

CANDIDATE INFORMATION BOOKLET

TITLE OF POSITION: Dispute Resolution Committee (DRC)

Deadline for application: 12 noon, Tuesday 26th May 2026.
Applications submitted after the deadline will not be accepted.

The recruitment company, Sigmar, and the RTB are committed to a policy of equal opportunity.

The Residential Tenancies Board (RTB) has engaged the services of Sigmar Recruitment Consultants Limited to run the management and administration of this competition.

All applications must be submitted directly to Sigmar Recruitment Consultants Limited in specified format

Contact: Sigmar Recruitment Consultants Limited

13 Hume Street, Dublin 2

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The Residential Tenancies Board (RTB) is inviting expressions of interest from suitably qualified and experienced individuals who wish to be considered for appointment to its Dispute Resolution Committee (DRC).

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| ROLE TITLE | Dispute Resolution Committee (DRC) |
| TENURE | Shall not be less than a period of 3 years as per section 157 (3) (C) of the Residential Tenancies (Miscellaneous Provisions) Act 2026 hereafter referred to as “The Act”. |
| LOCATION | Seven regional centres (Dublin City (RTB HQ), Cork City, Galway City, Limerick City, Sligo Town, Athlone and Wexford Town) and Hybrid |
| COMPETITION TYPE | Independent Panel Members |

Nature of the Appointment

Appointment to the DRC does not constitute a permanent, full-time or employed position with the RTB.

Successful candidates will be appointed to a panel from which Tribunal Members may be assigned to hear cases, as required, over the term of the panel. Appointment to the panel does not confer an entitlement to participate in any specific case, number of hearings, or minimum level of work.

Tribunal Members are engaged on a contract for services basis and are paid a daily fee for Tribunal hearings and associated preparatory and reporting work, in accordance with a Service Level Agreement and the requirements of the Residential Tenancies Acts.

Dispute Resolution Committee

SECTION ONE – THE POSITION

1. Dispute Resolution Service of the Residential Tenancies Board

Background

The RTB is a public body set up to support and develop a well-functioning rental housing sector. Its remit covers both the private rental sector and not-for-profit housing providers, also referred to as Approved Housing Bodies. Its role is to regulate the rental sector; provide information to tenants and landlords; maintain a national register of tenancies; provide a dispute resolution service in the event of disputes between landlords and tenants; conduct research and provide information to inform policy.

The RTB's Dispute Resolution Service replaces the Courts in relation to the majority of landlord and tenant legal disputes within the residential rented sector. Due to its quasi-judicial role, the RTB remains strictly impartial and does not provide advice to either party in dispute beyond general information in relation to the Act.

Mediation

As part of its dispute resolution service, the RTB provides a mediation service for registered landlords, all tenants and third-party applicants e.g. neighbours in the rental sector to help find mutually agreeable solutions to their tenancy issues. At present, the majority of the RTB's mediation services is being provided by telephone.

The aim of mediation is to give case parties a shared understanding of the issue so that they can work towards reaching a mutually satisfactory outcome and agreement. The mediation process is not based on examining evidence or determining who is right or wrong, but rather how parties can resolve the issue by working together. The role of the mediator is to facilitate an agreement between the parties to the dispute. If successful, the parties will sign a mediation agreement.

If neither party withdraws from the agreement reached during mediation in the 10 days 'cooling off' period, the agreement will form the basis for a binding Determination Order which will be issued by the RTB. This determines the outcome of a case and sets out both the terms to be complied with and timescale for compliance. If a mediation is not successful, one or both parties can refer the dispute to be dealt with by a RTB Tenancy Tribunal.

Adjudication

Adjudication is a formal process where an appointed adjudicator examines the issues under dispute, reviews the evidence and testimony from both parties, and makes a decision based on the law and information presented.

Following the hearing, the adjudicator will prepare an adjudication report, which will contain their decision in relation to the dispute. This report is sent to the parties, who have 10 working days within which to submit an application for appeal to an RTB Tenancy Tribunal, if either party wishes to exercise this right.

If the adjudicator's report is not appealed, the decision of the adjudicator is binding, and results in a Determination Order being issued to all parties concerned.

A Determination Order gives the outcome of the case and sets out the terms to be complied with and the timescale for compliance. An adjudicator may also adopt an agreement reached by the parties during the course of the adjudication process which will be reflected in the determination order. Determination Orders are published on the RTB website.

RTB Tenancy Tribunal

If a case party is unhappy with the outcome of their mediation, their case may be referred to a RTB Tenancy Tribunal under section 96(2) of the Act for dispute resolution. Similarly, section 100 of the Act, provides that a party in an adjudication case can appeal to a RTB Tenancy Tribunal. The Tribunal Panel, who are members of the DRC, will hear the dispute case in full and make a decision based on the evidence provided. Parties can also reach an agreement during the Tribunal hearing.

Tribunal hearings are conducted by members of the DRC and involve a full re-hearing of the dispute. This means that even if the case has already gone through mediation or adjudication, both parties may present their case again in full, including any new or additional evidence.

Tribunals are more formal than mediation or adjudication hearings. They are public hearings, and parties are required to take an oath or affirmation before giving evidence. While legal representation is not required, parties may choose to be represented if they wish.

The outcomes of Tribunal hearings are also made public. The Tribunal report, which outlines the findings and reasoning of the panel, along with the Tribunal determination, are published on the RTB website.

Currently, Tribunal hearings are conducted by a panel of three DRC members. However, the RTB is proposing to introduce single-member Tribunals for certain types of disputes. It is envisaged that members appointed through this recruitment process may be assigned to both three-member and single-member Tribunal hearings.

Appeal from a Tenancy Tribunal Decision

Under Section 123 of the Act, any party to a dispute may appeal a Tenancy Tribunal determination to the High Court, but only on a point of law. This appeal must be lodged within 21 days from the date the Determination Order is issued.

Further information on the RTB's dispute resolution services is available at: www.rtb.ie.

2. Dispute Resolution Committee (DRC)

Role of Tribunal Members

Tribunals operate independently from the RTB Executive when carrying out their duties under the Act. Tribunal Members are responsible for ensuring due process during hearings.

This includes:

- Explaining the legal authority of the Tribunal;
- Administering the oath and outlining the consequences of giving false evidence;
- Ensuring all parties receive a fair hearing;
- Managing and evaluating the presentation of evidence.

Tribunal Members must have a thorough understanding of the Act and must review all case materials in detail before the hearing.

They are expected to:

- Identify any novel legal issues or potential conflicts of interest in advance;
- Engage with parties on both documentary and oral evidence;
- Make decisions based solely on the evidence presented;
- Contribute to the drafting of the Tribunal report and Determination Order.

In some cases, Tribunal Members may be involved in judicial review proceedings related to the conduct of the Tribunal.

Dispute Resolution Committee (DRC)

In line with its statutory obligations, the RTB will appoint new members to the DRC from the date of panel formation, expected in 2026. Appointments will be made for a term not less than three years, in accordance with Section 157(3)(c) of the Act.

The RTB is seeking applicants who can serve interchangeably as Tribunal chairpersons and members. Successful candidates will be appointed to the DRC as vacancies arise. Appointment to the panel does not confer an entitlement to participate in any specific case or number of Tribunal hearings.

It is envisaged that up to 45 appointments will be made initially. As current members' terms expire and further vacancies arise, additional appointments will be made from this competition.

Appointment of Tribunal Members

Tribunal Members are selected from the DRC, which is established under Section 159 of the Act. Members of the DRC are appointed by the RTB Board, following consultation with the Minister for Housing, Local Government and Heritage.

Tribunal Hearing Structure and Legal Qualification Requirement

The DRC will conduct two types of Tribunal hearings:

1. *Single-Member Tribunal Hearings*

Used for less complex disputes, these hearings are presided over by one Tribunal member.

2. *Three-Member Tribunal Panel Hearings*

Reserved for more complex or contentious cases. In line with the quasi-judicial nature of Tribunal work, it is RTB Board policy that at least one member of each three-person panel should hold a legal qualification (i.e., be a qualified solicitor or barrister), where practicable.

This policy ensures panels are equipped to manage legal arguments and procedural matters effectively. Accordingly, legal qualifications will be considered during shortlisting, and it is anticipated that approximately one-third of appointed members will be legally qualified.

Additional Considerations

Language Requirements: In accordance with the Official Languages Act 2003 (as amended), Tribunal hearings must be conducted in Irish where requested. The RTB will arrange for an Irish language interpreter in such cases.

Gender Equality: In line with the Act and RTB Board policy, appointments will also have regard to gender balance.

The RTB Board will consider all of the above factors during the initial shortlisting stage. Final appointments to the DRC will be based on candidates' performance throughout the selection process.

3. Hearing Locations

The RTB operates on a national level and in addition to virtual and hybrid hearings, hearings are held in the following locations: Dublin City (RTB HQ), Cork City, Galway City, Limerick City, Sligo Town, Athlone and Wexford Town.

The RTB reserves the right to add, remove, or change hearing locations as operational needs evolve.

While the majority of hearings are now held virtually, the RTB retains the discretion to schedule face-to-face hearings where deemed appropriate. All panel members assigned to a face-to-face hearing must attend in person; remote participation is not permitted for these hearings.

Applicants may select one or more centres but should only choose locations they are genuinely willing and able to attend.

It is a requirement of this competition that applicants are available for both formats of hearings—virtual and in-person.

4. Tribunal Members Fees

Tribunal Members appointed to the DRC will receive a daily fee for:

- Hearing cases
- Preparing Tribunal reports and Determination Orders

Currently, Tribunal Members may be required to hear up to two cases per day. However, with the proposed introduction of single-member Tribunals, it is anticipated that members may be asked to hear more than two cases per day, depending on the complexity and format of the hearings.

The fee structure is subject to periodic review and may be revised by the Department of Finance or other relevant Government bodies. Revisions may include:

- Changes to the fee amount (including reductions)
- Adjustments to the number of hearings per day
- Expansion of single-member Tribunal formats

The RTB shall not be liable for any loss incurred by Tribunal Members as a result of such revisions.

Taxation and Employment Status

In accordance with current directions from the Revenue Commissioners, and specifically Revenue Statement of Practice SP-IT/1/04, the RTB will deduct PAYE and PRSI from fees paid to Tribunal Members.

These deductions do not create an employment relationship between the RTB and the Tribunal Member. Tribunal Members are considered independent contractors, and in the event of any change in Revenue practice or direction, they will be responsible for any applicable tax and PRSI contributions arising from payments received.

5. Service Delivery Requirements and Code of Conduct

Prior to confirmation of appointment by the Board of the RTB, those under consideration following the selection process will be required to sign a binding Service Level Agreement (SLA). This agreement will, amongst other things, specify the timeframes by which hearing reports and any subsequent clarification requests on these reports must be returned to the

RTB. It will also specify the format of such reports to ensure that they are legally enforceable in the courts, if required.

DRC committee members will be required, under the SLA, to accept offers of hearings, access their case papers and submit their hearing reports and other documentation on time.

The DRC is also subject to a Code of Business Conduct (“Code”). It should be noted that as part of the current Code, DRC members must not represent any party at a RTB adjudication, mediation or tribunal hearing during their term of appointment to the panel. Panel members who breach their SLA and/or the Code may not be offered further cases for the remainder of their panel term.

SECTION TWO – EDUCATION, SKILLS & EXPERIENCE REQUIRED

6. Requirements for the Disputes Resolution Committee (Tribunal Members)

Tribunal Members appointed to the DRC must meet the following criteria and comply with the operational requirements of the RTB:

Minimum Eligibility Requirements

Legal Qualifications:

At least one-third of successful applicants must be qualified solicitors or barristers with a minimum of five years' post-qualification experience.

Quasi-Judicial Experience:

All applicants must have a minimum of two years' experience in quasi-judicial work at the time of applying. Applicants who do not meet this requirement will not be appointed. Examples of relevant experience include (but are not limited to):

- Adjudicator, mediator, or Tribunal member for the RTB
- Workplace Relations Commission (formerly Employment Appeals Tribunal/Labour Court)
- InjuriesBoard.ie (formerly PIAB)
- National Property Services Regulatory Authority (NPSRA)
- Financial Services and Pensions Ombudsman
- Refugee Appeals Tribunal

Sigmar will make the final determination regarding the eligibility of quasi-judicial experience submitted by candidates.

Role Exclusivity:

A person may not simultaneously serve as both a board member, an adjudicator/mediator and a Tribunal Member. If successful in this competition, applicants currently serving in one of these roles must choose which role they wish to continue in.

Other Selection Criteria

In addition to meeting the minimum eligibility requirements, applicants will be assessed against the following competencies:

Knowledge of the Residential Tenancies Act and Sector

Tribunal Members must demonstrate a strong working knowledge of the Act and the wider residential tenancies sector. They must be able to interpret and apply the legislation

consistently, in line with due process, and stay informed of legal developments and sectoral changes.

Written and Oral Communication

Tribunal Members must communicate clearly and effectively, both orally and in writing. They must use plain English, avoid unnecessary jargon, and be able to explain complex legal concepts in accessible terms. Tribunal reports must be of a high professional standard, capable of withstanding scrutiny in judicial review, and must follow the RTB's required format, avoiding errors, emotive language, or inappropriate commentary.

Procedural Compliance, Attention to Detail, and Openness to Learning

Tribunal Members must prepare thoroughly for hearings, follow RTB procedures precisely, and meet all required deadlines. They must be open to feedback, committed to continuous learning, and demonstrate the highest levels of integrity and professionalism.

Information and communications technology Skills

Tribunal Members must be comfortable using information and communications technology. They must be able to access and submit case documentation via the RTB's Dispute Resolution Centre and participate effectively in virtual and hybrid hearings.

Analytical Thinking and Objective Decision-Making

Tribunal Members must be fair and balanced in their analysis, able to identify the core issues in a dispute, and make sound decisions based on evidence and due process. Confidence in making difficult decisions is essential.

Interpersonal Skills

Tribunal Members must manage hearings effectively, ensuring both parties are heard, and the process is conducted respectfully and professionally. They must work collaboratively with other panel members and maintain composure in challenging situations.

Confidence and Resilience

Tribunal Members must demonstrate confidence in their role, remain calm under pressure, and manage difficult interactions without being intimidated. Enthusiasm and commitment to the role are essential.

Mediation Skills

Tribunal Members should be able to foster a constructive atmosphere during hearings, helping parties explore options and understand each other's perspectives. While not acting as mediators, they should apply mediation-informed approaches to support resolution where appropriate.

Adaptability and Openness to Change

Tribunal Members must be adaptable and open to change in response to the evolving needs of the RTB. This includes:

- The potential introduction of single-member Tribunal hearings
- Changes in legislation, policy, or procedures
- Expansion of RTB services and hearing formats (e.g. virtual, hybrid, in-person)
- Updates to technology platforms and case management systems

Members must be willing to engage with new approaches, participate in relevant training, and contribute to the continuous improvement of the Tribunal process.

Professional Conduct and Reputation

Tribunal Members are expected to uphold the highest standards of integrity and professionalism in both their personal and professional lives. Any conduct that may bring the RTB into disrepute, undermine public confidence in the Tribunal process, or compromise the impartiality of the DRC may result in immediate removal from the panel.

This includes, but is not limited to:

- Public statements or actions that conflict with the RTB's values or statutory role
- Behaviour that could reasonably be perceived as biased, discriminatory, or inappropriate
- Breaches of confidentiality or misuse of RTB information

The RTB reserves the right to take appropriate action, including removal from the panel, where a Tribunal Member's conduct is deemed incompatible with the responsibilities of the role.

SECTION THREE – How to Apply and The Selection Process

7. How to apply

The RTB has engaged Sigmar Recruitment to administer and manage the application process for this competition.

To apply, candidates must submit an up-to-date CV via **www.drcruitment.com** along with a comprehensive cover letter demonstrating how they meet the selection criteria.

Document requirements:

- Your cover letter must be one A4 page.
- Your CV must not exceed three A4 pages.
- Applications that exceed these limits or that are not submitted through the online portal will not be accepted.

8. Closing Date

Your application must be submitted on the online application portal **before 12 noon exactly, 26th May 2026. Applications will not be accepted after this time.**

An automated acknowledgement will issue upon receipt of your application. This confirms receipt only, not eligibility.

If you do not receive an acknowledgement within 24 hours of applying, please contact publicsector@sigmar.ie.

Campaign updates will be issued to your registered email address as entered on the online application portal.

The onus is on each applicant to ensure that they are in receipt of all communication from Sigmar Recruitment. You are advised to check your emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered.

Sigmar Recruitment accepts no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by Sigmar Recruitment and should make sure that the contact details specified on their application form are correct.

Further information on selection methods and key dates will be provided to candidates as they progress through the process.

9. Selection Process

The selection process for this competition will comprise multiple stages. Progression from one stage to the next will depend on the number and calibre of applicants and the needs of the RTB.

(A) Stage 1: Short listing

Sigmar Recruitment will conduct an initial review of all applications submitted in the correct manner and within the required timeframe. This review will identify candidates who meet the minimum eligibility requirements of the competition.

If the number of eligible applicants exceeds what is practical to progress to the next stage, Sigmar Recruitment may apply a shortlisting process. In this stage:

- An expert board will assess applications against pre-determined criteria based on the requirements of the position.
- The board will select those applicants who, based on the information in their application, appear to be the most suitable to progress.
- Applicants who are not shortlisted at this stage should note that this does not indicate unsuitability for the role; rather, it reflects that other candidates demonstrated stronger or more relevant experience in their application.

It is therefore essential that your CV and cover letter clearly and accurately reflect your qualifications, relevant experience, and achievements, as no additional information will be considered at this stage.

Sigmar Recruitment will email all applicants at the conclusion of shortlisting to advise whether or not they are being invited to the next stage of the competition.

(B) Stage 2: Examination

The top-ranking applicants from Stage 1 will progress to Stage 2.

Stage 2 consists of a written examination, the results of which will be used to rank candidates where the selection process is oversubscribed. Performance in this examination will determine which candidates progress to the next stage.

The Stage 2 examination will be held in person at a venue in Dublin. Full details regarding location, timing, format and any preparation requirements will be issued to candidates in advance.

Please note, it is proposed to hold the exam on Saturday, 20th June 2026. The RTB reserves the right to amend this date if necessary.

Please note, the exam questions will be based on the Residential Tenancies Act 2004 (as amended) but **not** including the Residential Tenancies (Miscellaneous Provisions) Act 2026.

(C) Stage 3: Interview.

The top-ranking applicants from Stage 2 will progress to Stage 3, which consists of an interview. The interview process will be organised and overseen by Sigmar Recruitment.

Interviews will be conducted online, however the RTB reserves the right to hold interviews in person if necessary.

Interviews are proposed to be conducted during August and September, subject to availability.

However it must be clear to candidates from the outset that they must make themselves available for interview in the allocated times.

Sigmar Recruitment will endeavour to give as much notice as possible regarding interview dates and times.

Vacancies arising on the DRC over the following two years will, in principle, be made in order of ranking after completion of Stage 3, subject only to the Board's requirement to ensure the resultant panel comprises adequate numbers of legally qualified members and meets gender balance considerations.

Candidates' Rights – Review Procedures in relation to the Selection Process

Sigmar Recruitment will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA.

Should a candidate be unhappy with an action or decision in relation to their application (where the selection is managed by Sigmar Recruitment) they can seek feedback from Sigmar Recruitment. An initial review will be carried out internally by the candidate's recruitment contact as to why their application was deemed unsuccessful. The outcome of this review will be sent to the candidate in written format.

To request an initial review, a candidate must write to Sigmar within 5 working days of receiving notification of the decision on their application. Sigmar will carry out the initial review without delay. If the candidate is dissatisfied with the outcome, they may resort to the formal procedures within 2 working days of receiving notifications of the outcome of the initial review.

Should the candidate not be satisfied with the outcome of the initial review, it will be referred to an external independent reviewer appointed by Sigmar Recruitment.

The decision arbitrator will be a person unconnected with the selection process, and they will adjudicate on requests for review. The decision of the decision arbitrator in relation to such matters is final.

10. Assignment to a Panel

Before appointing any candidate to the DRC, Sigmar Recruitment may carry out all necessary checks to verify the information provided during the application process. This may include:

- Verification of previous employment records
- Reference checks covering recent professional experience

Where appropriate, candidates may also be required to undergo Garda vetting or provide security clearance. Failure to provide satisfactory documentation may result in withdrawal of a job offer.

Until all stages of the selection process have been fully completed, no final determination regarding appointment will be made, nor should any inference be drawn that an appointment is guaranteed.

All successful candidates must sign a Service Level Agreement (SLA) prior to appointment. This SLA outlines the terms and expectations of the role and may be amended during the appointment period, with one month's prior notice provided to the Tribunal Member.

11. Appointment

In accordance with Section 157 of the Act, the Board of the RTB, in consultation with the Minister for Housing, Local Government and Heritage will make appointments from the Panel formed. The appointments will be made in order of ranking following stage three of the competition, subject only to the Board's requirement to ensure the resultant panel comprises adequate numbers of legally qualified members and is gender balanced.

Appointments will be for a term of not less than three years as per Section 157 (3)(c) of the Act.

The panel will be in existence for a period of two years from date of formation. All new vacancies arising on the DRC in this period will be filled from the panel.

12. General Information

Any DRC member whose term has expired or will expire during the lifetime of the new panel and who wishes to be considered for re-appointment must re-apply through the same process as all other applicants.

Appointments will be awarded on a contract for services basis. All appointees must agree to and sign a Service Level Agreement.

Appointments shall be for a term not less than 3 years and on such terms and conditions as the RTB may at its sole discretion determine. Panel members may be eligible for re-appointment after the 3-year period, subject to selection procedures to be determined by the Board.

An applicant will be automatically disqualified if they engage in canvassing at any stage of the process.

13. Expenses

The RTB will not be responsible for any expense, including travelling expenses, applicants incur in connection with an application.

14. General Data Protection Regulation (GDPR)

When an application form is received, a record is created in the applicant's name which contains much of the personal information supplied by the applicant. Such information is held by Sigmar Recruitment, subject to the rights and obligations set out in the DPA.

To make a request under the DPA, please submit a request in writing to Sigmar Recruitment describing the records sought in the greatest possible detail to enable the RTB to identify the relevant record.

Candidates should be advised that once the selection process is complete, information relating to the successful candidates will be sent to the RTB. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

15. Equality

The RTB and Sigmar Recruitment are committed to a policy of equal opportunity. The Board of the RTB will have regard to gender balance in its appointment process.