearing volumes and significantly reduced our dispute processing timelines in 2024.

The RTB also introduced a new emphasis on data and innovation in 2024. The new ESRI Individual Property Level Analysis study we commissioned is a good example. It confirmed a high level of compliance with Rent Pressure Zone (RPZ) rules. It also helped us to identify potential non-compliant properties and directly informed a large-scale RPZ compliance campaign targeting 8,652 landlords at the end of 2024.

As the custodian of Ireland's national register of tenancies, we are uniquely positioned to provide data and insights to inform rental sector policy. In 2024, we launched a new Profile of the Register data series. Thanks to annual registration, this series provides more accurate and in-depth information than previously available on the rental sector.

We also continued to engage with media and stakeholders in 2024 to raise awareness of RTB data and campaigns. In December 2024, stakeholders from across the housing sector joined us to discuss the evolution, current state and future of Ireland's rental sector at our 20th anniversary conference. We would like to thank all our stakeholders from across the housing sector and our dedicated colleagues in the RTB, the Department of Housing, Local Government and Heritage and other public bodies for working with us in 2024. We look forward to working together again in 2025 as we seek to address challenges facing the rental sector and to deliver a fair sector where rental law is always understood, respected and upheld.

Rosemary Steen,
Director

Owen Keegan,
Chairperson

2024 at a glance

327,992

registered tenancies in 2024



- > **240,964** private, including **2,414** cost rental
- > **50,507** Approved Housing Body
- > **36,521** student-specific accommodation

Dispute resolution in 2024



- > **9,564** dispute applications received
- > **5,290** adjudication and mediation hearings held **up 34%**
- > **1,302** tribunal hearings held **up 74%**
- > **4,207** Determination Orders issued **up 41%**

Compliance and enforcement in 2024



- > **1,200** registration enforcement notices issued
- > **8,652** landlords contacted in RPZ compliance campaign
- > **124** investigations commenced
- > **75** sanctions published
- > **€238,299** paid in sanctions by landlords
- > **€31,206** in overpaid rent returned to tenants

Research



- > **1 new data series launched** – RTB Profile of the Register
- > **4 Rent Indexes published**
- > **1 new study commissioned** – Individual Property Level Analysis

Customer service in 2024



- > **149,452** phone calls answered
- > **208,395** emails received

Communications and engagement



- > **1st** annual conference held
- > **583,779** visitors to RTB website
- > **2,300** views of RPZ rent setting webinar

Who we are and what we do

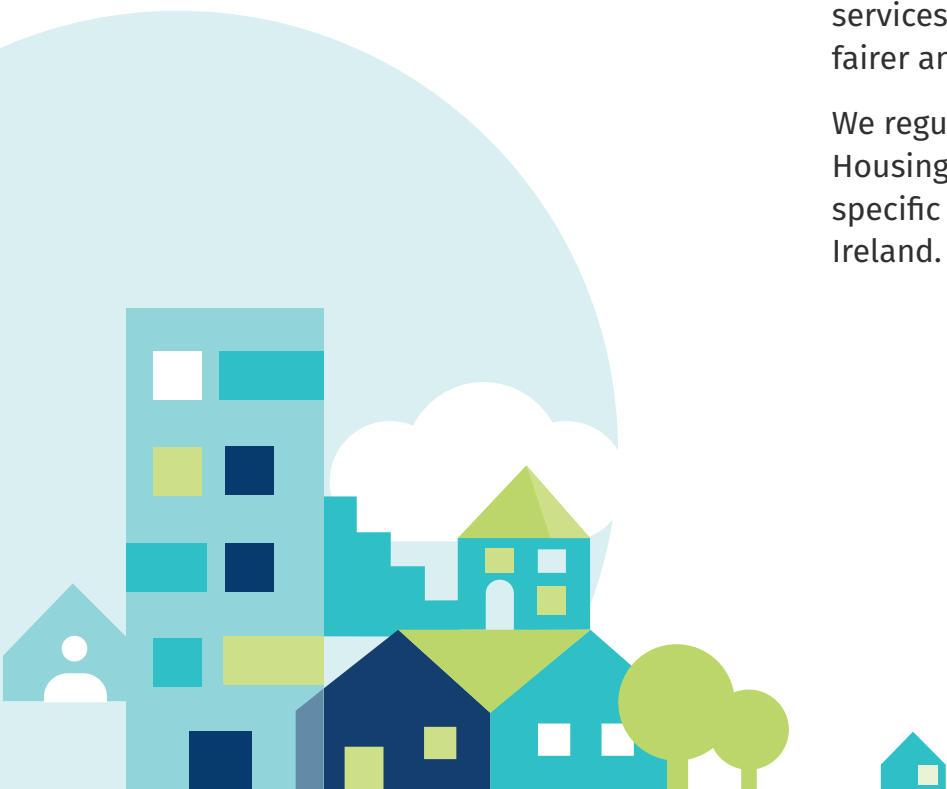
The Residential Tenancies Board (RTB) is an independent public body that regulates Ireland's rental sector. We work to deliver a fair rental system for everyone in Ireland.

In our role, we:

- > Inform tenants and landlords about their rights and responsibilities.
- > Ensure landlords register tenancies and follow rental law.
- > Help to resolve tenancy disputes.
- > Provide trusted data and insights to inform rental sector policy.

We are committed to delivering quality services that make the rental sector fairer and easier to navigate.

We regulate all private, Approved Housing Body, cost rental and student specific accommodation tenancies in Ireland.



Statement of Strategy

2023 - 2025

The RTB's Statement of Strategy 2023 – 2025 sets out the RTB's commitment to actions across four key service areas.

1

Service area 1:

Registering tenancies

- Every tenancy that should be registered is registered through a streamlined and efficient process.
- RTB register data is accurate and reliable.

2

Service area 2:

Resolving disputes

- Disputes are resolved as early as possible.
- Dispute parties consider the process transparent and reflective of rental law.

3

Service area 3:

Ensuring compliance

- Voluntary compliance is promoted.
- Serious non-compliance and improper conduct by landlords is identified and addressed by the RTB, using our full powers in effective and proportionate ways.

4

Service area 4:

Providing accurate information, research, data and insights to inform the public and policy makers

- Accurate information is easily accessible to tenants, landlords and agents.
- The RTB is recognised as a reliable and authoritative source of data on the rental sector and shares insights to actively inform policy.

Our performance in 2024

Service area 1

Registering tenancies



Who needs to register and when?



Who needs to register?

Most residential tenancies in Ireland must be registered with the Residential Tenancies Board. This applies to:

- > Private tenancies
- > Approved Housing Bodies (AHB) tenancies
- > Student specific accommodation (SSA) tenancies
- > Cost rental tenancies

By law, landlords must register their tenancies. There are serious consequences for landlords who do not register.



How often must tenancies be registered?

Landlords must register each tenancy:

- > **When a new tenancy begins:** within one month of the tenancy start date.
- > **Annually:** on the anniversary of the tenancy start date.

Landlords must also update the tenancy registration when there is a change in rent or other tenancy details. For example, if some tenants change but at least one of the original tenants remain.



Why is registration important?

The RTB's national register of tenancies is an important national asset. We use the tenancy registration data we collect to:

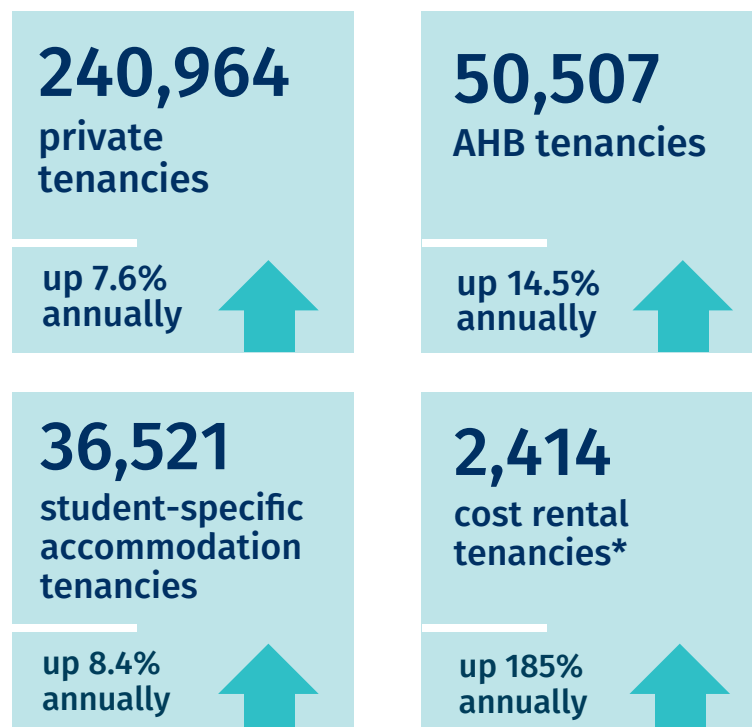
- > Produce research that answers key questions on our rental sector. For example:
 - > What size is our rental sector?
 - > How much rent do tenants pay?
- > Inform rental sector policy.
- > Monitor if landlords are following rental law.

What size was the register in 2024?

At the end of 2024, there were 327,992 tenancies registered with the RTB. This was an increase of 26,181 tenancies or 8.7% compared with the end of 2023.

While we saw growth across all tenancy types under the RTB's remit, the significant growth in new social and affordable tenancy types was particularly notable in 2024. Approved Housing Body registered tenancies passed 50,000 for the first time, while registered cost rental tenancies grew by 185%, from a lower starting point of 848.

By the end of Q4 2024, the RTB register included:



* Cost rental tenancies are also included in the private tenancies figure. They are only counted once in the total registered tenancies figure.

Spotlight on: New RTB Profile of the Register data series



The RTB is the sole custodian of Ireland's national register of tenancies. This leaves us uniquely positioned to deliver data and insights on the rental sector.

In August 2024, we launched a new Profile of the Register data series. The series draws on annual registration data to provide the most complete view of the size and profile of Ireland's rental sector.

It provides information on all private and AHB tenancies registered with the RTB at the end of each quarter from Q2 2023. For the first time, it offers a breakdown of tenancies by county, Local Authority, Local Electoral Area, dwelling type, dwelling size and landlord size. This data now provides a valuable baseline against which we can track future growth and trends in the rental market.

The RTB made improvements to its registration process between Q4 2021 and Q2 2023. This enabled us to provide more accurate and in-depth data in this series than previously available on the rental sector. The changes included new measures to remove duplicate and inactive tenancies from the register:

- A new requirement to renew tenancies annually from April 2022.
- Automatic removal of tenancies which are not renewed from the Register.
- Eircode validation for all tenancy addresses.
- Landlords verified by PPSN or CRO number.

The system improvements and enhanced validation processes mean that this new data series is not directly comparable to tenancy figures published for periods prior to Q2 2023.

A changing rental sector

The new data breakdowns show the changing nature of Ireland's rental sector, and how it varies by region.

When we look at registered private tenancies by landlord size, we see the increasing presence of large landlords with 100+ tenancies in Ireland's rental market. By the end of Q4 2024, landlords with 100+ tenancies accounted for 13.11% of all private tenancies. This is an increase from Q4 2023, when landlords with 100+ tenancies were associated with 10.63% of all private tenancies nationally.

But when we compare Dublin and outside Dublin, we see a very different picture. In Dublin, landlords with 100+ tenancies accounted for 26% of all private tenancies registered at the end of Q4 2024. Outside Dublin, landlords with 100+ tenancies accounted for just 3.1%.



Our performance in 2024

Service area 2

Resolving disputes



How do we resolve tenancy disputes?

The simplest way to resolve a tenancy dispute is to talk to the other party. We encourage both sides to try and solve the issues on their own first. If self-resolution does not work, the RTB offers three formal dispute resolution options.

Our dispute resolution services:

- Are available to all tenants, registered landlords and affected third parties like neighbours.
- Offer a low-cost, accessible approach to dispute resolution that has replaced the courts for tenancy disputes.
- Do not require any legal representation.
- Result in a legally binding Determination Order that can be enforced through the District Court.

Before we begin a formal mediation or adjudication process, our early intervention team also contacts both parties to a dispute. A trained RTB case officer provides information on rental law related to the case. By increasing understanding of rights and responsibilities at an early stage, this can help to resolve a dispute before it enters a formal mediation or adjudication process.

Mediation

Our free mediation service helps to reach a legally binding agreement that everyone is happy with. It is a fast and effective phone-based service. We encourage mediation as the best way to resolve disputes. Our mediators talk to both parties separately to learn about the situation, they do not speak directly to each other. The mediator explains everyone's rights and legal obligations. They work to get a solution everyone agrees with. The agreement details are confidential and are not published on the RTB website.

Adjudication

Adjudication is a more formal process than mediation. An independent adjudicator reviews the evidence submitted by both parties. The adjudicator decides the outcome of the dispute based on the evidence presented at a hearing and rental law. The decision is legally binding. This service costs €30 and takes more time than mediation. We publish adjudication Determination Orders on the RTB website.

Tribunal

If either party is unhappy with the outcome of a mediation or adjudication, they can appeal to a tribunal. A tribunal is a full re-hearing of all the relevant facts of a dispute. Case parties can also present any extra evidence about their dispute. The tribunal panel decides the outcome of the dispute based on the evidence presented and the law. The decision is legally binding. We publish tribunal reports and Determination Orders on the RTB website. The service costs €30 after mediation or €85 after adjudication.

Who applied for dispute resolution in 2024? And why?

Who applied for dispute resolution in 2024?

Between 2021 and 2023, dispute resolution applications to the RTB grew by 75%. This was an unprecedented increase that led to longer timelines for dispute resolution. In 2024, the level of dispute applications stabilised. The RTB received 9,564 applications for dispute resolution in 2024. This was down 3.5% from 9,908 applications we received in 2023.

Breakdown of dispute applicants in 2024



- 42% from landlords
- 55% from tenants
- 3% from third parties

Why did they apply?

The top five reasons for submitting a dispute application in 2024 were:

- 1 Rent arrears / rent arrears and overholding (named as a reason in 27% of cases)
- 2 Deposit retention (19%)
- 3 Breach of landlord obligations (18%)
- 4 Disputing the validity of a Notice of Termination (17%)
- 5 Overholding (14%)

The top reasons for bringing a dispute to the RTB have remained the same for the last three years.

Spotlight on: RTB Disputes Improvement Programme



Following an exceptional increase of 75% in dispute applications from 2021 to 2023, RTB customers experienced longer timelines for dispute resolution. In 2024, the RTB made reducing dispute timelines a top priority.

With support from the Department of Housing, Local Government and Heritage, we hired eight new staff to implement a Disputes Improvement Programme in 2024. This included running early intervention to prevent disputes progressing to a formal hearing.

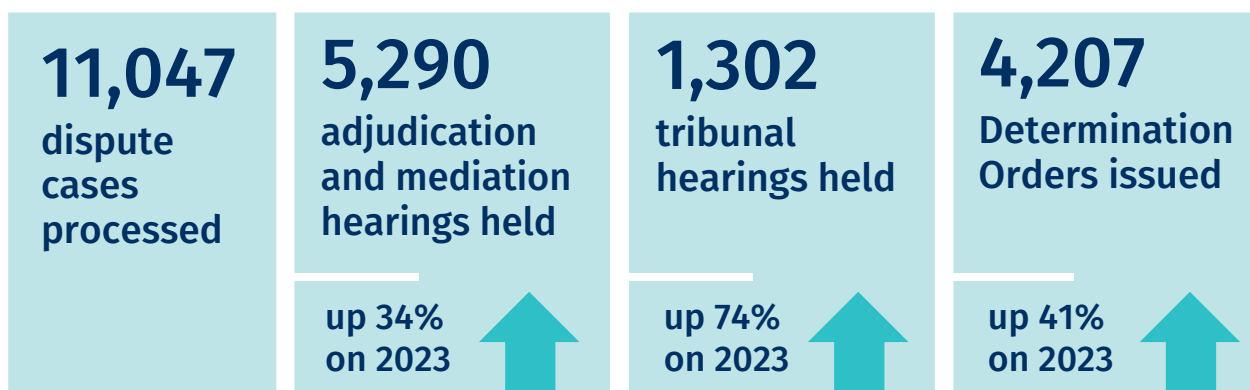
Thanks to these steps, we successfully increased dispute processing volumes and reduced dispute resolution timelines.

How long did it take to process disputes?

- > In 2024, the average time to process a mediation case was 7 weeks for applications received and processed in 2024. This is below our target of 8 weeks. The average time to process a mediation case in 2023 was 10 weeks.
- > In 2024, the average time to process an adjudication case was 17 weeks for applications received and processed in 2024. This is just above our target of 16 weeks. The average time to process an adjudication case in 2023 was 23 weeks.
- > In 2024, the average time to process a tribunal case was 15 weeks for cases received and processed in 2024. This meets our target of 16 weeks. The average time to process a tribunal case in 2023 was 29 weeks.

In 2024, we also began work to introduce a new digital platform to manage dispute resolution cases. This platform will enable RTB customers to apply and pay for dispute resolution, submit evidence and track their case progress through one online portal. We plan to launch the new RTB Dispute Resolution Centre in 2025.

How many disputes did we process in 2024?



How do we help with order enforcement?

When landlords, tenants or third parties use the RTB's dispute resolution services, they receive a legally binding Determination Order. It outlines the terms of the decision or agreement. All parties must comply with the Determination Order within the timeframe stated.

Who enforces a Determination Order?

If a party does not comply, the District Court can make a Court Order to enforce the Determination Order.

In most cases, case parties should bring their own enforcement proceedings. They can do this independently or with help from a solicitor. To support this, we provide:

- A Guide to Taking Enforcement Proceedings in the District Court. It outlines a nine-step process and provides samples for key documents required.
- Case documentation they will need.

Section 124 of the Residential Tenancies Act also allows the RTB to apply to enforce a Determination Order, but it does not place a duty on the RTB to do so. In certain cases, the RTB can help parties to enforce a Determination Order through our Legal Assistance Scheme. It covers enforcement action up to obtaining the relevant Court Order and registering a judgement against the respondent.

Who received legal assistance in 2024?

We make decisions to grant legal assistance on a case-by-case basis in line with the Board's Policy for Enforcement and available RTB resources. In 2024, we received 485 requests for legal assistance for enforcement. We approved 348 of these for support.

We secured 73 Court Orders for case parties in 2024. We publish the Court Order which names the parties involved and highlights non-compliance on the RTB website. In 2025, we aim to increase awareness of the serious consequences for those who fail to comply with a Court Order. This can include being named as a debtor in public records that will impact on future ability to secure credit.



Our performance in 2024

Service area 3

Ensuring compliance



How does the RTB ensure compliance with rental law?

What are the RTB's compliance pathways?

The RTB used three different routes to address non-compliance with rental law in 2024.

- **Investigation and sanctions – civil process:** Under Part 7A of the Residential Tenancies Act, the RTB can investigate landlords for 10 defined breaches of rental law. This process can result in a civil sanction of up to €15,000 and costs of up to €15,000 for each breach of rental law.
- **Registration enforcement – criminal process:** Under Section 144 of the Residential Tenancies Act, the RTB can prosecute landlords for failure to register a tenancy. This can result in a criminal prosecution and / or a fine of up to €4,000.
- **Compliance intervention pilot:** In 2024, the RTB piloted a new intervention approach to support landlords to rectify low risk, minor breaches of rental law before escalating their case for prosecution or investigation and sanction.

How do we identify breaches of rental law?

The RTB can start an investigation when we receive a report or formal complaint from a member of the public. We can also begin investigations on our own initiative when we have information that suggests a landlord has broken rental law.

In 2024, we increased our ability to identify non-compliance with rental law at scale through:

- **Accessing large data sets from other public bodies.** For example, from the Department of Social Protection, Housing Assistance Payment and local authorities. In 2024, we also engaged with Revenue to develop a pilot project to identify and address non-registration. To enable this to progress, we have engaged with the Department of Housing, Local Government and Heritage to request legislative changes to allow for data sharing from Revenue to the RTB. At present, the RTB shares data with Revenue but there is no reciprocal arrangement.
- **New research studies.** For example, we commissioned the ESRI to complete an 'Individual Property Level Analysis' study in 2024. It tracked changes in rent for individual properties over time and enabled us to identify properties where there was a rent increase above RPZ rules. See page 26 for more information. We also used CSO research to target a registration compliance campaign.



Compliance and enforcement activity in 2024

Investigation and sanctions – civil process

What can the RTB investigate and sanction landlords for?

We can investigate 10 breaches of rental law by landlords, known as improper conducts:

- Breaking Rent Pressure Zone (RPZ) rules.
- Incorrectly claiming an RPZ exemption.
- Failure to notify the RTB of RPZ exemptions.
- Failure to register a tenancy.
- Failure to update tenancy details after a change in rent.
- Giving false or misleading reasons for ending the tenancy.
- Failure to offer a tenancy back to a previous tenant.
- Charging a deposit more than one month's rent.
- Requesting advance rent beyond one month.
- Requiring a student living in student specific accommodation to sign a lease longer than 41 weeks.

How does the investigation process work?

All investigations are carried out by the RTB's Authorised Officers. They have significant legal powers to gather evidence and determine if improper conduct has taken place. They can request information from the landlord and other public bodies, conduct oral hearings and inspect private properties with consent or with a court warrant.

Stage 1:

The RTB begins an investigation:

- An Authorised Officer is appointed and gathers evidence about the breach.
- The landlord receives a Notice of Investigation. They now have 21 days to respond.

Stage 2A:

If all breaches are acknowledged:

- The case will go to an independent Decision Maker appointed by the RTB. They decide whether to impose a sanction and how much it should be.

Stage 2B:

If the landlord disputes some, or all, of the alleged breaches:

- The Authorised Officer collects further evidence.
- The landlord receives a draft Investigation Report. They have 21 days to respond.
- The Authorised Officer submits a final Investigation Report to an independent Decision Maker. They decide whether to impose a sanction and the amount.

Stage 3:

The RTB issues a Decision Notice:

- The landlord has 21 days to appeal to the Circuit Court.
- If no appeal is lodged, the Circuit Court confirms the sanction.
- The RTB publishes the sanction.

Investigations and sanctions activity in 2024

In 2024, we began investigations into 124 landlords that looked at 143 alleged improper conducts.

We focused significant resources on investigating a small number of landlords where we had evidence to suggest serious, deliberate, repeated and persistent breaches of rental law. This involved detailed investigations into complex company structures and rental arrangements that were designed to avoid detection and enforcement of rental law. It involved prolonged investigative work to access properties, serve legal documents and to find tenants who were willing to speak with the RTB's Authorised Officers.

These investigations into high-risk offenders saw the RTB's independent Decision Makers award higher levels of sanctions than previously seen. In total, the RTB published 75 confirmed sanctions in 2024 with €238,299 in sanctions paid by landlords. This was a significant increase on the €64,360 in monetary sanctions paid in 2023.

Registration enforcement – criminal process

How does the registration enforcement process work?

- **First notice:** Where we identify non-registration, we issue landlords with a 1st notice. This informs them of their obligation to register and the RTB's powers to prosecute. The landlord has 30 days to comply.
- **Second notice:** Where a tenancy remains unregistered, we issue a 2nd notice. This gives the landlord a further 14 days to comply and register, or they will be guilty of an offence. The RTB can then bring proceedings against the landlord, but they must occur within one year of when the notice is issued.
- **Warning notice:** We send a warning notice to a landlord that a file is being prepared to send to solicitors for prosecution. They have one final chance to register at this point.
- **Court summons:** The RTB's solicitor issues a court summons to the landlord.
- **Criminal prosecution:** As it is a criminal prosecution, the burden of proof is high. The RTB must prove that a tenancy is or was in place in the property. This proof is usually evidence of rent payments, copy of lease or rental agreements, or evidence provided in court by the tenant.

Registration enforcement activity in 2024

In 2024, we issued 834 first notices, 320 second notices and 46 solicitor's letters (court summons).

Compliance intervention pilot

In 2024, the RTB ran a compliance intervention pilot to bring low level breaches of rental law into compliance in the quickest and lowest cost way. It was used only to bring low risk, minor breaches into compliance. For example, a low-level breach of RPZ rules that could be caused by an error in calculating the rent increase allowed.

How did the compliance intervention work?

Generally, the pilot cases followed these steps:

- **Report:** A low-level, first-time breach by a landlord is identified or reported.
- **Compliance notice:** First, the RTB officer issues a compliance notice. This advises the landlord of the breach and gives information on how to correct it.
- **Engagement and proof of compliance:** If the landlord engages with the first communication, the RTB officer will support the landlord and follow up until they receive proof that the breach has been rectified. For example, until they receive a bank statement showing that overpaid rent has been refunded.
- **Closure letter:** Once the landlord sends proof of compliance, the RTB officer will issue a closure letter.
- **Escalation:** If the landlord does not engage with compliance communications, their case will be escalated to the Investigation and Sanction civil process.

Compliance pilot activity in 2024

In 2024, the RTB dealt with 103 non-compliance cases through this process. By the end of 2024, 44 cases were closed of which 14 were escalated for investigation. Follow-up continued into 2025 for the remaining 59 cases. 17 of the cases closed related to breaches of RPZ rules and €5,441 in overpaid rent was returned to tenants in 2024.

This compliance intervention will become a permanent compliance pathway from 2025 onwards. It will be connected to compliance campaigns delivered at scale. This began at the end of 2024 when a further 74 cases were referred to the compliance process from a large-scale RPZ compliance campaign launched in Q4 2024.

Spotlight on: RPZ compliance campaign



Drawing on data from the ESRI Individual Property Level Analysis study, we delivered the first phase of a targeted Rent Pressure Zone (RPZ) compliance campaign between October and December 2024. It targeted 8,652 landlords associated with 16,052 tenancies where we observed a rent increase above RPZ limits in the study.

We wrote to this group of landlords to advise that we have identified a rent increase of concern for their tenancies. Landlords were asked to check and correct their rent, and to return any overpaid rent to tenants if necessary. We also created new educational resources to support landlords. These included a new webinar on calculating rent correctly in an RPZ. This was shared by email with all landlords associated with the 16,052 tenancies of concern. We also ran national and local radio advertisements to remind landlords of their obligations.

It is important to note that an increase above 2% does not always mean the landlord has broken RPZ rules. In some cases, increases above 2% are allowed if the rent has not increased for several years, or if the landlord has an RPZ exemption.

As a result of the campaign, by the end of Q1 2025:

- 3,888 landlords had contacted the RTB for further information or to confirm that they have checked and their rent is correct.
- 309 landlords updated their tenancy records as a result.
- 114 cases were escalated for compliance intervention. Through these cases €70,911 in overpaid rent has been reported as returned to tenants.
- 105 cases have been escalated for formal investigation to date.
- In Q1 2025, we continued to pursue landlords who did not engage with the first phase of the campaign. We spot-checked a further 1,000 records where landlords had not engaged to date. After more in-depth analysis of these cases, we found that:
 - 41% of rent settings above 2% were allowed under RPZ rules.
 - 38% need further compliance action.
 - 5% reduced and corrected rent on a later registration.
 - 16% had data issues that need checking.



Behind the scenes of an in-depth investigation



After media reports on the eviction of 45 tenants in Dublin 8, the RTB decided to investigate the practices of landlord Marc Godart. We appointed two Authorised Officers (AOs) to begin investigations in May 2023.

They focused initially on alleged improper conducts at Reuben House, Dublin 8. The property is owned by Green Label Property Investments Ltd, of which Marc Godart is the sole director. We investigated two improper conducts at this property:

- Failing to register a tenancy.
- Providing a false/misleading reason on a Notice of Termination (NoT).

Challenges during the investigations

The investigation team faced challenges that included:

- The post box to the building was blocked so no post could be delivered.
- The landlord did not cooperate, and the office staff refused to accept correspondence or to allow access.
- The AOs had to monitor the building for extended periods of time to gain access when occupants were entering or leaving to serve Notices of Investigation and investigation reports, and to inspect the dwelling.
- Out of 45 evictions, the AOs could only secure one Notice of Termination to prove an allegation of providing false and misleading reasons to end a tenancy.

Property inspection

The AOs eventually gained access to the property to inspect it and interviewed 15 tenants who provided vital information:

- They were all non-nationals, attending language colleges to learn English.
- They feared eviction for co-operating with the investigation.
- They were living in overcrowded accommodation.
- There were cameras in all common areas and strict rules applied.
- They were not given a copy of what they were told was a short-term licence agreement.
- They were not permitted to stay in the same dwelling for more than 6 months.

Findings and sanctions

The AOs completed their reports in November 2023. They found that the landlord had:

- Failed to register all six apartments for current tenancies and separately failed to register six previous tenancies.
- Provided a false or misleading reason on a Notice of Termination in one case.

In March 2024, the RTB's independent Decision Makers reviewed the investigations. They accepted the AOs findings in all cases and fined the landlord €24,750. The Circuit Court confirmed the sanctions in October 2024.

Our performance in 2024

Service area 4

Providing information, research and data



How does the RTB provide information to the public?

The RTB provides accurate information on rental law to landlords and tenants. We aim to provide information that is simple to understand and easy to access.

We offer our customers several different ways to get support and information from the RTB. These include:

- Over the phone from a customer service agent
- By email
- Through our virtual webchat
- On our website and social media channels
- In publications and information materials
- Through videos and webinars

Customer service

The RTB's Customer Service team received a lower volume of calls in 2024 than in 2022 and 2023. This was mainly due to our success in fixing problems that customers experienced with the RTB's online tenancy registration system in 2022 and 2023.

In 2024, we received 154,085 phone calls and 208,395 emails. The number of calls received was down 29% from 2023. The number of emails received was down 32% from 2023.

In keeping with our commitment to provide high quality customer service, customer complaints to the RTB also fell in 2024. We received 321 customer complaints in 2024, down 53% from 678 in 2024.

We also responded to 265 email queries to our dedicated inbox for members of the Oireachtas in 2024. Queries to this inbox were also down 45% from 484 emails received in 2023.

Communications

The RTB is committed to providing simple, accurate information on rental law and RTB services through our communication channels. We also use our communication channels to share the latest research and data on Ireland's rental sector.

Some highlights from our communication activities in 2024 include:

583,779
visitors to the
RTB website
www.rtb.ie

3.6
million
website
page views

113,000
total reach of
RTB social
media posts on
X and LinkedIn

2
national
advertising
campaigns

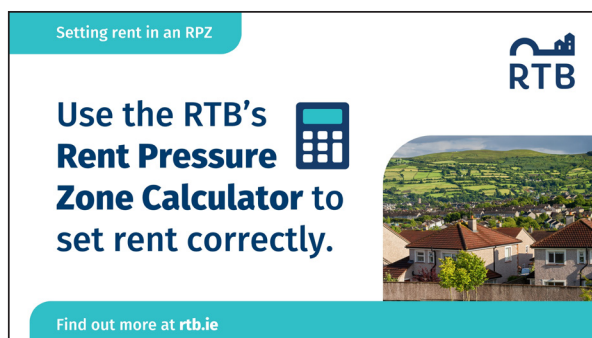
New video content

In 2024, we made RTB messages and information on rental law more accessible through new video content. This included:

- A video to introduce our new Director's key priorities in September 2024.
- A webinar on 'Setting Rent Correctly in a Rent Pressure Zone' to support the RTB's RPZ compliance campaign in Q4 2024.
- Two videos to explain RTB data releases in September and December 2024.
- A video to celebrate the RTB's 20th anniversary in 2024.

Advertising campaigns

- We ran a digital ad campaign from August to October 2024 to raise student awareness of their rental rights and responsibilities. Through the campaign, ads across Instagram, Facebook, Tiktok, Snapchat, YouTube, Google search, display, Spotify and connected TV directed students to visit our dedicated Renting in College webpage.
- In November and December 2024, we ran a national and regional radio and print ad campaign to remind landlords they must register tenancies annually and comply with RPZ rules.



Stakeholder engagement

We are committed to effective and meaningful engagement with RTB stakeholders. We believe that working together with our stakeholders can help us to:

- Ensure rental law is understood, respected and upheld.
- Understand the experiences of key stakeholders in the rental sector.
- Identify emerging trends.
- Improve RTB customer experience.

In 2024:

- We held our annual conference which was attended by 120 stakeholders.
- We presented on rental law and RTB services at 16 external stakeholder events.
- We held 4 online briefings on RTB data releases which were attended by 211 stakeholders.
- We held an information event for Approved Housing Bodies attended by 95 people.

RTB stand at National Ploughing Championships 2024.



Spotlight on: RTB 20th anniversary conference



Pictured at the RTB's 20th anniversary conference (L-R): Pat Davitt, IPAV; Donal McManus, ICSH; Rosemary Steen, RTB; John Mark McCafferty, Threshold; Eileen Dunne, broadcaster; Owen Keegan, RTB.

The RTB brought leading voices in Ireland's housing sector together for a conference to mark our 20th anniversary in December 2024.

Broadcaster Eileen Dunne curated the event which reflected on 20 years of the Residential Tenancies Act and considered the road ahead for Ireland's rental sector. Discussions on the day were informed by new data released on the state of Ireland's rental sector. This included:

- RTB Profile of the Register data for Q3 2024
- RTB / ESRI Rent Index for Q2 2024
- ESRI Individual Property Level Analysis from Q2 2023 to Q1 2024

The event was attended by 120 stakeholders. It was formally opened with addresses by David Kelly, Assistant Secretary with the Department of Housing, Local Government and Heritage, Owen Keegan, Chair of the RTB and Rosemary Steen, Director of the RTB.

The conference included two panel discussions featuring leading voices from Ireland's housing sector.

The first panel discussion entitled 'Reflections on 20 Years of the Residential Tenancies Act' considered what we can learn from the Act's successes and challenges to inform the road ahead for Ireland's rental sector. This panel was moderated by Professor Paddy Gray, Professor Emeritus of Housing with Ulster University and a member of the RTB Board. Paddy was joined in conversation by Pádraig McGoldrick, Deputy Director with the RTB, John Mark McCafferty, CEO of Threshold, Mary Conway, Chair of the Irish Property Owners Association, Donal McManus, CEO of the Irish Council for Social Housing (ICSH) and Enda McGuane, Head of Asset Management with the Land Development Agency.

The second panel discussion entitled 'Where to Next for Ireland's Rental Sector' considered the key ingredients to ensure a well-functioning and effective rental sector for landlords and tenants in the future. This panel was moderated by Conor O'Toole, Associate Professor with the ESRI. Conor was joined in conversation by David Silke, Interim CEO of The Housing Agency, Dermot O'Leary, Chief Economist with Goodbody Stockbrokers, Pat Davitt, CEO of the Institute of Professional Auctioneers and Valuers (IPAV) and Ann-Marie O'Reilly, Advocacy Manager with Threshold.

How does the RTB provide research and data to inform policy?

The RTB is the sole custodian of Ireland's national register of tenancies. This leaves us uniquely positioned to deliver data and insights on the rental sector.

In 2024, we published quarterly data that answers key questions about Ireland's rental sector and helps to inform rental sector policy. We also commissioned new research to increase understanding of Ireland's rental sector.

RTB / ESRI Rent Index

The quarterly RTB/ESRI Rent Index tracks price developments in the Irish rental market over time. It is based on RTB tenancy registration data that is independently analysed by the Economic and Social Research Institute (ESRI).

The RTB/ESRI Rent Index provides the most accurate picture of the average rents for new and existing private tenancies in Ireland. Unlike other market monitoring reports, the index is based on regulatory data that can track rent paid for all new registered tenancies, regardless of how they were advertised. The index is also unique in its ability to track trends in rent paid for all existing tenancies registered with the RTB in each quarter.

The index compares a sample of all tenancies registered in one quarter with those registered in the previous quarter and the same quarter one year previously. The resulting report provides a standardised average rent which controls for differences in the property characteristics that make up the sample in each quarter.

RTB Profile of the Register data series

In August 2024 we launched the RTB 'Profile of the Register' data series. It is the most authoritative and complete source of information on the size and profile of Ireland's rental sector. The series tracks the number of private and Approved Housing Body tenancies registered with the RTB at the end of each quarter from Q2 2023. The data can be broken down by county, Local Authority, Local Electoral Area, dwelling type, dwelling size and landlord size.

RTB Data Bulletin

In 2024, we published four quarterly Data Bulletins which shared key RTB administrative data. The data shared included:

- > Notices of Termination received by the RTB
- > Rent Pressure Zone Exemption Notifications to the RTB
- > RTB Dispute Resolution Service Statistics



Spotlight on: **ESRI Individual Property Level Analysis**



In 2024, the RTB commissioned an Individual Property Level Analysis study by the Economic and Social Research Institute. It tracked changes in rent for individual properties over time and identified properties where a rent increase above RPZ rules was observed.

The study aimed to answer questions that the market-level Rent Index could not. Unlike the Rent Index, which looks at a different sample of properties in every quarter, the Individual Property Level Analysis tracked the same individual properties over time.

The research followed a large sample of 182,250 matched property pairs seen at least twice in RTB registration data between Q2 2022 and Q1 2024. By following these properties, it could tell us how rent grew for individual properties over time. It allowed us to investigate if the change was different for ongoing tenancies and for properties where tenants change, or for tenancies inside and outside RPZs.

The study showed that 69% of properties experienced either no increase in rent or rent increases that were under 2%. Where a rent increase above 2% was observed, this did not definitively signal that a landlord had broken RPZ rules, but it did identify rent increases that needed further investigation by the RTB. Rent increases above 2% are allowed in some cases where rent has not been increased for several years, or where the property has an RPZ exemption.

The analysis showed that:

- Rent levels grew by an average of 2.6% annually for the individual properties tracked.
- In Dublin, a well-established RPZ, rent increased by 1.3% annually to Q1 2024 for the individual properties tracked, by 1.4% in all other RPZs but by 3.5% in non-RPZ areas.
- 16.5% of existing tenants in non-RPZs experienced rent increases of 8% or more compared with 2.8% of tenants in Dublin and 4.8% in other RPZs.
- Galway, Limerick and Waterford cities saw higher rates of rent increases above 8 per cent relative to Dublin and Cork, particularly when tenants changed.
- More established RPZs (2016/17 designations) were more likely to see moderate price increases and less large rises than those designated in 2019/20.

Drawing on data from this study, the RTB launched a targeted Rent Pressure Zone (RPZ) compliance campaign in October 2024. See page 19 for more information.



Dr Rachel Slaymaker, Research Officer, ESRI and Brian Galloway, Senior Research and Policy Officer, RTB.

Organisational development and governance

Part 1

Our team



New appointments

New Director

In September 2024, the RTB welcomed Rosemary Steen as our new Director. Ms Steen took the helm from Owen Keegan. Mr Keegan had served as Interim Director from February 2024 following the retirement of the previous Director, Niall Byrne.

Ms Steen joined the RTB from Design and Craft Council Ireland (DCCI) where she served as Chief Executive Officer. She brings significant public and private sector leadership experience. Before joining DCCI, she served as Executive Director with EirGrid from 2014 to 2020. She has had a wide range of business experience working with global companies such as Vodafone and Shell. She also worked for IBEC and served on the National Economic and Social Council.

Board appointments

In October 2024, Owen Keegan was appointed as Chair of the RTB by the Minister for Housing, Local Government and Heritage following a public recruitment process. He succeeded Tom Dunne who served as Chair from October 2019 to October 2024. He brings a wealth of experience and a long track record of public service to the RTB's Board. His previous roles include serving as Chief Executive of Dublin City Council from 2013 to 2023, and as County Manager with Dún Laoghaire-Rathdown County Council from 2006 to 2013.

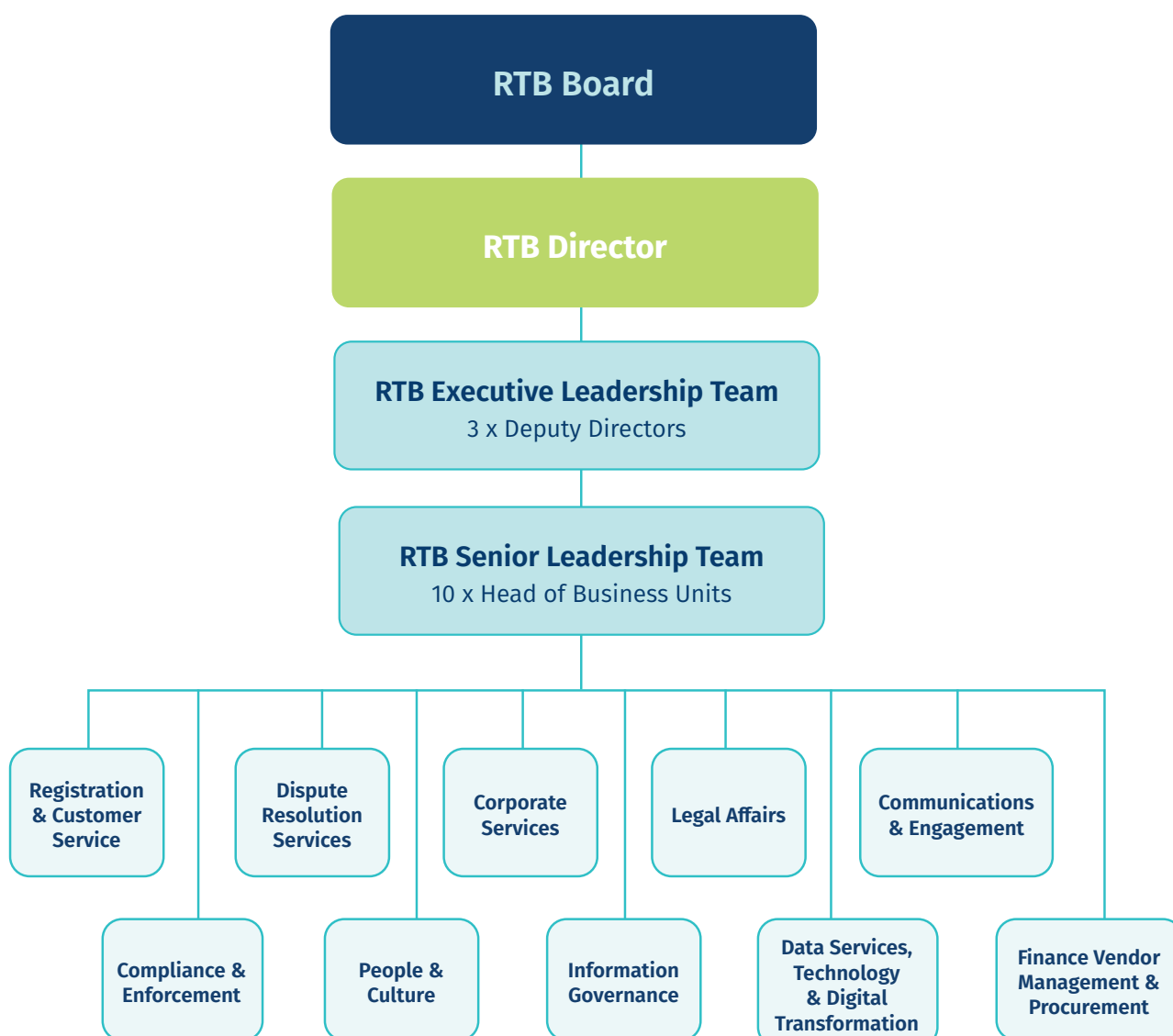
The RTB Board was further strengthened in November 2024 when the Minister for Housing, Local Government and Heritage appointed three new members after a public recruitment process. They were:

- **Gemma Barrett**, a Chartered Director with 25 years' experience spanning technology, operations and governance. She has held leadership positions with Microsoft, GE and Google, is a founder of OptiTech and is Chairperson of an AHB board.
- **Brendan Foster**, a qualified Chartered Certified Accountant (FCCA) with 41 years' experience in the professional services sector. He retired as a partner in Grant Thornton in April 2024, where he was previously Head of Advisory and Chair of the firm. He is a former President of Dublin Chamber of Commerce.
- **Yvonne Harris**, a Chartered Director with over 40 years' experience working in commercial semi-state bodies in the regulated utilities sector. She has held senior management positions in IT and Customer Operations and recently served as Housing Programme Director with Uisce Éireann.

Specialist staff appointments

The RTB held three external competitions to recruit specialist staff to key roles on our Senior Leadership Team in 2024. These roles were: Head of Data and Projects, Head of People and Culture and Head of Communications and Engagement.

Organisational structure



RTB Transformation Project

The RTB began a significant Transformation Project to implement our new Target Operating Model (TOM) in 2024. Through this key strategic initiative:

- We made significant progress in reducing our dependency on external suppliers in 2024.
- We enhanced learning and development and capacity for developing our team.
- We started a HR digital transformation project.
- We introduced new reporting systems and measures to strengthen policy, research and business intelligence.
- We increased our use of data to inform, support and enable the RTB to deliver on our regulatory remit.

Organisational development and governance

Part 2

Corporate governance



Corporate governance

As a state body, the RTB has certain legislative obligations. In this section, we report on how the RTB complies with these requirements. The RTB is also audited by the Office of the Comptroller and Auditor General. The full audit report is included in the next section of this document.

Code of Practice for Governance of State Bodies

The RTB has adopted the Code of Practice for the Governance of State Bodies 2016. The RTB Board has put in place processes to foster a culture of good governance and decision making and to ensure our operations comply with its requirements.

Ethics in Public Office Act 1995 and Standards in Public Office Act 2001

The RTB is subject to the Ethics in Public Office Act 1995 and the Standards in Public Office Act 2001. RTB Board members and senior management complete statements of interests in compliance with the provisions of the Acts. Board members are asked to declare any conflicts of interest at the start of every Board meeting. We also have procedures to ensure the ongoing disclosure of interests. In 2024, the RTB Director became a Designated Public Official under the Regulation of Lobbying Act 2015.

Energy efficiency and environmental policy statements

We are committed to increasing energy efficiency and reducing consumption to achieve the 2030 public sector targets to reduce energy, heating and transport related greenhouse gas emissions by 51% by 2030 and to improve energy efficiency by 50%. The RTB has a Climate Action Roadmap that details how we will meet the requirements of the Climate Action Mandate 2022. We report annually through the SEAI Monitoring and Reporting System on our progress in reducing energy consumption and promoting green initiatives. Our latest available figures show that the RTB consumed 101,031 kilogrammes of CO₂ in 2023, a 42.7% reduction from our baseline. In 2024, we received a Silver Smarter Travel Mark from the National Transport Authority (NTA). It recognises our support for active and sustainable travel.

Prompt payments

The RTB has established procedures to ensure we make payments in accordance with the Prompt Payment of Accounts Act 1997 and the Late Payment in Commercial Transactions Regulation 2022. The RTB did not pay any interest or penalties related to late paid invoices in 2024.

The RTB also has procedures in place to ensure we adhere to the Public Spending Code.

Taxation

The RTB has procedures in place to ensure we comply with our obligations under taxation law and that all tax liabilities are paid on or before their due dates.

Wellness at work

The RTB is committed to encouraging a good work-life balance and well-being amongst our staff. We fund an Employee Assistance Programme (EAP) for staff. Through this staff can access counselling and information.

Protected Disclosures Act 2014

The RTB has established, maintains, and operates internal reporting channels and procedures to make reports under protected disclosure legislation.

Engagement with Ombudsman

In 2024, 42 customers made a complaint about the RTB to the Ombudsman. This was a significant reduction from 126 complaints in 2023. All complaints were addressed and resolved. 16 were outside the Ombudsman's remit, 9 were discontinued, assistance was provided in 4 cases, 10 were upheld and 3 were not upheld.

Information governance

The RTB's Information Governance unit is responsible for data protection, Freedom of Information, the management of records, data sharing agreements, and the RTB's adherence to the requirements of the National Archives. In 2024, the RTB adopted a new Information Governance Framework and policy which is being activated across the RTB. The RTB established a new Information Governance Steering Group with responsibility to guide compliance with relevant legislation and to ensure effective and efficient use of records, information and data.

Data Protection and GDPR

In 2024, the RTB processed 41 subject access requests, 11 data erasure requests and 3 data rectification requests. The RTB notified 12 data breach incidents to the Data Protection Commission. The RTB has policies and procedures in place to achieve the highest standards of data protection. All new staff receive training and are supported by the RTB's network of information stewards.

Freedom of Information (FOI) Act 2014

The RTB processed 103 Freedom of Information requests under the FOI Act in 2024. The Office of the Information Commissioner received two requests to appeal an RTB decision. We published these requests on the RTB website on a quarterly basis in 2024.

Access to Information on the Environment

We received one request in 2024 under the Access to Information on the Environment regulations.

Official Languages (Amendment) Act 2021

The RTB is committed to complying with our obligations under the Official Languages Act. We have an Irish Language Officer in place. In 2024, we made required changes to our logo and branding which we continue to roll out on a phased basis across all communication materials and platforms. In 2024, our advertising campaigns complied with the requirement to publish 20% of content in Irish, but we did not fully comply with the requirement to spend 5% of all categories of advertising spend in Irish language media. We are committed to addressing this in 2025.

Residential Tenancies Board Report and Financial Statements

For The Year Ended 31 December 2024



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Governance Statement and Board Members' Report

Governance

The Board of the Residential Tenancies Board (RTB) was established under the Residential Tenancies Act 2004 (as amended) ("the Act"). The functions of the Board are set out in Part 8 of the Act. The Board is accountable to the Minister for Housing, Local Government and Heritage and is responsible for ensuring good governance at the RTB. The Board performs this task by setting strategic objectives and targets for the organisation and taking strategic decisions on key business matters.

The day-to-day management, control and direction of the RTB are the responsibility of the Director of the RTB and Executive Leadership Team. The Director and their team follow the broad strategic direction set by the Board and ensure that all Board members have a clear understanding of the organisation's key activities and issues, the types of decisions the Board is required to make, and all significant risks the organisation is faced with. The Director of the RTB acts as a direct liaison between the Board and RTB management and has a line of reporting to the Chair of the Board.

Niall Byrne retired as RTB Director with effect from 31 January 2024. The Board appointed Owen Keegan as Interim Director of the RTB on 26 February 2024, until such time as a new Director was formally appointed.

On 16 May 2024, following an open recruitment process the Board agreed, subject to the approval of the Minister, to appoint Rosemary Steen as Director of the RTB. Rosemary Steen was appointed in accordance with the provisions of Section 160 of the Residential Tenancies Act 2004 and took up her role as Director on 2 September 2024.

Board responsibilities

The work and responsibilities of the Board are set out in the Board's Terms of Reference and Code of Conduct for Board and Committee members and the Schedule of Matters specifically reserved for Board decision. In general, these incorporate the functions vested in the Board by the Act, governance decisions such as the appointment of Committee members or the approval of policies, key strategic and financial decisions such as the approval of plans, or the commitment of significant resources, and risk oversight of the RTB's activities.

The RTB has responsibility for the direct implementation of legislation and Government policy relating to the residential rental sector. It has a quasi-judicial and regulatory role and is independent in its decision-making functions. Along with its ordinary Board meetings, the Board also convenes to consider decisions in fulfilment of its quasi-judicial role.

During 2024, the Board met on 32 occasions (30 in 2023), both for ordinary Board meetings and to fulfil its quasi-judicial role. The Board held 11 ordinary Board meetings, 20 Board Disputes meetings and one Section 189 Committee meeting. Standing items considered by the Board at every ordinary Board meeting include declarations of interest of Board members, risk, financial matters, a report from the Director, business unit updates, meeting minutes, and Committee reports.

Section 177 of the Residential Tenancies Act 2004 (as amended) requires the Board to keep, in such form as may be approved by the Minister for Housing, Local Government & Heritage with consent of the Minister for Public Expenditure, NDP Delivery and Reform, all proper and usual accounts of money received and expended by it.

In preparing these financial statements, the Board is required to:

- select suitable accounting policies and apply them consistently,
- make judgements and estimates that are reasonable and prudent,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that it will continue in operation, and
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Board is responsible for keeping adequate accounting records which disclose, with reasonable accuracy at the time, its financial position and enable it to ensure that the financial statements comply with Sections 177 to 179 of the Act. The maintenance and integrity of the corporate and financial information on the RTB's website is the responsibility of the Board.

The Board is responsible for approving the RTB's annual business plan and budget and for ongoing monitoring of performance. Throughout 2024 the Board evaluated the RTB's performance against budget and received regular reports from the management team on performance against the business plan. The Board was informed of the final financial outturn for 2024 at its meeting on 20 March 2025.

The Board is also responsible for safeguarding its assets and for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Board considers that the financial statements of the RTB give a true and fair view of the financial performance and the financial position of the Residential Tenancies Board as of 31 December 2024.

Board structure

The Board consists of a Chairperson and 11 ordinary members who are appointed by the Minister for Housing, Local Government and Heritage. Members of the Board were appointed for varying periods and meet on a regular basis. During 2024, three new members and a new Chairperson were appointed to the Board. The table on the following page details the appointment information for Board members during 2024.

In 2024, Board member Mary O'Donovan's second term ended on the 30 June 2024, and Board member Justin O'Brien sadly passed away on 30 March 2024.

The Minister for Housing, Local Government and Heritage extended the term of Tom Dunne as Chairperson of the RTB Board from 31 Aug 2024 until 31 October 2024, to allow for the recruitment process of a new Chairperson to be completed. The Minister subsequently appointed Owen Keegan as Chairperson with effect from 1 November 2024 until 31 October 2029. The Minister also appointed Yvonne Harris to the Board with effect from 1 November 2024 until 31 October 2029, and he appointed Brendan Foster and Gemma Barrett to the Board with effect from 1 November 2024 until 31 October 2028.

As of 31 December 2024, the Board had six female and six male members. The Board therefore meets the Government target of a minimum of 40% representation of each gender in the membership of State Boards.

The following measures are planned to maintain and support gender balance on the Board:

- The Minister's attention will be drawn to the Government target to achieve 40% representation of each gender in the membership of all State Boards when submissions are made for appointments and reappointments to the Board.
- The Minister's attention will be drawn to the current gender composition of the Board when submissions are made for appointments and re-appointments to the Board.

Name	Membership type	Term
Owen Keegan	Chairperson	01 Nov 2024 - 31 Oct 2029
Yvonne Harris	Board member	01 Nov 2024 - 31 Oct 2029
Brendan Foster	Board member	01 Nov 2024 - 31 Oct 2028
Gemma Barrett	Board member	01 Nov 2024 - 31 Oct 2028
Paddy Gray	Board member	01 July 2017 - 31 July 2021 01 Aug 2021 - 30 Jul 2026
Julia Carmichael	Board member	01 Dec 2017 - 30 Nov 2022 01 Dec 2022 - 30 Nov 2027
Audry Deane	Board member	23 April 2018 - 22 April 2021 23 Apr 2021 - 22 Apr 2026
James Doorley	Board member	23 April 2018 - 22 April 2021 23 Apr 2021 - 22 Apr 2026
Patricia O'Sullivan Lacy	Board member	22 Jul 2019 - 21 Jul 2023 22 Jul 2023 - 21 Jul 2027
Colin Potts	Board member	22 Jul 2019 - 21 Jul 2023 22 Jul 2023 - 21 Jul 2027
Paul Dunne	Board member	07 Feb 2022 - 06 Feb 2027
Sheila O'Riordan	Board member	07 Feb 2022 - 06 Feb 2027
Tom Dunne	Chairperson	01 Oct 2019 - 31 Aug 2024 (extended until 31 Oct 2024)
Mary O'Donovan	Board member	01 Jul 2016 - 30 Jun 2020 01 Jul 2020 - 30 Jun 2024
Justin O'Brien	Board member	15 Jun 2017 - 30 Jun 2021 01 Jul 2021 - 30 March 2024

Board committees

The Board is assisted in its oversight role by a number of Board Committees which are comprised of Board members and external members with subject matter expertise in the Committees' respective areas of responsibility. These Committees are charged by the Board with in-depth consideration of certain matters, and they provide advice to help with Board decision-making. The minutes of Board Committee meetings are circulated to the Board to keep it informed of their work.

Board Committees are periodically reviewed by the Board to consider their effectiveness against their terms of reference. In 2024 the Board had the following Board Committees in place:

- > Audit & Risk Committee
- > Legislative Committee
- > Research Committee
- > ICT Governance Committee
- > RTB Board Executive Committee Working Group
- > Director Succession Planning Committee
- > RTB Rent Tribunal
- > Section 189 Committee

Audit and Risk Committee

The Audit and Risk Committee (ARC) comprises at least three Board members and two external members with skills and executive experience in risk management, governance, and finance. The ARC held seven meetings during 2024. The ARC reports to the Board after each meeting. On 11 January 2024, external member Shane O’Keeffe’s second term on the ARC ended.

As of 31 December 2024, the members of the Audit and Risk Committee were: Board members Paul Dunne (Chairperson), Colin Potts, James Doorley, Brendan Foster and external member Catherine Comer with one external member vacancy. Board member Brendan Foster was appointed on 19 December 2024.

Committee member	Meetings attended
Meetings held	7
Paul Dunne – Board	7
Colin Potts – Board	7
James Doorley – Board	3
Brendan Foster – Board	0
Catherine Comer – External	7
Shane O’Keeffe – External	0

* Board members Mary O’Donovan and Justin O’Brien attended ARC meetings at the invitation of the Chairperson during 2023.

Legislative Committee

The Legislative Committee is charged with assisting the Board in its consideration of legal and legislative matters. The Legislative Committee comprises three Board members and four external members. The Legislative Committee held no meetings during 2024.

Research Committee

The Research Committee provides strategic direction and oversight for the development and delivery of the RTB’s research programme. The committee met once during 2024. Committee members as of 31 December 2024 were Board members Paddy Gray (Chairperson), Audry Deane and James Doorley and one external member Alan Martin. The terms of external members John McCartney, Lorcan Sirr, and Christine Whitehead expired in March 2024.

Committee member	Meetings attended
Meetings held	1
Paddy Gray – Board	1
Audry Deane – Board	0
Justin O’Brien – Board	0
James Doorley – Board	1
John McCartney – External	0
Lorcan Sirr – External	1

ICT Governance Committee

The Board established the ICT Governance Committee on 12 January 2023. This Committee provides oversight and assurance to the RTB Board on the governance and delivery of ICT projects and provides expertise and guidance on the RTB’s ICT related strategic objectives.

The Committee met eleven times during 2024. Committee members as of 31 December 2024 were Board members Paul Dunne (Chairperson), Paddy Gray, Colin Potts, Yvonne Harris and Gemma Barrett and external members Mihai Bilauca and Brian Curtis.

Ken Jordan resigned from the Committee on 19 March 2024. Colin Potts was appointed to the Committee on 16 May 2024. Brian Curtis was appointed on 20 June 2024, Yvonne Harris and Gemma Barrett were appointed on 19 December 2024.

Committee member	Meetings attended
Meetings held	11
Paul Dunne – Board	11
Paddy Gray – Board	8
Colin Potts – Board	6
**Gemma Barrett – Board	2
Yvonne Harris – Board	0
Ken Jordan – External	3
Mihai Bilauca – External	9
Brian Curtis – External	6

**Invited by Chair to attend the ICT Governance Committee as a guest prior to her appointment.

RTB Board Executive Committee Working Group

The RTB Board Executive Working Group was established on 23 June 2023 to review the Board's procedures with the objective of identifying improvements to the functioning of the Board. The Working Group did not meet in 2024. The Working Group consists of Board members Audry Deane (Chairperson), Colin Potts and Paddy Gray, and Board Secretary Louise Loughlin.

Director Succession Planning Sub-Committee

The Director Succession Planning Committee was established on 9 November 2023 to assist the Board in fulfilling its responsibility to recruit and appoint a Director for the RTB as set out in section 160 of the Act. The Committee met twice during 2024. The Committee consisted of Board members Tom Dunne (Chairperson), Paul Dunne and Julia Carmichael.

Committee member	Meetings attended
Meetings held	2
Tom Dunne, Chair – Board	2
Paul Dunne – Board	2
Julia Carmichael – Board	1

RTB Rent Tribunal

The Rent Tribunal was established in 1983 to decide on rent and other tenancy terms for certain dwellings which were previously rent controlled under the Rent Restrictions Acts (1960 – 1981). In 2016, the Rent Tribunal was dissolved by the Minister for Housing, Planning, Community and Local Government and its functions were transferred to the RTB under the Residential Tenancies Act (2004, as amended). The RTB Rent Tribunal consists of all Board members throughout their tenure as members of the RTB Board and meets only as required. The RTB Rent Tribunal did not meet in 2024.

Section 189 Committee

The Section 189 Committee consists of all Board members throughout their tenure as members of the RTB Board. It meets only as required by circumstances prescribed in section 189 of the Act to consider whether to apply to the Courts for interlocutory relief in cases of alleged illegal evictions by landlords. The Section 189 Committee met once in 2024. Board members' attendance at the Section 189 Committee is set out in the table titled Board Members' Meeting Attendance in 2024 later in this Governance Statement.

During 2024, a review of the Board's Committees was undertaken and the Board at its meeting on 21 November 2024 agreed to the following RTB Committee structure:

- > Audit and Risk Committee
- > ICT Governance Committee
- > Research, Legislation, Strategy & Performance Committee
- > RTB Rent Tribunal
- > Section 189 Committee

Schedule of Board members' fees, attendance and expenses

During 2024 Board members were paid a total of €106,558 (€117,793 in 2023) for their attendance at meetings. This amount includes fees for attendance at Board and Committee meetings, for participating in training events and interviews, and for fulfilling their duties as members of the Board. The fees are set by the Department of Public Expenditure, NDP Delivery and Reform and the Department of Housing, Local Government & Heritage. The fee basis in effect from 1 July 2023 is set out in the table below. Fees are subject to Board members participating in additional meetings in which the Board exercises its powers under the Act with respect to its quasi-judicial role.

Schedule of Board members fees	Chairperson	Member
Annual amount for Board work and attendance at Board and Board Committee meetings	€11,970	€7,695
Annual amount for meetings in which the Board exercises its powers under the Act with respect to its quasi-judicial role	€4,708	€3,540

The tables below and on the following page set out the Board members' fees and expenses paid for 2024 and Board members' attendance at meetings during the year.

Board member fees and expenses 2024

Board member	Board work	Travel and subsistence	Total (Fees & expenses)
Owen Keegan	€2,780	€0	€2,780
Paul Dunne	€11,235	€52	€11,287
Paddy Gray	€11,235	€1,602	€12,837
Julia Carmichael	€0	€0	€0
Audry Deane	€11,235	€38	€11,273
James Doorley	€11,235	€0	€11,235
Patricia O'Sullivan Lacy	€11,235	€220	€11,455
Colin Potts	€11,235	€0	€11,235
Sheila O'Riordan	€11,235	€2,250	€13,485
Yvonne Harris	€1,873	€0	€1,873
Gemma Barrett	€1,873	€0	€1,873
Brendan Foster	€1,873	€0	€1,873
Tom Dunne	€13,896	€0	€13,898
Mary O'Donovan	€5,618	€160	€5,778
Justin O'Brien	€0	€0	€0
Total	€106,558	€4,322	€109,880

In addition to the Board fees and travel and subsistence above, Audry Deane was reimbursed €1,000 for a training course she attended. Board fees were not paid to Julia Carmichael, in compliance with the 'One Person, One Salary' principle. And in compliance with Department of Public Expenditure, NDP Delivery and Reform guidelines, Board members were reimbursed a total of €4,322 for travel and subsistence incurred for attendance at meetings and training.

Board members' meeting attendance in 2024

Board Member	Board Meeting	Board Disputes Meeting	Audit & Risk Committee	Legislative Committee	Research Committee	ICT Governance Committee	RTB Board Executive Working Group	RTB Director Succession Planning Committee	RTB Rent Tribunal	Section 189 Committee
Meetings Held	11	20	7	0	1	11	2	0	1	2
Owen Keegan*	2	2								1
Paul Dunne	9	15	7			11	2			2
Paddy Gray	11	18			1	8			1	
Julia Carmichael	7	5					1			1
Audry Deane	10	15			0					
James Doorley	8	14	3		1				1	
Patricia O'Sullivan Lacy	10	19							1	
Colin Potts*	11	15	7			6			1	1
Sheila O'Riordan	10	12							1	2
Yvonne Harris*	2	2								2
Gemma Barrett*	2	2				2				
Brendan Foster*	2	2								
Tom Dunne*	8	13					2		1	
Justin O'Brien*	3	1								
Mary O'Donovan*	6	6								

* Asterisk indicates Board member was a member of one or more Committees for only part of the year.

Dispute Resolution Committee

The Dispute Resolution Committee (DRC) is the panel from which members of the three-person Tenancy Tribunals are drawn. Since Tribunal determinations can only be appealed on a point of law to the High Court, members of the DRC perform an important quasi-judicial function. There were 1,439 Tribunal appeals in 2024. Hearings are usually allocated by an automatic scheduler to available members on the panel, who may accept or decline the hearing. Tribunal members are paid on a fee schedule covering their attendance at hearings and report writing which varies between €331 and €1,195 depending on the attending capacity of the Tribunal member (Chair or member) and whether the Tribunal case went ahead, was adjourned, or was withdrawn. The table below shows payments to Tribunal members for 2024.

Tribunal member fees 2024

Name	Fees	Training	Total
Andrew Nugent	€64,561	€0	€64,561
Anne Leech	€76,615	€196	€76,811
Brian Murray	€62,822	€0	€62,822
Ciara Doyle	€99,342	€196	€99,538
Dairine Mac Fadden	€110,488	€196	€110,684
Dervla Quinn	€120,038	€196	€120,234
Eoin Byrne	€113,742	€196	€113,938
Finian Matthews	€88,703	€196	€88,899
Fintan McNamara	€109,477	€196	€109,673
Healy Hynes	€130,747	€0	€130,747
Helen Claire O'Hanlon	€85,871	€0	€85,871
Hugh Markey	€48,823	€196	€49,019
Jack Nicholas	€9,875	€0	€9,875
James Egan	€89,078	€196	€89,274
John Keane	€35,596	€0	€35,596
John Keaney	€108,333	€196	€108,529
Karen Ruddy	€99,857	€0	€99,857
Louise Moloney	€72,209	€196	€72,405
Mary Doyle	€66,605	€196	€66,801
Maureen Cronin	€92,685	€196	€92,881
Michael Vallely	€77,649	€196	€77,845
Michelle O'Gorman	€156,865	€196	€157,061
Monica Brennan	€681	€0	€681
Nesta Kelly	€506	€0	€506
Peter Shanley	€66,787	€0	€66,787
Roderick Maguire	€32,419	€0	€32,419
Rosemary Healy Rae	€65,179	€0	€65,179
Suzy Quirke	€82,441	€196	€82,637
Total	€2,167,994	€3,136	€2,171,130

Adjudicators and mediators panel

An important function of the RTB is to provide a dispute resolution service for landlords, tenants and third parties. To ensure impartiality in the dispute resolution process, the adjudicators and mediators on our panel are appointed following an independent recruitment process, and they undertake their functions in an autonomous capacity. Adjudicators are paid a flat fee of €616 per day for three hearings, or €616 for three telephone mediations. Hearings are allocated by an automatic scheduler to available members on the panel, who may accept or decline the hearing. The table below shows payments made to adjudicators and mediators for 2024.

Adjudicator and mediator fees 2024

Name	Fees	Training	Total
Alan Brady	€17,248	€196	€17,444
Anne Marie Giblin	€69,608	€196	€69,804
Avril O'Meara	€20,328	€0	€20,328
Brian Whelan	€24,640	€392	€25,032
Cathrina Keville	€40,040	€0	€40,040
Catherine McGuigan	€0	€196	€196
Ciaran Joyce	€103,102	€392	€103,494
David Duncan	€66,528	€392	€66,920
David McParland	€54,208	€196	€54,404
Donald Menzies	€77,000	€392	€77,392
Emma Barry	€65,912	€196	€66,108
Emma Foley	€20,944	€0	€20,944
Emma Slattery	€30,800	€0	€30,800
Fiona Walsh	€2,464	€0	€2,464
Frank Brady	€57,288	€196	€57,484
Georgina Farren	€48,664	€196	€48,860
Grainne Quinn	€18,480	€196	€18,676
John Noonan	€93,632	€196	€93,828
Linda Brophy	€1,232	€0	€1,232
Louise Beirne	€3,080	€196	€3,276
Mark Kane	€108,416	€0	€108,416
Mema Byrne	€5,544	€196	€5,740
Michael MacNamee	€30,800	€196	€30,996
Niamh McHugh	€14,168	€196	€14,364
Niamh O'Doherty	€59,752	€196	€59,948
Sarah Brophy	€25,872	€0	€25,872
Shaun Smyth	€70,224	€392	€70,616
Simon Brady	€7,392	€0	€7,392
Sinéad Fitzpatrick	€49,280	€392	€49,672

Name	Fees	Training	Total
Steven Dixon	€93,016	€0	€93,016
Susan Appelbe	€69,608	€0	€69,608
Thomas Dowling	€1,232	€0	€1,232
Una Ni Chathain	€64,680	€0	€64,680
Ursula Condon Flynn	€58,520	€196	€58,716
Total	€1,473,702	€5,292	€1,478,994

Decision Makers panel

As part of its regulatory function the RTB has powers to investigate and sanction landlords who commit certain breaches of rental law called improper conducts. The panel of Decision Makers determines, based on the results of the investigation process, whether an improper conduct has occurred and the amount of any sanction. If a landlord is found to have committed improper conduct a sanction can be applied of a written caution and/or a fine of up to €15,000 and also up to €15,000 in costs. The Decision Makers are independent legal professionals who undertake their function in an autonomous capacity. The decisions of Decision Makers must be confirmed in the Circuit Court. Decision makers are paid a flat fee of €340 per decision and €340 per day if it is necessary for them to attend Court. Fees paid for 2024 are set out below.

Decision Maker Fees 2024

Name	Fees	Training	Total
Angela Becker	€7,480	€392	€7,872
Cynthia Lennon	€6,460	€392	€6,852
Margaret Browne	€7,140	€392	€7,532
Susan Ahern	€3,060	€392	€3,452
Total	€24,140	€1,568	€25,708

Key personnel changes

Niall Byrne retired as RTB Director with effect from 31 January 2024 and Owen Keegan was appointed Interim Director on 26 February 2024 until such time as a new Director could be appointed. Karen Roantree resigned as Deputy Director with effect from 4 August 2024. On 6 August 2024, Lucia Crimin, also a Deputy Director, began a five-year career break.

Rosemary Steen was appointed RTB Director in accordance with the provisions of Section 160 of the Residential Tenancies Act 2004 and took up her role as Director on 2 September 2024.

Disclosures required by Code of Practice for the Governance of State Bodies (2016)

The Board is responsible for ensuring that the RTB has complied with the requirements of the 2016 Code as published by the Department of Public Expenditure, NDP Delivery and Reform. The following disclosures are required by the 2016 Code:

Employee short-term benefits breakdown

35 staff members were paid short-term benefits in excess of €60,000 each during 2024. These payments are analysed in Note 5a of the RTB's 2024 Financial Statements. For the purpose of this disclosure, employee short-term benefits during 2024 include salary, overtime, and other payments made to the employees but exclude employer's PRSI.

Consultancy costs

Consultancy costs include the cost of external advice to management and exclude outsourced business functions.

Consultancy	2024	2023
Legal advice	€207,583	€181,952
Procurement	€54,381	€32,198
ICT roadmap	€0	€5,628
Data protection	€938	€2,000
Total	€262,902	€221,778

No consultancy costs were capitalised during 2024 or 2023.

Legal costs and settlements

The table below provides a breakdown of amounts categorised in the 2016 Code as legal costs and settlements in 2024. The primary driver of legal costs for the RTB is in carrying out its functions under the Act including the resolution of disputes between landlords and tenants, litigation where required to enforce RTB Determination Orders or to confirm a decision of the RTB, and prosecution in the case of unregistered tenancies. This table also includes legal costs incurred in compliance with other legislation including data protection, employment law, and freedom of information, and in the day-to-day running of the organisation. This does not include expenditure incurred in relation to general legal advice received by the RTB which is disclosed, as required by the 2016 Code, in consultancy costs above.

Legal costs and settlements	2024	2023
Judicial review	€0	€15,881
Enforcement	€838,042	€816,275
Legal settlements	€40,917	€0
Court appeals	€194,869	€310,843
General legal services	€312,147	€246,903
Other legal support	€386,257	€499,500
Total	€1,772,232	€1,889,402

Travel and subsistence expenditure

Travel and subsistence expenditure is set out below.

Travel and subsistence	2024	2023
RTB staff	€4,467	€5,189
Board members	€4,322	€7,536
Tribunal members	€2,985	€5,090
Total	€11,774	€17,815

Of the current year travel and subsistence amount for RTB staff, none relates to foreign travel (2023: €1,430). There was no foreign travel for Board members or Tribunal members in either year. All travel and subsistence expenditure was paid in compliance with Department of Public Expenditure, NDP Delivery and Reform guidelines.

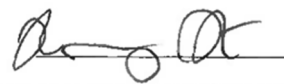
Hospitality expenditure

Hospitality expenditure includes refreshments provided for information sessions hosted by the RTB in fulfilment of its mandate to deliver education and awareness events to stakeholders. Hospitality expenditure is categorised below.

Hospitality expenditure	2024	2023
Staff	€18,432	€5,591
Stakeholder education and awareness events	€6,436	€2,509
Total	€24,868	€8,100

Statement of Compliance

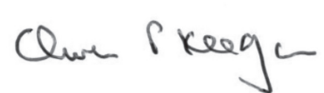
The Board has adopted the Code of Practice for the Governance of State Bodies (2016) and has put procedures in place to ensure compliance with it. Significant work was done by management during 2024 to achieve compliance with the 2016 Code. This work was carried out under the oversight of the Audit and Risk Committee, who acknowledge the efforts made during the year and are satisfied that the organisation was in compliance with the 2016 Code at the end of 2024.



Rosemary Steen

Director

Date: 19 June 2025



Owen Keegan

Chairperson

Date: 19 June 2025

Statement on Internal Control

Responsibility for the System of Internal Control

As Chairperson of the Residential Tenancies Board (RTB), I acknowledge the Board's responsibility for ensuring that an effective system of internal control is maintained and operated. In considering the effectiveness of the system of internal control, the Board has regard, amongst other things, to the requirements of the Code of Practice for the Governance of State Bodies (2016), hereafter referred to as the "2016 Code" and any associated regulatory or legislative requirements.

Purpose of the System of Internal Control

The system of internal control is designed to manage risk to an agreed tolerable level in line with the organisation's Risk Management Policy rather than to eliminate it. The system can only provide reasonable and not absolute assurance that assets are safeguarded, transactions are authorised and properly recorded, and that material errors or irregularities are either prevented or detected in a timely manner.

Key control procedures

The system of internal control outlined in this statement, which accords with the guidance issued by the Department of Public Expenditure, NDP Delivery and Reform, has been in place in the RTB for the year ended 31 December 2024 and up to the date of approval of the financial statements.

The Board of the RTB is responsible for ensuring that the RTB has an effective system of internal control in place. The Board is assisted in its work by the Audit and Risk Committee (ARC) which, at the end of 2024, was comprised of three Board members and one external member and one external membership vacancy. The Committee advises the Board on risk, internal control and governance and is supported by the executive. The ARC met seven times during 2024.

The Board has delegated executive authority to the Director who, along with the Executive Leadership Team, manages the RTB's risks and reports on risks and risk management to the Board. The RTB has an Internal Audit function which is provided by an externally contracted firm. The audit firm developed a one-year and a three-year audit plan under the guidance of the ARC and with input from Executive management. The ARC approved the internal audits for 2024 during its meeting on 25 January 2024. The ARC reviewed the Internal Auditors' scope of delivery against the audit plan and reviewed the audit plan throughout the year. Changes were made to the audit plan, as required, by the Board based on recommendations from the Committee.

The RTB has an ICT Governance Committee which met eleven times over the course of 2024 to review and oversee the executive approach to the development and management of RTB digital and data systems. The ICT Governance Committee of the Board reports to the Board at each Board meeting.

Risk and control framework

Risk management

The RTB approved an updated Risk Management Policy in February 2024, the purpose of which is to set out the risk management principles, practices and procedures that are in operation within the RTB which include risk management objectives, responsibilities and risk processes. This policy is designed to support the ongoing monitoring, review and management of risks and was developed with reference to the 2016 Code. This policy sets out how risk management objectives are fulfilled as well as providing transparency to the Board and to the Audit and Risk Committee regarding the processes in place to manage organisational risks.

Risk Register

RTB maintains an Enterprise Risk Register which reflects the priority risks facing the organisation. The register serves as a useful tool for the Board, Audit and Risk Committee, Director and management in the tracking and management of key risks impacting the objectives and performance of the organisation.

The Enterprise Risk Register identifies the key risks, evaluates them using a risk-based scoring system, and identifies the controls in place and actions needed to reduce the risks or mitigate their impact. The register is prepared by management and reviewed by the ARC and Board. The register was reviewed by the ARC seven times and risk management was included on the Board's agenda eight times in 2024.

Risk management system

Throughout 2024, ongoing monitoring of the RTB Enterprise Risk Register was conducted. All steps to mitigate risks were documented and updated. Additionally, support was provided to the Board and ARC to fulfil their responsibilities regarding risk management, in reference to the Code of Practice for the 2016 Code.

Risk management involves a cycle of processes that identify, assess and develop management business plans for risks. The cycle is completed by a system of regular monitoring and reporting processes. The risk management process is a cyclical process which occurs throughout the year.

Risk identification is the process of identifying the risks which may impact on an organisation's ability to achieve its strategic objectives. The process of risk identification involves identifying the organisation's exposure to uncertainty through the consideration of both external environmental factors as well as the uncertainty surrounding the strategic and operational objectives of the organisation.

Once risks have been identified, an assessment, mitigation and prioritisation exercise is undertaken to determine the significance of the risks to the organisation. Risks are prioritised in terms of both inherent risk and residual risks i.e. after consideration of the control in place to manage that risk.

The risk score is calculated by multiplying the score assigned for impact with the score assigned for likelihood. This prioritisation is collectively reviewed and challenged by the management team with agreement on relative risk scores.

Management of individual risks is required across all levels of responsibility on an ongoing basis. All individuals and groups are required to identify and escalate any risk incidents or changes in the risk environment on an ongoing basis. Risk owners are responsible for ensuring that actions assigned to risks in the risk register are implemented as planned.

Risk is managed using the three lines of defence model. The first line is the RTB's management team which has primary responsibility for managing risk and internal control in their areas of responsibility. They are supported by the RTB's control functions (Finance, Risk, Human Resources, Data Protection, and Procurement) which are the second line. The third line of defence is comprised of the external bodies who review the system. The overall system of internal control at the RTB is reviewed independently by our Internal Audit service and, within the governance requirements of the 2016 Code, the Audit and Risk Committee of the Board.

Managers in all areas of the RTB have defined responsibilities for the performance of their roles and staff are appropriately skilled and supported with training. Manager and staff performance expectations are set and monitored through the employee performance management system. Training is provided for staff when they take up a role and where special training needs are identified these requirements are supported by Human Resources.

In addition to RTB staff, customer service is supported by an outsourced business process provider. Internal controls for this service include a service level agreement, and weekly, monthly, and quarterly meetings between the provider and RTB management.

Control functions, such as Finance, Risk, Human Resources, Data Protection, and Procurement have policies and procedures in place to control risk in their areas of responsibility and provide guidance and oversight to operational areas to ensure compliance with applicable laws, regulations, and policies. These units liaise with managers and staff across the organisation to support adherence to these policies and they escalate significant breaches through the management hierarchy so that corrective action can be taken.

Internal control

The RTB has a system of internal control and risk management designed to identify and report key risks and the management actions being taken to address and, where possible, to mitigate them.

The key elements of the system are as follows:

- A defined organisational structure with appropriate segregation of duties and limits of authority.
- A three-year strategic plan, approved by the Board, which guides the annual business plan and budget, both of which are approved by the Board, with regular reporting to the Board on progress during each year.
- Defined limits and authority for financial expenditure including procurement of goods and services and capital expenditure.
- Monthly management accounts which are reviewed by management and noted by the Board.
- Audit and Risk Committee which provides oversight and guidance in the areas of risk management, risk register review, risk reporting and policy development and which deals with any significant control issues raised by Internal Audit, the Office of the Comptroller and Auditor General, or other external reviews.
- An ICT Governance Committee which oversees expenditure on ICT and the development and management of RTB digital and data systems.
- An Internal Audit function which reviews identified processes, systems and controls and reports on its work to the Audit and Risk Committee.
- An enterprise risk register which is prepared by management and reviewed regularly by the Audit and Risk Committee and the Board.
- Documented policies and procedures covering key areas of risk which are periodically reviewed and approved by the Board.
- Policies covering data protection, ICT (Information Communications Technology) system security, health and safety, and other key risk areas as well as codes of conduct for the Board, officers, and staff.
- Policies and procedures covering staff performance management, training, staff development, and continuing education.

- A procurement policy and plan which is reviewed annually by the Director and is required to be reviewed periodically by the Audit and Risk Committee.
- Reporting on activity volumes on in-house and outsourced operations, analysis of performance against service level agreements and targets to inform management and determine interventions as appropriate.
- Feedback, and complaints are used to identify and address issues with the delivery of our services.
- Systems and software in place to protect our ICT environment from threats and to ensure the security of the information we hold.

Organisational structure

The RTB management team is led by the Director and is supported by three Deputy Directors. Currently, there is one permanent Deputy Director, one Acting Deputy Director and one vacancy at Deputy Director level. Each Deputy Director has responsibility for a portfolio of business units either led by an Assistant Director or with direct responsibility by a Deputy Director.

The business units are:

- Dispute Resolution
- Compliance and Enforcement
- Registration and Customer Service
- Legal Affairs
- People, Culture and Corporate Services
- Data Services Technology and Digital Transformation
- Communications and Engagement
- Finance
- Vendor Management and Procurement
- Governance and Risk Management
- Information Governance
- Research and Policy
- Office of the Director.

The Target Operating Model

The Transformation Project to implement the Target Operating Model (“TOM”) commenced in 2024. This Transformation Project remains a key strategic initiative for the RTB. Recruitment for specific roles as part of the TOM was temporarily paused. The organisation prioritised recruitment of the Deputy Director for Data Services, Technology, and Digital Transformation. This role is critical for overseeing the Transformation Project. Some of the activities under the Target Operating Model are set out below.

2024 TOM Initiatives

- Enhancing learning and development and increasing capacity for people development
- Improving organisational collaboration
- Reducing dependency on external providers
- Strengthening policy, research and business intelligence
- HR digital transformation
- Leveraging data as an enabler.

The appointment of a new Chair and three new Board members has provided stability and leadership at Board level. The appointment of Rosemary Steen as Director for a five-year term has brought leadership, drive, and stability at the Executive level. These appointments together support the organisation to continue to develop and grow.

Over the course of 2024, the RTB made significant progress in relation to data, including the publication of the new ‘RTB Profile of the Register’ data series and a research report entitled ‘An Assessment of Property Level Rental Price Growth in Ireland’. The profile of the register analysis provided information on all private and AHB tenancies registered with the RTB at the end of each quarter from Q2 2023 to Q4 2024. For the first time, the series provides a breakdown of tenancies by county, Local Authority, Local Electoral Area, dwelling type, dwelling size, and landlord size.

The Individual Property Level Analysis was a peer-reviewed study that tracked the changes in rent reported for individual properties seen at least twice in RTB registration data from Q2 2022 to Q1 2024 (182,250 matched property pairs). The findings show that rent increases were lower in Rent Pressure Zones (RPZs) and that large rent increases were more likely outside RPZs. This research enabled the RTB to run RPZ compliance campaigns based on data from the ESRI/RTB Property Level Analysis research. This research identified 16,000 tenancies of concern where rents were raised above 2% in a one-year period. The Compliance team worked with the Communications team to design a targeted email campaign, asking landlords to check their rent setting and amend any miscalculated rents and refund the tenants.

As phase one of the campaign, emails were issued in batches over the months of November and December. As a result, almost 3,000 landlords contacted the RTB for further information, 300 amended their rent on their registration, and over €35,000 in overpaid rent has been returned to tenants. Phase two of the campaign will run through 2025, with 1,000 tenancies being assessed for breaches, which will be fed into the Compliance and Enforcement team.

Ongoing monitoring and review

2024 was the second year of implementation of the RTB Strategic Plan 2023 – 2025 which incorporated the changing mandate of the RTB, and the expectations set for it by Government policy. The strategy commits the RTB to making the RTB the most effective it can be at delivering on four core areas:

- registering tenancies
- resolving disputes
- ensuring compliance
- providing accurate information, research, data and insights to inform the public and policymakers.

All of the priority actions during 2023-2025 will be centred on these core service areas and on delivering demonstrable gains in performance in relation to each. Taken together, actions under these four areas will see the RTB create positive impact for the public in keeping with its mission and ambition as a public body carrying out important functions in the public interest.

These important gains can only be delivered if the key enablers of effective organisational performance – human resource development, organisation structure, information technology, business support, planning and governance – are also developed.

The objectives of the Statement of Strategy were reflected in an annual business plan and budget for 2024. The business plan contained operational objectives for the business units. The implementation of the business plan and budget is monitored by management and reviewed by the Board.

There is an Oversight Agreement in place with the Department of Housing, Local Government, and Heritage which sets out the governance arrangements between the Department and the RTB. The Agreement aims to ensure clarity of accountability, roles, and responsibilities of the RTB and the Department to ensure that the RTB discharges its statutory functions and Governance Code requirements. The Department and the RTB meet on a quarterly basis to monitor compliance with the Oversight Agreement.

Governance

The RTB progressed the following governance items in 2024:

- Appointment of a new Chair and three Board members by the Minister. Ongoing monitoring and management of risks by the Executive, Audit and Risk Committee and Board
- Development of the Governance Framework
- Development of the RTB Risk Appetite Statement
- Appointment of Rosemary Steen as Director of the RTB for a 5-year term effective from 2 September 2024; appointment of Owen Keegan as Interim Director from 26 February 2024 to 1 September 2024.

In 2024, an evaluation of Board members' training needs was undertaken, resulting in the development of a training plan.

Procurement

I confirm that RTB has procedures in place to ensure compliance with current procurement rules and guidelines. Matters arising regarding controls over procurement are highlighted under the internal control issues below.

Review of effectiveness

I confirm that the RTB has procedures in place to monitor the effectiveness of its risk management and control environment. RTB's monitoring and review of the system of internal control is guided by the work of the internal and external auditors, the Audit and Risk Committee which oversees their work, the Board, and the Executive management team which is responsible for the development and maintenance of the internal control framework.

I confirm that the Board conducted an annual review of the effectiveness of the internal controls for 2024 with respect to the internal audit report that supports this document. Aside from the items outlined below, I confirm that to my knowledge, and through the information provided to the Board by the Executive and the Audit and Risk Committee, there have been no other internal control issues.

Internal control issues

Procurement

In the 2023 statement on internal control, the RTB highlighted four contracts procured without conducting a competitive procurement process. Although non-compliant contract awards are not required to be declared here, for full transparency the Board wishes to detail the expenditure incurred on these contracts in 2024 and the steps taken to procure the contracts competitively, where possible, from 2025 onwards. By the end of 2025, three out of the four contracts will have been procured competitively. The remaining contract cannot be procured competitively as there is a single supplier for the product.

In 2024, expenditure of €7,255,728 (ex- VAT) was incurred related to the four contracts:

- The RTB incurred costs of €5,405,771 in 2024 related to a Business Process Outsourcing (BPO) contract that was extended in 2024. During 2024 and in early 2025 the RTB conducted and completed a competitive procurement process for a new BPO provider. The Board of the RTB awarded a 10-year single party framework to the successful BPO provider in February 2025 and expects to sign an initial four-year contract in June 2025 under this framework. The RTB expects to fully transition these services to the newly appointed provider during Q3 2025.
- In 2024, the RTB incurred expenditure of €338,028 related to a contract to maintain a legacy ICT system that was extended in July 2024. The contract is to support the operation of TMS, the RTB's legacy dispute resolution and case management system. The provider is the sole viable supplier of ICT support for its own proprietary system. In 2024, the RTB appointed a supplier to develop a new dispute management platform which will be deployed during 2025. Expenditure on the legacy system will cease in 2025 following migration to the new platform.
- The RTB incurred expenditure of €1,201,701 in 2024 related to an interim contract for a Managed Services Provider, awarded for an initial 12-month term commencing in February 2024. The RTB commenced a formal competitive procurement process for these services in September 2024 which is expected to finalise in 2025. The RTB has exercised the option to extend the contract to mid-2025.
- The RTB incurred costs of €310,228 in 2024 related to proprietary data analytics software to produce the RTB's Quarterly Rent Index. The supplier is the sole supplier of this software and the contract will expire in July 2027.

Registration fees

From November 2022 until 29 February 2024, the RTB introduced a temporary pause in the automatic charging of late fees on annual registrations in accordance with Section 137(6) of the Residential Tenancies Act 2004 as a result of the genuine system and administrative difficulties landlords and agents were experiencing following the launch of the new RTB online registration system and introduction of annual registration. Given the circumstances and the need for immediate action, the RTB took the view that, while the waiver and refunds were not strictly in compliance with the law, action on administrative grounds was the appropriate response and did not request that the Minister introduce a legislative amendment to specifically authorise the waiving of the late fees. The Department of Housing, Local Government and Heritage was aware of the approach being adopted by the RTB.

During 2024 RTB refunded late fees in the amount of €1,227,790 under this temporary pause.

On 1 March 2024 the RTB re-enabled the automatic imposition of fees on late annual registrations. This process included implementation of a technical change to the registration system and communication to all key stakeholders.

Determination Orders

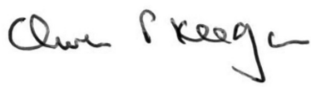
S121 Determination Orders, which are the written record of an adjudicator's report, a Tribunal Determination or a direction given by an Adjudicator or Tribunal, are prepared and signed by the RTB Director, or a member of the staff of the RTB as delegated by the Director.

Niall Byrne retired as RTB Director with effect from 31 January 2024. From 1 February 2024 until 23 February 2024 when Owen Keegan was appointed as Interim Director, no Determination Orders could issue as the RTB had no Director under the Act. This delayed the issuance of a number of Determination Orders until after 23 February 2024. RTB will take care to ensure that in future there is no gap in the role of RTB Director such as occurred in February 2024.

There were no internal control weaknesses identified during 2024 other than those disclosed above.

Conclusion

The RTB has made significant progress on procurement issues, including the selection of a new BPO provider during Q1 2025 following a competitive procurement process. The development of a new Disputes ICT system will address the dependency on a legacy system and provide an enhanced customer experience and more robust security.



Owen Keegan

Chairperson

Date: 19 June 2025



Ard Reachtair Cuntas agus Ciste **Comptroller and Auditor General**

Report for presentation to the Houses of the Oireachtas

Residential Tenancies Board

Opinion on the financial statements

I have audited the financial statements of the Residential Tenancies Board for the year ended 31 December 2024 as required under the provisions of section 178 of the Residential Tenancies Act 2004. The financial statements comprise

- the statement of income and expenditure and retained revenue reserves
- the statement of comprehensive income
- the statement of financial position
- the statement of cash flows, and
- the related notes, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the Residential Tenancies Board at 31 December 2024 and of its income and expenditure for 2024 in accordance with Financial Reporting Standard (FRS) 102 *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

Basis of opinion

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the Residential Tenancies Board and have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Report on information other than the financial statements, and on other matters

The Residential Tenancies Board has presented certain other information together with the financial statements. This comprises an annual report, a governance statement and Board members' report, and a statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

Non-compliant procurement

The statement on internal control discloses that a material level of non-compliance with procurement rules occurred in respect of contracts that operated in 2024. It also sets out measures which the Board intends to undertake to strengthen controls around procurement.

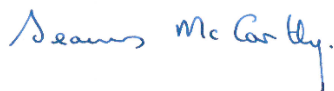
Non-compliance with legislation on late annual registration penalties

Section 137 of the Residential Tenancies Act 2004 (as amended) contains an explicit requirement on the Board to impose a penalty for late annual registration of a tenancy.

The statement on internal control discloses that, in response to difficulties landlords were experiencing in using the new online registration system, the Board decided to suspend the imposition of statutory financial penalties for late annual registrations with effect from November 2022. Following technical changes in the registration system, the suspension of late registration penalties ended in March 2024.

In addition to suspending the charging of penalties, the Board decided to reimburse landlords and agents who incurred late registration penalties in respect of tenancies created between August and November 2022. The Board reimbursed €1.23 million to landlords in 2024 (2023: €1.67 million). The Act does not provide for the refunding of penalties actually imposed.

The Board has acknowledged in the statement on internal control that the waiver and the refunding of the late registration penalties are not in compliance with the legislation.



Seamus McCarthy
Comptroller and Auditor General

23 June 2025

Appendix to the report of the C&AG

Responsibilities of Board members

As detailed in the governance statement and Board members' report, the Board members are responsible for

- the preparation of annual financial statements in the form prescribed under section 178 of the Residential Tenancies Act 2004
- ensuring that the financial statements give a true and fair view in accordance with FRS 102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Responsibilities of the Comptroller and Auditor General

I am required under section 178 of the Residential Tenancies Act 2004 to audit the financial statements of Residential Tenancies Board and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.

- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Residential Tenancies Board's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the Residential Tenancies Board to cease to continue as a going concern.
- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

Reporting on other matters

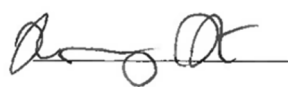
My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if I identify material matters relating to the manner in which public business has been conducted.

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

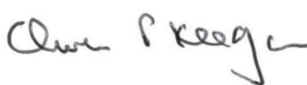
Statement of Income and Expenditure and Retained Revenue Reserves

		Year Ended 31 December 2024	Year Ended 31 December 2023
	Notes	€	€
Income			
Registration fees	2	12,519,996	13,818,278
Disputes fees	2	162,340	141,084
Other income	4	19,365	6,459
Exchequer funding	3	12,330,133	13,132,280
Deferred pension funding	13c	332,600	276,720
Transfer from capital account	11	1,798,897	781,684
Sub-total		27,163,331	28,156,505
Expenditure			
Staff costs	5a	8,091,403	6,933,723
Board and panel member costs	5b	3,790,697	2,546,223
Administrative costs	5c	18,113,355	17,633,279
Pension costs	13a	71,000	39,000
Depreciation	6	1,942,443	1,785,709
Sub-total		32,008,898	28,937,934
(Deficit) for the year		(4,845,567)	(781,429)
Accumulated Surplus 1 January		5,966,819	6,748,248
Accumulated Surplus 31 December		1,121,252	5,966,819

The Statement of Cash Flows and Notes 1 to 20 form part of these Financial Statements.



Rosemary Steen
Director
Date: 19 June 2025

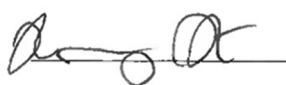


Owen Keegan
Chairperson
Date: 19 June 2025

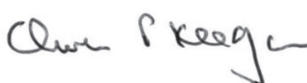
Statement of Comprehensive Income

		Year Ended 31 December 2024	Year Ended 31 December 2023
	Notes	€	€
(Deficit) for the year		(4,845,567)	(781,429)
Experience gain/(loss) on pension scheme liabilities	13d,e	2,761,000	(1,707,000)
Changes in assumptions underlying the present value of pension scheme liabilities	13d,e	1,253,000	(28,000)
Actuarial gain/(loss) & past service cost recognised		4,014,000	(1,735,000)
Adjustment to deferred pension funding		(4,014,000)	1,735,000
Total recognised (deficit) for the year		(4,845,567)	(781,429)

The Statement of Cash Flows and Notes 1 to 20 form part of these Financial Statements.



Rosemary Steen
Director
Date: 19 June 2025

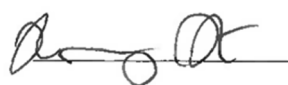


Owen Keegan
Chairperson
Date: 19 June 2025

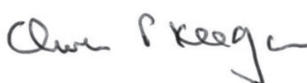
Statement of Financial Position

		Year Ended 31 December 2024	Year Ended 31 December 2023
	Notes	€	€
Fixed Assets			
Property, plant and equipment and intangible assets	6	4,542,176	6,341,073
Current Assets			
Receivables	7	823,280	656,307
Cash and cash equivalents	8	4,674,025	10,319,844
		5,497,305	10,976,151
Payables			
Amounts falling due within one year	9	(4,376,053)	(5,009,332)
Net Current Assets		1,121,252	5,966,819
Total Net Assets Before Pensions		5,663,428	12,307,892
Deferred pension funding	13b,c	17,956,000	20,608,000
Pension scheme liabilities	13b	(17,956,000)	(20,608,000)
Total Net Assets		5,663,428	12,307,892
Representing			
Accumulated surplus	10	1,121,252	5,966,819
Capital account	11	4,542,176	6,341,073
		5,663,428	12,307,892

The Statement of Cash Flows and Notes 1 to 20 form part of these Financial Statements.



Rosemary Steen
Director
Date: 19 June 2025



Owen Keegan
Chairperson
Date: 19 June 2025

Statement of Cash Flows

		Year Ended 31 December 2024	Year Ended 31 December 2023
	Notes	€	€
Reconciliation of Operating Surplus to Net Cash inflow from Operating Activities			
Operating (deficit) for year		(4,845,567)	(781,429)
Depreciation	6	1,942,443	1,785,709
Loss on disposal of equipment		1,553	-
Transfer from capital account	11	(1,798,897)	(781,684)
(Increase) in receivables		(166,973)	(125,400)
Increase / (decrease) in payables		(633,279)	548,885
Net cash inflow / (outflow) from operating activities		(5,500,720)	646,081
Cash Flow Statement			
Net cash inflow / (outflow) from operating activities		(5,500,720)	646,081
Net Capital Expenditure			
Cash paid for property, plant and equipment and intangible assets	6	(145,671)	(1,004,025)
Cash received for property, plant and equipment and intangible assets		572	-
(Decrease) in Cash and Cash Equivalents		(5,645,819)	(357,944)
Opening Cash Balance		10,319,844	10,677,788
Closing Cash Balance		4,674,025	10,319,844

Notes to the Financial Statements

1 Accounting policies

The basis of accounting and significant accounting policies adopted by the Residential Tenancies Board (RTB) are set out below. They have all been applied consistently throughout the year and for the preceding year.

a) General information

The Residential Tenancies Board (formerly Private Residential Tenancies Board) was set up under the Residential Tenancies Act 2004 (“the Act”) and has its head office at D’Olier Street Dublin 2. The Board’s name was changed in 2016 to the Residential Tenancies Board (RTB) to reflect the extension of its remit to the Approved Housing Body sector. In addition, during 2016 the functions of the Rent Tribunal were transferred to the RTB.

The Residential Tenancies Board’s primary functions as set out in the 2004 Act (as amended) are as follows:

- a) the resolution of disputes between tenants and landlords,
- b) the registration of particulars in respect of tenancies including tenancies for student specific accommodation (SSA) and Approved Housing Bodies (AHBs),
- c) the provision to the Minister of advice concerning policy in relation to the residential rented sector,
- d) the development and publication of guidelines for good practice by those involved in the residential rented sector,
- e) the collection and provision of information relating to the sector, including information concerning prevailing rent levels,
- f) where the Board considers it appropriate, the conducting of research into the sector and monitoring the operation of various aspects of the sector or arranging for such research and monitoring to be done,
- g) the review of the operation of the Act and any related enactments and the making of recommendations to the Minister for the amendment of the Act or those enactments,
- h) confirming to the Minister whether an area meets the criteria for designation as a rent pressure zone (RPZ) as defined in the Act,
- i) the conduct of investigations into alleged breaches of the Act and the power to issue sanctions where a breach has been determined,
- j) the performance of any additional functions conferred on the Board under the Act or other laws passed by the Oireachtas.

b) Statement of Compliance

The financial statements of the Residential Tenancies Board for the year ended 31 December 2024 have been prepared in accordance with the applicable legislation and with FRS 102 the Financial Reporting Standard applicable in the UK and the Republic of Ireland issued by the Financial Reporting Council in the UK.

c) Basis of preparation

The financial statements have been prepared under the historical cost convention, except for certain assets and liabilities which are measured at fair value as explained in the accounting policies below. The financial statements are in the form approved by the Minister for Housing, Local Government, & Heritage with the concurrence of the Minister for Finance under the Residential Tenancies Act 2004.

d) Currency

The financial statements have been presented in Euro (€), which is the functional currency of the RTB.

e) Income

Registration fees

Private and Approved Housing Body (AHB) registration income, which represents the majority of the RTB's income, is recognised upon receipt of the private or AHB registration fee payment along with a valid application to register the tenancy. The RTB recognises a provision in relation to registration fees which may be returned to applicants in instances where the application is incomplete or where the incorrect fee has been paid.

For student-specific accommodation (SSA) tenancies, registration income is recognised when RTB issues a request for payment for tenancies which have been notified to us by the accommodation provider.

Dispute fees

Income is recognised when a dispute application fee is paid.

Exchequer funding

Exchequer funding is recognised on a payment received basis.

Other income

Other income generally represents interest accruing on deposits held with financial institutions and any legal costs recovered in the year. Interest income is recognised on an accrual basis using the effective interest rate method while legal costs recovered and sundry income are recognised when the funds are received.

f) Property, plant and equipment and intangible assets

Property, plant and equipment and intangible assets other than goodwill, are stated at cost less accumulated depreciation or amortisation, adjusted for any provision for impairment. Depreciation is provided on all property, plant and equipment, and amortisation on intangible assets, at rates estimated to write off the cost less the estimated residual value of each asset on a straight-line basis over its estimated useful life, as follows:

Leasehold improvements	5% per annum
Fixtures and fittings	10% per annum
Office equipment	20% per annum
Computer equipment	20% per annum
Software development	20% per annum
Systems under development	Not depreciated

The costs of systems under development are capitalised to the extent that they satisfy the requirements of FRS 102 for capitalising intangible assets other than goodwill. Depreciation at the rate shown above for software development is charged from the point at which the development is complete and the system is put into service.

Residual value represents the estimated amount which would currently be obtained from disposal of an asset, after deducting estimated costs of disposal, if the asset were already of an age and in the condition expected at the end of its useful life.

If there is objective evidence of impairment of the value of an asset, an impairment loss is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves in the year.

g) Receivables

Receivables are recognised at fair value, less a provision for doubtful debts. The provision for doubtful debts is a specific provision and is established when there is objective evidence that the Residential Tenancies Board will not be able to collect all amounts owed to it. All movements in the provision for doubtful debts are recognised in the Statement of Income and Expenditure and Retained Revenue Reserves.

h) Operating leases

Rental expenditure under operating leases is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves over the life of the lease. Expenditure is recognised on a straight-line basis over the lease period, except where there are rental increases linked to the expected rate of inflation, in which case these increases are recognised when incurred. Any lease incentives received are recognised over the life of the lease.

i) Cash and cash equivalents

Cash and cash equivalents include cash on hand and deposits held on call with banks.

j) Employee benefits

Short-term benefits

Short term benefits such as holiday pay are recognised as an expense in the year, and benefits that are accrued at year-end are included in the Payables figure in the Statement of Financial Position.

k) Retirement benefits

The Residential Tenancies Board (RTB) operates a defined benefit pension scheme which is funded annually on a pay as you go basis from monies available to it. Statutory Instrument (S.I. No 625 of 2011) gave effect to the RTB Superannuation Scheme and was approved by the Minister for Environment, Community, & Local Government with the consent of the Minister for Public Expenditure and Reform in November 2011 (commencing with effect from 1 September 2004). The RTB also operates the Single Public Service Pension Scheme ("Single Scheme") which is the defined benefit pension scheme for public servants recruited on or after 1 January 2013. Single Scheme members' contributions are paid over to the Department of Public Expenditure and Reform.

Pension costs reflect pension benefits earned by employees in the period and are shown net of staff pension contributions which are treated as payable to the Department of Housing, Local Government and Heritage. An amount corresponding to the pension charge is recognised as income to the extent that it is recoverable and offset when necessary by grants received in the year to discharge pension payments.

Actuarial gains and losses arising on scheme liabilities are reflected in the Statement of Comprehensive Income and a corresponding adjustment is recognised in the amount recoverable from the Department of Housing, Local Government and Heritage.

Pension liabilities represent the present value of future pension payments earned by staff to date. Deferred pension funding represents the corresponding asset to be recovered in future periods from the Department of Housing, Local Government and Heritage.

l) Foreign currencies

Transactions denominated in foreign currencies are translated into euro at the rates of exchange prevailing at the transaction date. Any differences arising on translation between transaction dates and payment dates are charged to the Income and Expenditure account. Monetary assets and liabilities denominated in foreign currencies are translated into euro at the rates of exchange ruling at the reporting date.

m) Capital account

The capital account represents the unamortised amount of income used to finance fixed assets.

n) Critical accounting estimates and judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgements have had the most significant effect on amounts recognised in the financial statements.

Impairment of property, plant and equipment and intangible assets

Assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less cost to sell and value in use. For the purpose of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash generating units). Non-financial assets that suffered impairment are reviewed for possible reversal of the impairment at each reporting date.

Depreciation and residual values

The Directors review the asset lives and associated residual values of all fixed asset classes on an annual basis to confirm that the asset lives and residual values are appropriate.

Provisions

The Residential Tenancies Board will make provisions for legal and constructive obligations which are likely to be outstanding at the period end date when the amount of the obligation can be estimated reliably. These provisions are generally estimated based on historical experience, recent trends, or other pertinent information. They are estimates of the financial costs of uncertain obligations that may not occur for some time after the period end date. Therefore, the actual out-turn may differ significantly from the estimated provision.

Provisions for registration fee refunds

RTB receives applications and fees from landlords to register tenancies. Section 135 of the Residential Tenancies Act 2004 requires incomplete applications or those without the correct fee to be returned to the applicant together with any fees paid.

RTB seeks to resolve issues arising and has developed systems to make this process more effective. Where the issue cannot be resolved in a timely manner the application and the fee are returned to the applicant and the tenancy is not registered.

RTB makes a provision for the probable return of registration fees on a portion of the inventory of incomplete registration applications held at the end of the year using estimates based on historical experience.

Retirement benefit obligation

The assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels, mortality rates and healthcare cost trend rates) are updated annually based on current economic conditions, and for any relevant changes to the terms and conditions of the pension and post-retirement plans.

The assumptions can be affected by:

- (i) the discount rate, changes in the rate of return on high-quality corporate bonds; and
- (ii) future compensation levels and future labour market conditions.

2 Fee income

	2024	2023
	€	€
Registration fees		
Private and Approved Housing Body accommodation	11,682,987	12,638,258
Student-specific accommodation	837,009	1,180,020
	12,519,996	13,818,278

Private and Approved Housing Body (AHB) registration income, which represents the majority of the RTB's income, is recognised upon receipt of the private or AHB registration fee payment along with a valid application to register the tenancy. The payments received through the RTB's payment gateway are reconciled to RTB's bank accounts, which provides assurance that the income has been recorded correctly. Private and AHB registrations are only valid when the registrations are complete on the tenancy system and the required fees (including late fees, if applicable) are paid. See Note 9 which discloses the number of incomplete registrations at year end and the associated provision.

Private and Approved Housing Body registration income recorded in these accounts reflects payments received by RTB plus a number of accounting adjustments. Therefore this income will not align precisely with tenancy registration volume information. In addition, the RTB tenancy management system reports were not designed to count and categorise the type of registration paid for, nor can they be modified to do so.

On 4 April 2022 annual registration of tenancies was introduced upon commencement of the relevant legislation. The standard registration fee for annual registration of a private tenancy is €40 and €20 for an Approved Housing Body tenancy. The previous standard registration fee was €90 for private tenancies and Approved Housing Body accommodation. The standard registration fee for a student-specific accommodation (SSA) tenancy is €40. For all tenancies there are reductions available for relevant multiple registrations, and late fees may apply.

Private and AHB income in 2024 was lower than in 2023. In 2023 RTB experienced an uplift in private registration income arising from the completion of the first year of annual registration in 2023 which prompted some older tenancies to be registered for the first time at the higher legacy rate. This was a once off uplift in private income which did not recur in 2024.

SSA income is recorded in the accounts based on billing issued by RTB to the SSA provider. This recorded income creates a receivable on the balance sheet (Note 7). As the SSA providers pay their bills, the money received is applied to reduce the receivable. The decrease in SSA fees in 2024 compared to 2023 is explained by a decrease in the volume of student accommodation registered during the year.

	2024	2023
	€	€
Dispute fees		
Dispute fees	162,340	141,084

The standard fee for the RTB's paper-based adjudication service is €30. If both parties to a dispute choose mediation instead of adjudication there is no charge. If the decision of an adjudicator is appealed there is an appeal fee of €85. The fee to refer a matter to a tenancy tribunal following a mediation is €30.

3 Exchequer Funding – Vote 34, Subhead A.24

	2024	2023
	€	€
Funding for operating cost	12,268,000	13,140,000
Funding for pensions	323,733	230,000
Employee pension paid to Exchequer	(261,600)	(237,720)
	12,330,133	13,132,280

The Exchequer funding was provided to the RTB by the Department of Housing, Local Government and Heritage. Funding for pensions includes the cost of pensions in payment and related actuarial and administration costs. Employee pension deductions paid to the Exchequer were higher in 2024 than 2023 due to salary and staffing increases.

4 Other income

	2024	2023
	€	€
Sundry income	10	-
Legal costs recovered	19,355	6,459
	19,365	6,459

Legal costs recovered by RTB can vary year to year depending on the outcome of legal cases RTB might be involved with.

5a Staff Costs

	2024	2023
	€	€
RTB staff and secondees' pay	6,574,555	5,645,621
Staff training	118,303	130,499
PRSI costs	573,827	513,899
Other staff costs	824,718	643,704
	8,091,403	6,933,723

RTB staff and secondees' pay in 2024 includes €458,090 for employer pension contributions to the Single Public Service Pension Scheme (2023: €353,373). Other staff costs in 2024 include recruitment costs and agency costs incurred when staff vacancies arose in the year. There were 108 staff directly employed by the RTB at year end 2024 (2023: 91). No staff members were seconded to the RTB from any other Government Department at year end (2023: 0). No termination, post-employment, or other long-term benefits were paid to any employees during the year. The cost of RTB staff and secondees' pay in 2024 reflects the increased staff numbers at the RTB in 2024 and the impact of national pay awards and staff increments compared to 2023. Other staff costs in 2024 reflect increased agency costs compared to the prior year.

During 2024 employee contributions to the RTB superannuation scheme in the amount of €108,903 were paid to the Department of Housing, Local Government and Heritage (2023: €119,929) and employee contributions to the single pension scheme in the amount of €152,697 were paid to the Department of Public Expenditure, NDP Delivery and Reform (2023: €117,791).

Notes to the Financial Statements cont'd

Key management personnel	2024	2023
	€	€
Short-term benefits paid	1,276,788	1,190,770

The total value of short-term benefits, including salary, paid to the RTB's key management personnel is shown above. These amounts are included within RTB staff and secondees' pay under Staff Costs. Key management personnel at the RTB include the Director, the Deputy Directors and Assistant Directors.

Niall Byrne retired as RTB Director with effect from 31 January 2024 and Owen Keegan was appointed Interim Director on 26 February 2024 until such time as a new Director could be appointed. Karen Rowntree resigned as Deputy Director with effect from 4 August 2024 and Lucia Crimin, also a Deputy Director, began a five-year career break.

Rosemary Steen was appointed RTB Director in accordance with the provisions of Section 160 of the Residential Tenancies Act 2004 and took up her role as Director on 2 September 2024.

The value of short-term benefits does not include the value of retirement benefits earned during the year. The Director and other key management personnel are members of one of the public service pension schemes and their entitlements do not extend beyond those in the model public sector defined benefit superannuation scheme.

Directors' remuneration	2024	2023
	€	€
RTB Director's remuneration	156,198	159,739

The Directors' remuneration for 2024 reflects the sum total of the two RTB Directors and the Interim Director who held office during the year. No Director was in receipt of any bonus or benefit in kind in 2024. The RTB Directors' remuneration for 2023 reflects Niall Byrne's remuneration for the year. The RTB Directors' remuneration is included within Short-term benefits under Key management personnel.

Thirty-five staff members received gross pay in excess of €60,000 in 2024 (2023: 31). These payments are analysed on the following table.

Range of total employee benefits		Number of employees	
From	To	2024	2023
€60,000	€69,999	15	10
€70,000	€79,999	14	11
€80,000	€89,999	2	6
€90,000	€99,999	2	3
€100,000	109,999	2	-
€150,000	€159,999	-	1

5b Board and panel member costs

	2024	2023
	€	€
Board members' fees	106,558	117,793
Disputes tribunal members' fees	2,167,994	1,248,528
Disputes adjudicators' & mediators' fees	1,473,702	1,099,604
Compliance & Enforcement decision-makers' fees	24,140	40,800
Travel and subsistence – Board	4,322	7,536
Travel and subsistence – panel members	2,985	5,090
Training – Board	1,000	12,760
Training – panel members	9,996	14,112
	3,790,697	2,546,223

The decrease in Board members' fees in 2024 reflects Board vacancies across the year. All Board vacancies were filled by the end of 2024. The increases in Tribunal members' fees and in adjudicators' and mediators' fees reflect significant increases in the volume of hearings of each type in 2024 compared to 2023 which was an outcome of the stresses being experienced in the rental housing market.

5c Administrative costs

	2024	2023
	€	€
Customer contacts ¹	6,558,433	7,097,492
Legal fees	1,979,815	2,071,354
Professional fees	355,569	412,872
Communications and education	412,015	396,400
Rent Index and research	381,580	305,362
Print and postage	2,032,629	1,921,675
Administration	368,334	431,991
Meeting rooms	27,621	18,947
Rent and insurance	1,007,925	964,959
Premises	81,568	104,332
ICT services	3,888,576	3,389,363
Subscriptions	23,440	23,158
Stenography	150,645	85,171
Translation	4,467	115,263
Initiatives and projects	1,553	289,751
Travel and subsistence	56,160	5,189
	18,113,355	17,633,279

¹ Customer contact costs relate to expenditure incurred with a third-party service company which provides customer contact (telephone, webchat, e-mail) and administrative services to the RTB's customers.

The increase in Rent Index and research costs in 2024 reflects additional research conducted during the year and the work done to produce the RTB/ESRI Quarterly Rent Index.

ICT services costs in 2024 reflect increased costs arising from the transition to a new registration system support and development partner and the cost of increased business volumes and cloud storage.

Translation and stenography both reflect increased activity as a result of the very high disputes volumes RTB experienced in 2024 compared to 2023.

The increase in initiatives and projects reflects the cost of RTB's continued development of systems and governance within the organisation.

The provision for bad debt is for unpaid Student Specific Accommodation (SSA) registration receivables recorded in 2021, 2022 and 2023. (see also Note 7).

6 Property, plant and equipment

	Computer equipment	Software development	Leasehold improvements	Furniture and fittings	Office equipment	Total
Cost	€	€	€	€	€	
Opening balance	530,772	8,730,445	2,116,746	461,228	84,328	11,923,519
Transfer ²	16,701	-	(16,701)	-	-	0
Additions	52,223	81,953	-	11,495	-	145,671
Disposals ³	(16,392)	-	-	-	-	(16,392)
At 31 December 2024	583,304	8,812,398	2,100,045	472,723	84,328	12,052,798
Depreciation						
Opening balance	375,822	3,299,550	1,489,734	333,012	84,328	5,582,446
Disposals	(14,267)	-	-	-	-	(14,267)
Charge for the year	65,194	1,746,089	105,002	26,158	-	1,942,443
At 31 December 2024	426,749	5,045,639	1,594,736	359,170	84,328	7,510,622
Net Book Value						
At 31 December 2023	154,950	5,430,895	627,012	128,216	-	6,341,073
At 31 December 2024	156,555	3,766,759	505,309	113,553	-	4,542,176

2 The Transfer line reflects a revised presentation of €16,701 of the opening asset balance into Computer equipment from Leasehold improvements.

3 The Disposals line above reflects the sale or removal due to obsolescence of certain computer equipment and its accumulated depreciation from the RTB's asset register during 2024.

7 Receivables

	2024	2023
	€	€
SSA registrations receivable	139,880	181,361
Provision for bad debt	(56,160)	-
Prepaid expenses	415,557	209,874
Accrued income	316,139	260,354
Net wages	1,680	-
Voluntary deductions receivable	6,183	4,718
	823,280	656,307

SSA registrations receivable are amounts due from Student Specific Accommodation providers for registrations RTB processed and billed to them. The balance owing at year end 2024 is represented by €83,720 for the academic year beginning in September 2024, and by €56,160 for the three preceding academic years respectively. RTB has made a provision for bad debt in the amount of €56,160 in the 2024 accounts, as it may not be collectable, although the RTB will continue to pursue the amounts legally due.

8 Cash and cash equivalents

	2024	2023
	€	€
AIB Bank	4,674,025	10,319,844
	4,674,025	10,319,844

Cash and cash equivalents are represented by balances held at Irish banks.

9 Amounts falling due within one year

	2024	2023
	€	€
Creditors	1,729,079	1,743,633
Accruals	1,802,614	2,307,369
Other liabilities	844,360	958,330
	4,376,053	5,009,332

Included in Other liabilities are provisions of €346,783 for refunds due to customers (2023: €506,229) and a provision in respect of 1,583 incomplete registration applications with a value of €79,942 (2023: 1,978 applications, value €99,889).

10 Accumulated surplus

The accumulated surplus (“reserves”) at the end of 2024 is €1,121,252 (2023: €5,966,819). Management of the accumulated surplus is an important matter noted in the RTB’s annual budget discussions with the Department of Housing, Local Government and Heritage. The Board is committed to utilising the RTB’s accumulated surplus in compliance with *Circular 13/2014 – Management and Accountability for Grants from Exchequer Funds* over the lifetime of the current strategy (2023 to 2025). The accumulated surplus decreased by €4,845,567 over the course of 2024 (2023: €781,429) and is expected to be substantially eliminated during 2025. The Board, in consultation with the Department of Housing, Local Government and Heritage, will keep the RTB’s financial situation, in particular any surplus of funds, under review throughout the coming year.

During 2024, the RTB utilised its reserves to invest in organisational capacity, to respond to increased demand for RTB services, and to address a known shortfall in funding due to increased staff costs and reduced income.

Exchequer income allocated by the Department of Housing, Local Government and Heritage in 2024 was €12,330,133, a decrease of €802,147 compared to 2023 (2023: €13,132,280). In making the allocation for 2024, the Department noted that the RTB had significant reserves entering 2024, also noting the RTB’s obligation to operate with minimal reserves in compliance with *Circular 13/2014 – Management and Accountability for Grants from Exchequer Funds*.

Registration and other non-Exchequer income in 2024 was €12,539,361, a decrease of €1,285,376 compared to 2023 (2023: €13,824,737). Private and AHB registration income in 2024 was lower than in 2023, when the RTB experienced an uplift in registration volumes and income associated with the first year of annual registration. The combined reduction in RTB Exchequer and non-Exchequer income in 2024 compared to 2023 was €2,087,523.

In 2024, the RTB invested in increased staffing levels in its Dispute Resolution business unit to respond to a significant increase in demand for dispute resolution services. This investment was essential to deliver on the RTB’s mandate to provide access to a low-cost tenancy dispute resolution service in a timely manner for the Irish public. This focus and investment led to a significant increase in hearings held, with tribunal hearings up 74% in 2024 and mediation and adjudication hearings up 34%.

As Tribunal members, adjudicators, and mediators (“panel members”) are paid on a fee for service basis to decide or mediate tenancy disputes cases lodged with RTB, increased volumes resulted in increased expenditure. Panel members’ costs to deal with these cases in 2024 were €3,641,696, an increase of €1,293,564 compared to 2023 (2023: €2,348,132). The basis for panel members’ fees in 2024 is set out in the Governance Statement and was unchanged from 2023.

The RTB also experienced increased staff costs in 2024 associated with mandated 2024 wage increases and the full year cost in 2024 of positions filled part way through 2023. The RTB’s staffing complement and structure at year-end reflected the roles and structure sanctioned by the Department of Housing, Local Government and Heritage.

11 Capital Account

	2024	2023
	€	€
Opening balance	6,341,073	7,122,757
Transfer (to) / from Income and Expenditure Account		
Funding to acquire assets	145,671	1,004,025
Cost of asset disposal	(16,392)	-
Depreciation on disposals	14,267	-
Amortisation in line with asset depreciation	(1,942,443)	(1,785,709)
	(1,798,897)	(781,684)
Closing balance	4,542,176	6,341,073

12 Accommodation

In October 2007 the Residential Tenancies Board signed a 20 year leasehold agreement in respect of its premises at O'Connell Bridge House, D'Olier Street, Dublin 2. In October 2018 the RTB took additional space in the same building to accommodate growth in staff and expectations for future growth as the mandate of the organisation expands. The lease for the additional space will expire at the same time as the original 20 year leasehold agreement on 23 October 2027. The annual commitment under these leases at year end was €701,247.

On 31 December 2024 there were annual lease commitments under operating leases as follows:

	2024	2023
	€	€
Expiry date:		
Between 0 and 1 years	701,247	701,247
Between 1 and 5 years	1,269,926	1,971,173
Greater than 5 years	-	-
Total	1,971,173	2,672,420

13 Superannuation

a) Analysis of total pension costs charged to expenditure

	2024	2023
	€	€
Net current service cost ⁴	762,000	691,000
Interest on pension scheme liabilities	(691,000)	(652,000)
Pension costs charged to expenditure	71,000	39,000

b) Movement in net pension liability during the financial year

	2024	2023
	€	€
Net pension liability at start of year	(20,608,000)	(17,512,000)
Current cost	(1,024,000)	(929,000)
Benefits paid	353,000	220,000
Interest costs	(691,000)	(652,000)
Actuarial gain/(loss)	4,014,000	(1,735,000)
Pension deficit at end of year	(17,956,000)	(20,608,000)

c) Deferred funding for pensions

The RTB Superannuation Scheme was approved by the Minister for Environment, Community and Local Government with the consent of the Minister for Public Expenditure and Reform in November 2011 (with effect from 1 September 2004). The RTB recognises amounts owing from the State for the unfunded deferred liability for pensions arising from this approved superannuation scheme on the basis of the set of assumptions described in (e) and a number of past events. These events include the statutory basis for the establishment of the superannuation scheme, and the policy and practice currently in place in relation to funding public sector pensions including contributions by employees and the annual estimates process.

The net deferred funding for pensions recognised in the Income and Expenditure Account was as follows:

	2024	2023
	€	€
Funding adjustment in respect of current year pension charge	71,000	39,000
Employee pension contributions	261,600	237,720
	332,600	276,720

The deferred funding asset for pensions as of 31 December 2024 amounted to €17,956,000 (2023: €20,608,000).

⁴ Current Service cost is net of contributions remitted back to the Exchequer. The amount remitted to the Exchequer was €261,600 (2023: €237,720) comprising of €261,600 in employee pension contributions and €0 in value transferred in from another public sector employer. The 2023 amount comprised of €237,720 in employee pension contributions and €0 in value transferred in from another public sector employer.

d) History of defined benefit obligations

	2024	2023
	€	€
Defined benefit obligations	17,956,000	20,608,000
Experience losses/(gains) on scheme liabilities and change in assumptions	(4,014,000)	1,735,000
Percentage of scheme liabilities	22%	8%

e) General description of the scheme

The RTB pension scheme is a defined benefit final salary pension arrangement with benefits and contributions defined by reference to current “model” public sector scheme regulations. The scheme provides a pension (one eightieth per year of service), a gratuity or lump sum (three eightieths per year of service) and spouses’ and children’s pensions. Pensions in payment (and deferment) normally increase in line with general public sector salary inflation.

The Single Public Service Pension Scheme (“Single Scheme”) is the defined benefit pension scheme for pensionable public servants appointed on or after 1 January 2013 in accordance with the Public Service Pension (Single Scheme and Other Provisions) Act 2012. The scheme provides for a pension and retirement lump sum based on career- average pensionable remuneration, and possible spouses’ and children’s pensions. The minimum pension age is 66 years (rising in line with State pension age changes). It includes an actuarially reduced early retirement facility from age 55. Pensions in payment increase in line with the consumer price index. There were 80 active members of the Single Scheme in 2024 (2023: 56).

The results set out above are based on an actuarial valuation of the liabilities in respect of the staff as of 31 December 2024. This valuation was carried out by a qualified independent actuary for the purposes of the accounting standard, Financial Reporting Standard 102 – Pension Plan disclosures.

The financial assumptions used to calculate scheme liabilities were:

	2024	2023
Discount rate	3.40%	3.30%
Salary increase assumption	3.60%	3.80%
Pension increase – Superannuation Scheme	3.10%	3.30%
Pension increase – Single Scheme	2.10%	2.30%
Price inflation (CPI)	2.10%	2.30%

The life expectancy assumptions underlying the calculations were:

Current Age	Life Expectancy (years) at 65	
	Male	Female
45 years	24.3	26.4
65 years	22.1	24.4

14 Late Payments in Commercial Transactions

The Board is aware of its responsibilities under the Late Payments in Commercial Transactions Regulations 2002 and has established appropriate procedures and processes to ensure that all payments are made in accordance with the Regulations. Late payment costs for the year ended 31 December 2024 were €0 (2023: €0).

15 Unresolved cases

The Board had 2,031 dispute resolution cases awaiting hearing on 31 December 2024 (2023: 2,408). As the cost of the dispute resolution process varies greatly from case to case no provision for the future costs of processing these cases received prior to 31 December 2024 is included in the Financial Statements. All costs incurred by the RTB in processing these cases up to the end of 2024 have been included in the 2024 *Statement of Income and Expenditure and Retained Revenue Reserves*.

16 Board Members' interests and fees

The Board has adopted procedures in accordance with guidelines issued by the Department of Public Expenditure, NDP Delivery and Reform in relation to the disclosure of interests by Board members, and these procedures have been adhered to in the year. There were no transactions in the period in relation to the Board's activities in which any Board members had a beneficial interest.

Board Members' fees are set out in the Schedule of Board members' fees, attendance and expenses in the Governance Statement and Board Members' Report. The fee rates are set by the Department of Public Expenditure, NDP Delivery and Reform and the Department of Housing, Local Government and Heritage.

17 Financial sanctions imposed by Decision Makers

In 2024, RTB received €238,166 from landlords on foot of sanctions imposed by Decision Makers on them under S148X (4) (a) of the Residential Tenancies Act 2004 (as amended) (2023: €64,361). Under this section of the Act a Decision Maker may impose a sanction of a written caution and/or a sum of up to €15,000 and up to €15,000 in costs on a landlord if they see fit to do so in the circumstances of the case. In accordance with public financial procedures, financial sanctions in the sum of €229,704, which included €39,516 owing at year end 2023, was remitted by the RTB to the Exchequer in 2024 (2023: €53,261). The balance of €47,978 to be paid to the Exchequer in 2025 is included in Other Liabilities (Note 9) at year-end.

18 Related party disclosure

During the year the RTB had no transactions or balances with related parties as defined in FRS 102 (section 33).

19 Events after the reporting date

In April 2025 the Board wrote to the Department of Housing, Local Government and Heritage requesting additional funding to meet operational needs and for improvements to enhance operational efficiencies of the organisation. Subsequently, on 10 June 2025, the Government announced new policy measures to boost investment in the supply of homes for rent and provide certainty to the wider residential market, while further extending protections for renters. Whereas the legislative changes required to support the new policy measures were not known at the date these Financial Statements were approved by the Board, discussions between the RTB and the Department of Housing, Local Government and Heritage indicate that the RTB will need to invest significantly in technology systems and organisational capacity during 2025 and 2026 to fulfil an expanded mandate in support of the residential tenancies sector.

On 15 June 2025, the RTB submitted a detailed request for additional funding to the Department on foot of the Government's announcement on 10 June and is confident of receiving a positive response. The RTB will continue to engage with the Department in the coming months to agree plans for making the required investments to support the Government's new policy measures.

20 Approval of Financial Statements

The Financial Statements were approved by the Board on **19 June 2025**.

Appendix 1

Data tables

Service area 1:

Registering tenancies

Table 1:

Registration figures for private, Approved Housing Body (AHB), Student Specific Accommodation (SSA) and cost rental tenancies at end of year (point in time*), 2023 - 2024

Number of tenancies registered with the RTB	2023	2024
Private rented tenancies	223,979	240,964
Cost rental tenancies	848**	2,414**
Approved Housing Body (AHB) tenancies	44,128	50,507
Student Specific Accommodation (SSA) tenancies	33,704	36,521
Total number of tenancies registered	301,811	327,992

* Tenancy registration data is point in time, taken from the RTB Register at the end of year. It is based on the number of tenancies that have registered and paid. The figures draw on a new Profile of the Register data series launched in 2024 that tracks private and Approved Housing body tenancies from Q2 2023. Due to improvements made to RTB registration and data validation processes, the new data series is not directly comparable to tenancy figures published for periods prior to Q2 2023.

**Cost rental tenancies are included in the private tenancy point in time figures. To avoid double counting they are not included in the total number of tenancies figure.

Service area 2:

Resolving disputes

Table 2:

Total number of RTB Dispute Resolution Service applications received, 2021 - 2024

Application type	2021	2022	2023	2024
Mediation applications	2,336	2,796	7,223	7,556
Adjudication applications	3,321	4,621	2,685	2,008
Total	5,657	7,417	9,908	9,564

Table 3:

Total number of RTB Dispute Resolution Service hearings which took place for telephone mediation and adjudication, 2021 - 2024

	2021	2022	2023	2024
Telephone mediation and adjudication hearings which took place	3,046	3,005	3,940	5,272

Table 4:

Number of Determination Orders issued, 2021 - 2024

	2021	2022	2023	2024
Determination Orders issued	2,759	2,656	2,977	4,207

Table 5:

Breakdown of applications for RTB Dispute Resolution that were withdrawn or closed before a hearing was scheduled, 2021 - 2024

Reason for withdrawal	2021	2022	2023	2024
Applications that were withdrawn/closed before a hearing was scheduled following early RTB intervention	1,645	2,307	3,582	2,967
Applications assessed as incomplete/RTB has no jurisdiction/tenancy not registered	889	1,458	1,144	2,082
Total	2,534	3,765	4,726	5,049

Table 6:

Number of RTB Dispute Resolution cases withdrawn after a hearing was scheduled but before Determination Order issued

	2021	2022	2023	2024
Hearing scheduled but case withdrawn before Determination Order issued	568	575	633	979
Total	568	575	633	979

Table 7:

Appeals (Tribunals), 2022 – 2024

	2022	2023	2024
Appeal applications received	664	1,218	1,439
Appeals approved	504	1,088	1,257
Tribunal hearings that took place	429	1,008	1,302

Table 8:

Breakdown of applications for RTB Dispute Resolution received in 2024 by case parties, by frequencies and percentage

2024		
	No.	%
Tenant	5,098	55%
Landlord	4,181	42%
Third party	285	3%
Total	9,564	100%

Table 9:

Appeals to tribunal by applicant type, 2024

2024		
	No.	%
Tenant	779	57%
Landlord	578	42%
Third party	13	1%
Total	1,370	100%

Table 10:

Breakdown of dispute resolution applications the RTB received by dispute type, 2022 - 2024

	2022		2023		2024	
	Count	% cases*	Count	% cases*	Count	% cases*
Rent arrears/rent arrears and overholding	2,429	33%	2,973	30%	2,621	27%
Deposit retention	1,207	16%	1,606	16%	1,811	19%
Validity of Notice of Termination (Disputing the validity of a termination notice)	1,383	19%	1,740	18%	1,649	17%
Breach of landlord obligations**	1,232	17%	1,667	17%	1,733	18%
Overholding	1,053	14%	1,408	14%	1,304	14%
Standard and maintenance of dwelling	767	10%	983	10%	1,115	12%
Breach of tenant obligations**	772	10%	1,053	11%	1,193	12%
Anti-social behaviour	552	7%	730	7%	753	8%
Unlawful termination of tenancy (illegal eviction)****	486	7%	696	7%	653	7%
Validity of notice of rent review	243	3%	363	4%	290	3%
Damage in excess of normal wear and tear	307	4%	404	4%	481	5%
Rent review not in line with Rent Pressure Zone	203	3%	306	3%	237	2%
Breach of fixed term lease	162	2%	231	2%	242	3%
Rent more than market rate (not applicable to Approved Housing Body tenancies)	165	2%	236	2%	228	2%
Other***	919	12%	1,208	12%	462	5%
Total	11,880 (cases 7,417)		15,604 (9,908 cases)		14,772 (9,564 cases)	

* There can be multiple reasons, referred to as dispute types, on each application for dispute resolution. The percentage of cases is based on the number of applications (cases). Please note that individual cases can cover more than one issue and therefore the percentages add up to more than 100.

** For more information on tenant and landlord obligations please visit the RTB website at www.rtb.ie

*** Please note 'Other' may be marked on an application form alongside additional dispute types.

****Unlawful termination of tenancy (illegal eviction) is based on the dispute type chosen by the applicant at the point of application. The case type is subject to change once the case has been assessed in more detail and validated by the RTB.

Table 10:

Breakdown of overall average closed adjudication, tribunals and mediation case processing times (weeks) 2021 – 2024

2021 adjudication	2022 adjudication	2023 adjudication	2024 adjudication
Average number of weeks	Average number of weeks	Average number of weeks	Average number of weeks
19.45	20.45	22.66	24.17*
2021 tribunal	2022 tribunal	2023 tribunal	2024 tribunal
Average number of weeks	Average number of weeks	Average number of weeks	Average number of weeks
33.35	31.48	29.42	22.04*
2021 mediation	2022 mediation	2023 mediation	2024 mediation
Average number of weeks	Average number of weeks	Average number of weeks	Average number of weeks
9.7	8.87	9.33	8.31*

*As the RTB's Disputes Improvement Programme cleared dispute resolution queues in 2024, the RTB closed a significant volume of older tribunal and adjudication cases commenced in 2023. This is reflected in the average dispute processing times which include all tenancies closed in 2024, regardless of commencement date. As a result, the RTB introduced a new monitoring metric to more accurately reflect the time an RTB customer would expect to wait for dispute resolution for a case submitted in 2024. This is detailed in Table 11 below.

Table 11:

Average processing times for cases received and processed in 2024

2024 mediation	2024 adjudication	2024 tribunal
Average number of weeks	Average number of weeks	Average number of weeks
6.88 weeks	16.95 weeks	14.98 weeks

Table 12:

Rent tribunals activity 2024*

	Total
Number of applications	1
Number of hearings	0
Number of Determination Orders issued	1

* Please note a Determination Order can issue from the previous year.

Table 13:

Breakdown of case parties who requested enforcement in 2024

	2024
Tenant	175
Landlord	272
AHB	36
Third party	2
Total	485

Table 14:

Number of requests to pursue enforcement received, 2021 - 2024

	2021	2022	2023	2024
Number of requests to pursue enforcement received	412	440	390	485

Table 15:

Court Orders obtained by the RTB on behalf of case parties, 2021 – 2024

2021	2022	2023	2024
136	106	50	73

Table 16:

Number of requests received to pursue enforcement, approved for RTB legal assistance

	2021*	2022	2023	2024
Approved	200	328	292	348
Not Approved	211	23	67	74
Total	411	351	359	422

* Based on the stagnant annual figures as opposed to cases which were brought to the Board/Executive for a decision to grant legal assistance.

Table 17:

Number of cases approved for legal assistance, settled prior to a solicitor having to be engaged

	2021*	2022	2023	2024
Total number of cases approved for legal assistance, settled prior to a solicitor being engaged	21	81	47	34

Table 18:

Number of reasons for enforcement case closure

	2021	2022	2023	2024
Full compliance or settlement agreements	71	139	81	138
Matters were withdrawn or not pursued following initial engagement by the RTB	14	28	35	25
Total	85	167	116	163

Table 19:

Total number of enforcement cases closed per year

Cases closed per year	2021	2022	2023	2024
Total	433	536	534	672

*This blended figure includes cases opened in previous years.

Table 20:

Number of cases, in addition to the cases where RTB enforcement cases were granted Court Orders, fully complied with, or agreed settlement terms either before the Court date or on the day of the hearing

	2021	2022	2023	2024
Total	52	13	80	135

Service area 3:

Ensuring compliance

Table 21:

Sources of information on potential non-compliance, 2021 - 2024

	2021	2022	2023	2024
Referrals from members of the public	846	694	835	699
Department of Social Protection -Rent Supplement Allowance	3,433	1119	786	884
Housing Assistance Payment (HAP)	16,537	10,862	10,345	10,449*
Local authorities - standards inspections	105	573	151	704
Internal information	506	198	164	18
Total	21,427	13,446	12,281	12,754

*unregistered tenancies identified from a batch of 54,206 tenancies in receipt of HAP payment that was shared with the RTB in November 2024.

Table 22:

Number of registration enforcement notices and letters issued, 2021 – 2024

	2019	2020	2021	2022	2023	2024
1st Notice	6,013	1,282	3,524	3,084	200	834
2nd Notice	1,823	148	330	1,615	255	320
Warning Letter	540	167	0	175	155	0
2nd Solicitor Letter	188	73	0	0	0	46
Other*	111	108	137	174	17,870	0
Total	8,675	1,778	3,991	5,048	18,480	1,200

Table 23:

Breakdown of approved investigations into alleged improper conduct by source of investigation*, 2021 - 2024

		2021	2022	2023	2024
Own volition*	Phone call or email or letter received	135	81	33	113
	RTB proactive monitoring of the market				
Complaints received		34	49	49	11
Total		169	130	82	124

*Own volition includes information provided by members of the public other than through the formal complaints process and information sourced by the RTB from data available to it under the RTA.

Table 24:

Number of alleged improper conducts by type of allegation for investigations approved, 2021 - 2024

	2021	2022	2023	2024
Rent raised above the amount allowed by RPZ restrictions	135	87	25	13
Non-registration	30	36	45	81
Failure to offer a tenant a tenancy back	11	3	2	1
False or misleading reason on a notice of termination	11	4	15	2
Failure to notify the RTB of changes to a tenancy		6	11	3
Seeking a deposit in excess of 1 month's rent		2	3	4
Seeking an advance payment in excess of 1 month's rent		1	6	39
Falsely relying on an RPZ exemption			1	
Failure to notify the RTB of an RPZ exemption			1	
Total alleged improper conducts	187	139	109	143
Total investigations approved	169	130	82	124

Table 25:

Total number of decisions issued to landlords, 2021 - 2024

2020	2021	2022	2023	2024
30	90	106	149	87

Table 26:

Appeals of investigation decisions

	2020	2021	2022	2023	2024
Appeals received		1	21	3	1
Appeal resolution			1 appeal unsuccessful	2 appeals withdrawn	

No appeals against the RTB have been successful to date.

Table 27:

Number of published confirmed sanctions by reasons for improper conduct, 2021 - 2024*

Reasons for improper conduct	2020	2021	2022***	2023	2024
Breach of RPZ** requirements		28	36	67	43
Failure to notify the RTB of reliance on an RPZ exemption			1	0	0
Failure to notify the RTB of changes to a tenancy			2	5	0
Failure to offer back			2	1	1
Failure to register		1	10	17	29
Total reasons for improper conduct		29	51	87	81
Total published confirmed sanctions		29	47	85	75

*A sanction may cover more than one allegation of improper conduct.

** RPZ refers to Rent Pressure Zone

*** Please note one sanction published in 2022 was required to be removed from the RTB website after one year.

Table 28:

Overcharged rent returned to tenants and amount paid in sanctions by landlords

	2019 – 2021	2022	2023	2024	Total
Overcharged rent (€) returned to tenants*	€284,341	€62,659.00	€88,787.88	€31,205.94	€467,293.82
Amount paid (€) in sanctions by landlords**	€28,545.66	€39,322.09	€64,360.87	€238,299.37	€370,527.99

*This includes all overcharged rent repayment as a result of investigations that the RTB have been informed of and for which the RTB have received evidence that the repayment has been made or is underway. Repayment is made either directly by transfer of money or, with the agreement of the tenant, by way of discounted rent for the appropriate period.

**This includes all monies received by the RTB from landlords as payment of sanctions to date.

Table 29:

Circuit Court confirmed sanctions published, 2022 - 2024*

	2022	2023	2024
Acknowledgements published	39	69	47
Investigations published	7	16	26
Published acknowledgements average monetary (€) sanction	€1,356.06	€802.26	€3,241.73
Published investigations average monetary sanction	€2,382.59	€1,246.43	€3,093.70
Overall average monetary amount of sanctions published (acknowledgements and investigations)	€1,484.38	€1,042.13	€3,178.63
Lowest sanction	€225	100	100
Highest sanction	€3963.76	€11,396.76	€15,786.52

*Not all sanctions involve monetary amounts. The Decision Maker takes many factors into account in determining a sanction apart from whether the landlord acknowledged, for example, if the landlord paid back any overpaid rent, the duration of the improper conduct, and the explanation given for the improper conduct.

Service area 4:

Providing information, research and data

Table 30:

RTB customer service contacts

Method	2021	2022	2023	2024
Phone calls received	88,938	251,865	215,582	154,085
Phone calls answered	82,296	115,063	155,470	149,452
Email received	99,412	223,77	306,109	208,395

Table 31:

Breakdown of complaints received by complaint type, 2023 – 2024

Complaint Reason	2023 N%		2024 N%	
Registration	488	71.97%	136	42.4%
Dispute Resolution Service	127	18.73%	111	35%
Tribunals / Appeals	16	2.35%	36	11%
Compliance and Enforcement	2	0.29%	1	0.3%
Data Protection	8	1.17%	5	2%
Other	35	5.30%	32	10%
Order Enforcement	2	0.29%	0	0
Total	678		321	

Table 32:

Number of Oireachtas members' queries received, 2021 - 2024

	2021	2022	2023	2024
Number of Oireachtas members' queries received per year	116	543	484	265

Table 33:

Communications and engagement activity in 2024

Item	Total
Number of stakeholder events	18
Number of unique website visitors	583,799
Number of website page views	3.6 million
Number of national advertising campaigns	2

Organisational development and governance

Table 34:

HR and facilities activity in 2024

Item	Total
Number of staff	Sanctioned staff at end of 2024 - 124
Number of recruitment campaigns	22
Number of new staff	31
Staff promoted	15
Number of Access Officer requests	36

Table 35:

Finance and procurement activity

Item	Total
Number of interest or penalties relating to late paid invoices in 2024	0
Number of contracts the Director formally approved the formal renewal	3
Number of new services tendered for (this does not include the three-quote process)	4

Table 36:

Information governance

Item	Total
Freedom of Information (FOI) requests	103
FOI Internal Reviews	8
Cases under review by Office of the Information Commissioner	1
Data Subject Access Requests received and processed	41
Data breach incidences reported to Data Protection Commission	12
Number of access to information on the environment requests	1

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