RTB Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Annual Report
2025



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.

Table of Contents

Chair and Director's Summary	**2**
2025 at a glance	**3**
Who we are and what we do	**4**
Statement of Strategy 2023 – 2025	**5**
Our performance in 2025	**6**
Service area 1: Registering tenancies	6
Service area 2: Resolving disputes	10
Service area 3: Ensuring compliance	15
Service area 4: Providing information research and data	21
Organisational development and governance	**27**
Board Report and Financial Statements for the year ended 31 December 2025	**33**
Appendix 1: Data tables	**76**

Chair and Director's Summary



Rosemary Steen
Director



Mark McManus
Interim Chairperson

As Chair of the Residential Tenancies Board (RTB) and as Director, we are pleased to present this annual report covering the period from 1 January to 31 December 2025.

A fair, functioning rental sector remains a vital part of Ireland's housing system. In 2025, the RTB continued to play an active role in supporting tenants and landlords, regulating the rental market, and providing trusted data and insights to inform public policy.

2025 was a year of significant change and progress for us as we launched:

- **A new dispute resolution centre**
- **A new customer service partnership**
- **A modern, accessible website**

In addition, we expanded our compliance work, provided new supports for tenants and landlords, engaged on the ground across the country while preparing for major legislative reform in 2026.

The scale and complexity of the rental sector under the RTB's remit continued to grow during the year, along with demand for our services. At the end of 2025, almost 340,000 tenancies were registered with the RTB, an increase of 3.4% on the previous year. We saw strong growth in Approved Housing Body and student-specific accommodation while cost rental tenancies nearly doubled, underlining the expanding role of social and affordable rental options.

Demand for our dispute resolution services remained high as we received over 10,000 dispute applications in 2025, an increase of 8%. Responding to the rising volume and complexity of disputes remained a priority and a challenge. We marked a major step forward with the launch of the new RTB Dispute Resolution Centre. This online platform streamlines our dispute resolution process, improving case management, transparency and communication for all parties, even as dispute timelines remained under pressure during a period of transition.

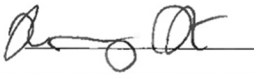
Ensuring compliance with rental law was a core focus throughout the year. In 2025, we more than doubled the number of investigations started and took decisive action against serious and repeat offenders. Independent Decision Makers issued 106 decisions in 2025.

Despite delays in securing court confirmation of sanctions in 2025, we confirmed 58 sanctions with €127,280 paid by landlords. Our compliance intervention pathway became a permanent feature of our regulatory approach, helping to promote voluntary compliance while reserving investigation capacity for the most serious cases.

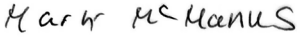
As custodian of Ireland's national register of tenancies, the RTB continued to contribute to evidence-based policy. We published quarterly Rent Indexes and Profile of the Register updates and commissioned a second ESRI Individual Property Level Analysis study. This research confirmed that Rent Pressure Zones, which were extended nationwide in June, continued to moderate rent increases for many tenants.

Our stakeholders remained a priority for us in 2025 as we engaged directly with all those involved in the rental sector nationwide, ensuring that their voices continued to shape our work. We spoke directly to students, supported local authorities in enforcing rental law on the ground and communicated regularly through our quarterly Directors' Updates and ongoing research programme. Our Annual Conference in November brought together more than 100 stakeholders, while RTB representatives delivered presentations on rental law and our services at 31 events nationwide. A key highlight of the year was the RTB Rental Law Compliance Forum in Galway, which convened stakeholders from across the rental sector to discuss compliance.

We would like to thank our colleagues, stakeholders across the rental sector, and our partners in government and public bodies for their support during 2025. We would particularly like to thank Minister James Browne and his officials in the Department of Housing, Local Government and Heritage for the significant Government investment in the RTB in 2025. We remain committed to ensuring compliance with new rental legislation, improving customer experience, and supporting a fair and sustainable rental sector for everyone in Ireland.



Rosemary Steen
Director



Mark McManus
Interim Chairperson

2025 at a glance

339,217 registered tenancies in 2025

- **243,598** private, including **4,739** cost rental
- **55,914** Approved Housing Body
- **39,705** student-specific accommodation

Dispute resolution in 2025

- **10,334** dispute applications received
- **3,378** adjudication and mediation hearings held
- **772** tribunal hearings held
- **2,423** Determination Orders issued

Compliance and enforcement in 2025

- **7,008** compliance notices issued for failure to register
- **280** investigations commenced
- **58** sanctions published
- **€127,280** paid in sanctions by landlords
- **€348,364** in overpaid rent returned to tenants

Research

- **4** Rent Indexes published
- **4** updates to the RTB Profile of the Register data series
- **1** ESRI Individual Property Level Analysis

Customer service in 2025

- **138,626** phone calls answered
- **141,044** emails received

Communications and Engagement

- **770,697** visitors to RTB website
- **4,039,904** website page views

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 are 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 2025

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 2025?

At the end of 2025, there were 339,217 tenancies registered with the RTB. This was an increase of 11,225 tenancies or 3.4% compared to the end of 2024.

While we saw growth across all tenancy types in 2025, significant growth in new social and affordable tenancy types continued. Approved Housing Body registered tenancies posted double digit growth, while registered cost rental tenancies nearly doubled to 4,739.

By the end of Q4 2025, the RTB register included:

243,598
private tenancies

up 1.1% annually

55,914
AHB tenancies

up 10.7% annually

36,751
student-specific accommodation tenancies

up 8.7% annually

4,739
cost rental tenancies*

up 96.3% annually

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

Spotlight on:
Spotlight on: Driving tenancy registration



The RTB is the sole custodian of Ireland's national register of tenancies. Ensuring that every tenancy that should be registered is registered is a key priority for us.

Last year, we continued to remind landlords that they must register their tenancies as required by law. In February, we launched a targeted seven-county campaign in partnership with local authorities to ensure landlords registered their tenancies.

- Our campaign focused on Cavan, Clare, Donegal, Galway, Louth, Monaghan and Tipperary, counties where the Central Statistics Office (CSO) identified high levels of potentially unregistered tenancies.
- The campaign included advertising on local radio, in local papers, on social media and posters in local authority buildings across each county.
- It highlighted the consequences of failure to register which can include a civil sanction of up to €15,000 or a criminal prosecution and/or a fine of up to €4,000.
- The campaign also aimed to increase data sharing and referrals of unregistered tenancies by local authority housing teams to the RTB.

We also released an information video last year to support landlords to register their tenancies online. In the video, *How to register a tenancy,* we take viewers through the eight steps involved in completing an online registration.

Improving the quality of customer service to support registration was a core priority for the RTB when selecting a new partner to run our customer service centre from July 2025. Following a public tender process, Kerry-based Fexco was appointed to run the outsourced centre, which supports over 350,000 customer interactions annually.

Fexco's omnichannel service platform, covering webchat, email, and voice, is powered by advanced technologies, providing seamless, responsive, and high-quality support for RTB customers.

A changing rental sector

The RTB Profile of the Register data series shows that the rental sector in Ireland continued to evolve in 2025.

The proportion of private tenancies provided by landlords with 100+ tenancies increased for the 10th consecutive quarter in Q4 to stand at 14.9% at the end of 2025, underlining the increasing presence of large landlords in the rental market.

Approved Housing Body, student-specific tenancies and cost rental tenancies also continued to show strong growth. RTB data shows that last year AHB tenancies rose by 10.7%, SSA tenancies grew by 8.7% while cost rental tenancies increased by 96.3%.



Our performance in 2025

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 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 will attempt to contact both parties to a dispute. A trained RTB case officer can provide information on rental law related to the case. Increasing understanding of rights and responsibilities at an early stage 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.

Tribunals

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 2025? And why?

Who applied for dispute resolution in 2025?

Applications for our dispute resolution service remain at historically high levels and grew by a further 8% to 10,334 last year. Over 2,100 of these applications were withdrawn before a hearing was scheduled following early RTB intervention.

Breakdown of dispute applicants in 2025



- **56% from landlords**
- **42% from tenants**
- **2% from third parties**

Why did they apply?

The top five reasons for submitting a dispute application in 2025 were:

1. Rent arrears / rent arrears and overholding (23.5% of cases)
2. Breach of landlord obligations (20%)
3. Deposit retention (19%)
4. Disputing the validity of a Notice of Termination (17.5%)
5. Overholding (16%)

High demand for dispute resolution services reflects broader pressures in the rental market. There was a notable increase in the second part of 2025 in disputes brought by tenants about the validity of Notices of Termination.

Spotlight on:
RTB's new Dispute Resolution Centre



Reducing dispute times remains a top priority for the RTB. In 2025, we launched a new Dispute Resolution Centre to make our dispute services more efficient by allowing for faster case processing and improved communication with the RTB on dispute cases.

The new centre went live in July, enabling RTB customers to use a single online portal to:

- Apply and pay for dispute resolution
- Submit evidence
- Check the status of a case
- See when a hearing is scheduled
- Get in touch with a case officer

We also produced an explainer video and organised two online customer clinics to show how to use the new Dispute Resolution Centre, covering tasks such as creating an account, submitting a dispute, uploading evidence and making an appeal.

How many disputes did we process in 2025?

10,334
dispute applications received in 2025

up 8% on 2024

3,378
adjudication and mediation hearings held in 2025

772
tribunal hearings held in 2025

2,423
Determination Orders issued in 2025

How long did it take to process disputes in 2025?

	2024 - all cases closed	2025 – all cases closed	2024 – all cases received and processed	2025 – all cases received and processed
Early intervention	Not available	4.31 weeks	Not available	4.2 weeks
Mediation	8.3 weeks*	10.2 weeks*	6.9 weeks*	9.6 weeks*
Adjudication	24.2 weeks	20.4 weeks	17 weeks	14.7 weeks
Tribunals	22 weeks	17.2 weeks	15 weeks	13.4 weeks

**Mediation processing times for 2024 included early intervention cases. Mediation processing times for 2025 do not include cases closed at early intervention as these are now published separately.*

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 2025?

We make decisions to grant legal assistance on a case-by-case basis in line with the RTB's Policy for Enforcement and available resources. In 2025, we received 443 requests to pursue enforcement. We approved 321 of these for legal assistance.

We secured 68 Court Orders for case parties in 2025. We publish the court order which names the parties involved and highlights non-compliance on the RTB website. In 2025, we continued to raise 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 2025

Service area 3

Ensuring compliance

How does the RTB ensure compliance with rental law?

What are the RTB's compliance pathways?

The RTB uses three different routes to address non-compliance with rental law.

- **Investigation and sanctions – civil process:** Under Part 7A of the Residential Tenancies Act, the RTB could investigate landlords for 10 defined breaches of rental law in 2025. 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:** Following the success of a pilot scheme in 2024, this approach became a permanent part of our compliance pathway in 2025. It aims 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 committed one of the breaches of rental law that the RTB can investigate and sanction.

In 2025, we identified non-compliance with rental law at scale through:

- **Accessing large data sets from other public bodies.** These include the Department of Social Protection, Housing Assistance Payment and local authorities. We also continued to work on the legislative change required to allow for data sharing from Revenue to the RTB to identify and address non-registration.
- **New research studies.** For example, we commissioned the ESRI to complete a second *Individual Property Level Analysis* study in 2025. 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 25 for more information.

Compliance and enforcement activity in 2025

Investigation and sanctions – civil process

What can the RTB investigate and sanction landlords for?

In 2025, we had powers to 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 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 RTB applies to the Circuit Court to confirm the sanction.
- If no appeal to the High Court is lodged, the RTB publishes the sanction.

Investigations and sanctions activity in 2025

In 2025, we more than doubled the number of investigations that we undertook. We launched 280 investigations, up from 124 the previous year.

We used large data sources to proactively identify potential breaches of rental law and wrote to landlords as part of our registration and RPZ compliance campaigns. We used our investigative powers to pursue serious offenders, who deliberately and repeatedly ignored their obligations as landlords.

These investigations into serious offenders saw €135,820 in overpaid rent returned to tenants, the highest yearly amount to date. The RTB's independent Decision Makers also awarded the highest individual sanction of €22,000 against a landlord in one case. In total, the RTB published 58 confirmed sanctions in 2025, with a total of €178,892 awarded in sanctions against landlords.

The RTB issued 106 decisions on investigation cases in 2025. However, we experienced delays in the final stages of securing court confirmation of sanctions in 2025. At the end of the year, there were 83 completed investigations pending court confirmation of sanctions. The RTB cannot publish investigation outcomes until the decision is confirmed by the Circuit Court and all appeal periods have passed.

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 2025

In 2025, we issued 7,008 registration enforcement notices and letters. We issued 96 first notices, 192 second notices and 115 warning letters.

Compliance intervention activity in 2025

2025 was the first full year of operation of our new compliance intervention pathway with work started on 213 new cases last year.

By year end, 389 cases were closed, including some which had been carried over from 2024. These cases included 385 initial RPZ compliance interventions which returned €212,544 in overpaid rent to tenants, demonstrating the effectiveness of this approach.

Of the cases closed, 18 were escalated to investigation.

Spotlight on: **Engaging with stakeholders in Galway**

The RTB is committed to ensuring compliance with rental law. When Rent Index data flagged high rental inflation in Galway, we brought together stakeholders from across the rental sector there to address the issue.

The RTB Rental Law Compliance Forum was held in June in Galway and was addressed by Minister for Housing, Local Government and Heritage, James Browne TD.

Attending organisations included Galway City Council, Galway County Council, University of Galway and Atlantic Technological University Students' Union together with tenant groups, landlord and property professional organisations, public bodies and elected representatives.

The forum resulted in collaboration with stakeholders to raise awareness among tenants and landlords about their rights and responsibilities under rental law.

Following the extension of Rent Pressure Zones nationwide in June, the RTB worked to ensure that rent was set correctly in those areas. In September, our *Knowledge is Key* student campaign included circulation of digital information packs to universities and student unions and attendance at an international student fair in University of Galway to provide information on rental law and RTB services.



At the RTB Rental Law Compliance Forum in Galway were (l-r): Fergal Leonard of DNG, RTB Director Rosemary Steen, then ATU Galway Student Union President Sarah Mohan and Threshold CEO John Mark McCafferty

Our performance in 2025

Service area 3

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 2025 than in 2024 and 2023, largely due to the successful launch of our new website in June. It provides clear accessible information for landlords, tenants and others involved in the Irish rental sector.

In 2025, we received 144,070 phone calls and 141,044 emails. The number of calls received was down 6.5% from 2024. The number of emails received was down 32% from 2024.

In keeping with our commitment to provide high quality customer service, customer complaints to the RTB also fell in 2025. We received 246 customer complaints in 2025, down 23% from 321 in 2024.

We also responded to 402 email queries to our dedicated inbox for members of the Oireachtas in 2025. Queries to this inbox were up 52% from 265 emails received in 2024.

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 2025 include:

770,697
visitors to the RTB website

www.rtb.ie

4 million
website page views

4 national advertising campaigns

New video content

A range of new video content was made available on the website in 2025, including:

- Explainer videos on how to use the new Dispute Resolution Centre, how to register a tenancy and how to set rent correctly in a Rent Pressure Zone (RPZ)
- Four videos to accompany the Director's quarterly updates and explain RTB data releases in February, August, September and December 2025
- An end-of-year video update detailing the RTB's key achievements in 2025

Advertising campaigns

The RTB ran four targeted advertising campaigns in 2025:

- To remind landlords of the need to register their tenancies annually, we ran a regional media campaign targeting seven counties with the highest levels of potentially unregistered tenancies in February
- To inform stakeholders of the RPZ extension nationwide, we ran a social media advertising campaign in June
- To raise student awareness of their rental rights and responsibilities, we ran a national digital advertising campaign, *Knowledge is Key,* in August and September
- To promote registration compliance, we advertised across national and regional print and broadcast media along with social media in December

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 2025, we showed up in person across the country, listening to our stakeholders, answering questions from students in colleges and collaborating with local authorities to enforce rental law on the ground. The events we organised in 2025 included:

- Our Annual Conference in November which was attended by over 110 stakeholders
- Presentations on rental law and the RTB's services at 31 external stakeholder events
- Seven briefings on RTB data releases, four in person and three online, which were attended by 322 stakeholders and members of the media
- A rental law compliance forum in Galway, attended by the Minister for Housing, Local Government and Heritage, James Browne TD, and stakeholders from across the rental sector

A panel discussion at the RTB's Annual Conference featuring (l-r): Threshold CEO John Mark McCafferty, Respond CEO Aoife Watters, moderator Eileen Dunne, IPAV CEO Genevieve McGuirk and LDA Senior Economist David Duffy



Spotlight on: **RTB Annual Conference 2025**

Delivering a Sustainable Rental Sector was the theme of our annual conference, held in the Royal Irish Academy in November. The event brought together 120 stakeholders from across the sector to share the latest RTB data, insights and international perspectives. It was formally opened by Minister for Housing, Local Government and Heritage, James Browne TD and addressed by RTB Chair Owen Keegan and RTB Director Rosemary Steen.

Marie Linder, President of the International Union of Tenants, gave the keynote address on *Tenant protection and rental regulation – Lessons from across Europe.* The conference included two panel discussions featuring leading voices from Ireland's housing sector.

The first panel discussion, *The changing profile of Ireland's rental sector,* reflected on key changes in the shape of the rental sector in recent years. It was moderated by broadcaster Eileen Dunne. She was joined in conversation by Genevieve McGuirk, CEO of the Institute of Professional Auctioneers and Valuers, Aoife Watters, CEO of Respond Housing Association, John Mark McCafferty, CEO of Threshold and David Duffy, Senior Research Economist with the Land Development Agency.

The second panel discussion addressed the challenges and opportunities in delivering a sustainable rental sector in 2026. It included Aidan Culhane, CEO of The Iveagh Trust, Jeremy O'Sullivan, Managing Director - Portfolio Management and Capital Markets at IRES Reit, Ber Grogan, Executive Director with Simon Communities of Ireland and Conor O'Toole, Associate Research Professor at the ESRI.



Pictured at the RTB Annual Conference were Minister for Housing, Local Government and Heritage, James Browne TD and RTB Director Rosemary Steen

Launching a new website

In 2025, we transformed how we explain rental law with the launch of a modern plain English website and new explainer videos to walk customers through key processes.

The website, rtb.ie, was launched in June and was designed to be easier to navigate for all users. It allows customers to:

- find information, research and data on the rental sector
- carry out tasks such as registering a tenancy or applying for dispute resolution
- use tools like the RTB Rent Calculator to set rents

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 2025, we published research and data that delivered critical insights on the changing profile of Ireland's rental sector. We shared insights with government and stakeholders to inform policy and used our data to target compliance campaigns where they were needed most.

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

The RTB 'Profile of the Register' data series 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 Quarterly Updates

In 2025, we published four quarterly updates which shared key RTB administrative data. The data shared included:

- Notices of Termination received by the RTB
- RTB compliance and enforcement activity
- RTB Dispute Resolution Service statistics

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



In 2025, the RTB commissioned a second Individual Property Level Analysis by the Economic and Social Research Institute (ESRI). These studies track changes in rent for individual properties over time and identify properties where a rent increase above RPZ rules was observed, improving our understanding of rent dynamics.

The latest study covered the period from Q2 2024 to Q1 2025 and showed that Rent Pressure Zones (RPZs) continued to play a significant role in moderating rent increases at property level. It found that 62% of all properties nationally saw no change in rent year on year, an increase of nearly five percentage points compared with the previous year. This stability was most evident within RPZs.

In contrast, properties outside RPZs were more likely to experience substantial rent hikes with a fifth of non-RPZ properties recording increases of 8% or more.

The analysis found:

- Average growth in property level rents between Q2 2024 and Q1 2025 was 2.15% across all properties nationally, down from 2.7% one year earlier.
- For sitting tenants, property level rents increased by an average of 1.4% nationally in the year up to Q1 2025. For properties where the tenant changed, property level rents increased by an average of 3.7% in the period.
- For sitting tenants, property level rents grew more slowly in RPZs compared with non-RPZ areas. Between Q2 2024 and Q1 2025, the average annual rent increase was:
  - 1.0% – 1.4% in Dublin
  - 1.1% – 1.6% in all other RPZs
  - 2.9% – 4.4% in non-RPZ areas
- For properties where the tenant changed, average annual rent increases were notably more moderate in Dublin than in other RPZs and non-RPZ areas:
  - 1.7% – 2.7% in Dublin
  - 3.6% – 5.2% in all other RPZs
  - 11.6% – 15.9% in non-RPZ areas

Organisational development and governance

Part 1

Our team

New appointments

New appointments

In 2025, the RTB strengthened its Executive Leadership Team with two new appointments:

- Paul Naughton joined the RTB as Deputy Director, Data Services and Technology in November 2025. He joined the RTB from Mater Private Network where he served as Head of Business Applications.
- Saragh Fitzpatrick was appointed as Deputy Director, Corporate Affairs and Governance in 2025. A qualified ACCA accountant, she joined the RTB from the Houses of the Oireachtas Service where she was Chief Financial Officer.

Board appointments

In June 2025, James Doorley resigned from the Board of the RTB. In September, the Minister for Housing, Local Government and Heritage appointed Mark McManus to the Board for a three-year term following a public recruitment process.

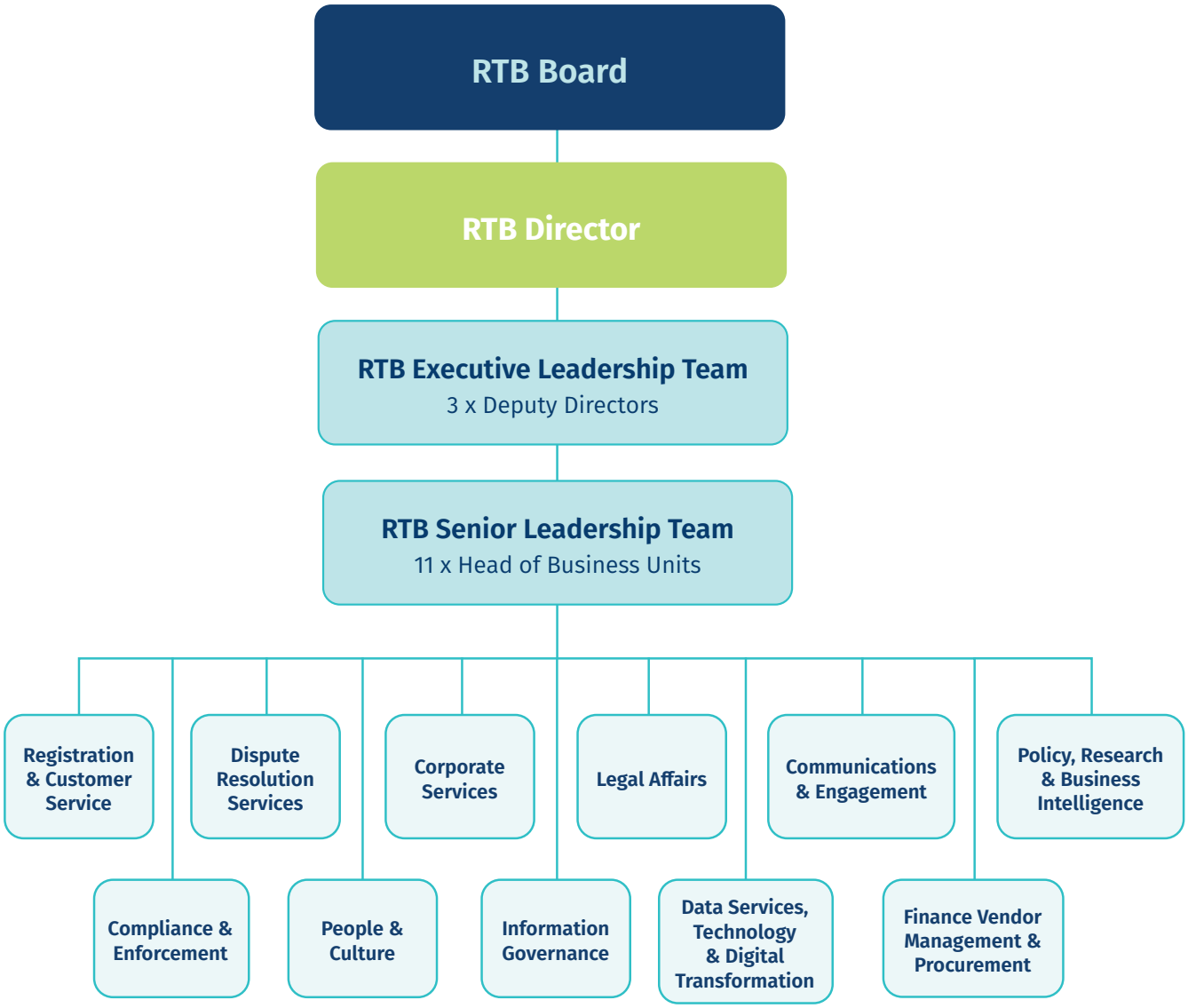
Mark McManus is a Fellow Chartered Accountant (FCA) with over 20 years' experience across professional services and industry. He has held senior technology leadership roles with Aer Lingus, Sandvik, ICON Clinical and KPMG, leading large-scale transformation across cloud, data and enterprise systems. He currently serves as a Programme Manager delivering major IT transformation initiatives.

Specialist staff appointments

In line with our commitment to improving customer service, the RTB held an external competition to recruit for the specialist role of Head of Registrations and Customer Service. Daniel Cotrim was appointed to the role in 2025, becoming a member of our Senior Leadership Team. He joined from WhatsApp, where he was Global Operations, Senior Manager.

At the end of 2025, the RTB had 132 sanctioned staff members following the recruitment of 31 new staff during the year.

Organisational structure



RTB Transformation Project

We made further progress on the Transformation Project begun in 2024 to implement our new Target Operating Model (TOM), including:

- We implemented the first module of a Human Resources Information System to support workforce planning, reporting and people management processes.
- We recruited in key areas including procurement, vendor management and content to support organisational capability.
- We introduced 12 new HR policies, staff training initiatives and the Health & Safety Authority Work Positive Survey to support employee engagement and organisational culture.
- We assessed alternative office accommodation options to address the current configuration across multiple floors to support improved collaboration.

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 part two 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. The RTB Director is 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 25,409 kilogrammes of CO2 in 2025, a 56% reduction from 2024.

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 2025. 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 2025, 30 customers made a complaint about the RTB to the Ombudsman. This was down from the 42 complaints made in 2024. Of the complaints, 29 were addressed and resolved while one remains outstanding.

Information governance

The RTB's Information Governance unit is responsible for data protection, Freedom of Information, record management and compliance, data sharing agreements with other public sector organisations, open data, and the RTB's adherence to the requirements of the National Archives. The RTB has an Information Governance Steering Group which provides oversight for adherence to related policy. We also have a network of information stewards across the organisation, who are responsible for supporting best practice in their business units, with the support of the Information Governance business unit.

Data Protection and GDPR

In 2025, the RTB processed 61 data subject access requests, an increase of 49% from 2024. Under GDPR, the RTB received 11 data erasure requests and 3 data rectification requests. The RTB notified 2 data breach incidents to the Data Protection Commission. The RTB has policies and procedures in place to achieve the highest standards of data protection. The RTB's DPO holds quarterly in-person GDPR training for all new staff and other colleagues.

Freedom of Information (FOI) Act 2014

The RTB processed 114 Freedom of Information requests under the FoI Act in 2025, an increase of 11% on 2024. Of the FoI requests received, 57 were for non-personal records, 41 were for personal records and 16 included both. In 2025, the Office of the Information Commissioner published two decisions in relation to the RTB.

Access to Information on the Environment

We received no requests under Access to Information on the Environment regulations last year.

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 2025, the RTB launched a new website with content translated to Irish, and all forms are available in both languages. In 2025, our advertising campaigns complied with the requirement to publish 20% of content in Irish, and to spend 5% of all categories of advertising spend in Irish language media.

Residential Tenancies Board Report and Financial Statements

For the year ended 31 December 2025

Table of Contents

Governance Statement & Board Members' Report	**34**
Board responsibilities	34
Board structure	35
Board committees	36
Schedule of Board members' fees, attendance and expenses	38
Dispute Resolution Committee	41
Adjudicators and Mediators Panel	42
Decision Makers panel	43
Key personnel changes	43
Disclosures required by Code of Practice for the Governance of State Bodies (2016)	43
Statement of Compliance	44
Statement on Internal Control	**45**
Responsibility for the System of Internal Control	45
Purpose of the System of Internal Control	45
Key control procedures	45
Risk and control framework	45
Organisational structure	47
Ongoing monitoring and review	49
Governance	50
Procurement	50
Review of effectiveness	50
Internal control issues	50
Financial Statements	**52**
Report of the Comptroller and Auditor General	52
Statement of Income and Expenditure and Retained Revenue Reserves	55
Statement of Comprehensive Income	56
Statement of Financial Position	57
Statement of Cash Flows	58
Notes to the Financial Statements	59

Governance Statement and Board Members' Report

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 her 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.

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 2025, the Board met on 23 occasions (32 in 2024), both for ordinary Board meetings and to fulfil its quasi-judicial role. The Board held 12 ordinary Board meetings and 11 Board Disputes meetings. 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 Act 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, Infrastructure, Public Service Reform and Digitalisation 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 2025 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 2025 at its meeting on 23 March 2026.

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 2025.

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 2025, one new member was appointed to the Board.

In 2025, Board member James Doorley resigned from the Board on 3 June 2025. Owen Keegan resigned as Chairperson of the Board on 11 June 2026.

The Minister for Housing, Local Government and Heritage appointed Mark McManus to the Board with effect from 8 September 2025 until 7 September 2028, and he was appointed interim Chairperson from 25 June 2026 to 25 December 2026.

The table on the following page details the appointment information for Board members during 2025.

As of 31 December 2025, 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 also 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 Resigned on 11 June 2026
Mark McManus	Board member Interim Chairperson	08 Sep 2025 – 07 Sep 2028 25 Jun 2026 – 25 Dec 2026
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 Jul 2017 - 31 Jul 2021 31 Jul 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 Apr 2018 - 22 Apr 2021 23 Apr 2021 - 22 Apr 2026
James Doorley	Board member	23 Apr 2018 - 22 Apr 2021 23 Apr 2021 - 22 Apr 2026 Resigned on 03 Jun 2025
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

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.

To ensure ongoing effectiveness and alignment with their terms of reference, the Board periodically reviews its committees. The review conducted in December 2024 resulted in changes to committee membership and a broader restructuring of the committee framework.

In 2025 the Board had the following Board Committees in place:

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

Audit and Risk Committee

The Audit and Risk Committee ("ARC") comprises at least three Board members and at least two external members with skills and executive experience in risk management, governance, and finance. The ARC held 11 meetings during 2025. The ARC reports to the Board after each meeting. On 31 July 2025, external member Catherine Comer stepped back from the ARC. Board member James Doorley resigned from the ARC on the 03 February 2025.

Board member Colin Potts second term expired on 03 October 2025, and Audry Deane was appointed on 24 September 2025.

As of 31 December 2025, the members of the Audit and Risk Committee were Board members Paul Dunne (Chairperson), Brendan Foster, Audry Deane and external members Catherine Comer and Colette Byrne.

Committee member	Meetings attended
Meetings held	**11**
Paul Dunne – Board (Appointed Chairperson 9 February 2023 and term ended 19 June 2026)	10
Colin Potts – Board (Appointed 4 October 2019)	8
James Doorley – Board (Appointed 14 September 2023 and resigned 3 February 2025)	0
Brendan Foster (Appointed 19 December 2024 and appointed Chairperson 19 June 2026)	11
Audry Deane (Appointed 24 September 2025)	1
Catherine Comer – (External)	4
Colette Byrne – External (Appointed 6 November 2025)	0
**Owen Keegan	11

** Attended the Audit & Risk Committee as a guest.

Research, Legislation, Strategy and Performance Committee

The Board established the Research, Legislation, Strategy and Performance Committee on 21 November 2024 to provide oversight and assurance to the RTB. The Committee advises on RTB research and data activities, reviews proposed legislative changes, oversees the RTB's Statement of Strategy and annual Business Plans, and monitors organisational performance through the development and tracking of KPIs.

The Committee met 3 times during 2025. Committee members as of the 31 December 2025 were Board members Paddy Gray (Chairperson), Julia Carmichael, Sheila O'Riordan, Patricia O'Sullivan Lacy, and Audry Deane. Board member James Doorley resigned from the Research, Legislation, Strategy and Performance Committee on the 03 June 2025.

Committee member	Meetings attended
Meetings held	**3**
Paddy Gray (Appointed 19 December 2024)	3
Julia Carmichael (Appointed 19 December 2024)	1
Sheila O'Riordan (Appointed 6 February 2025)	2
Patricia O'Sullivan Lacy (Appointed 19 December 2024)	3
Audry Deane (Appointed 6 February 2025)	2
James Doorley (Appointed 6 February 2025 and resigned 3 June 2025)	0
**Owen Keegan	3
**Gemma Barrett	1

** Attended the Research, Legislation, Strategy and Performance Committee as a guest.

ICT Governance Committee

The Committee provides oversight and guidance to the Board on all ICT-related matters across the RTB, including risk management, information and technology management, and cyber security. It oversees the operation and effectiveness of ICT services and expenditure and supports the development and implementation of ICT and data governance standards.

The Committee met 9 times during 2025. Committee members as of 31 December 2025 were Board members Gemma Barrett (Chairperson), Paul Dunne, Colin Potts, Yvonne Harris and external members Mihai Bilauca and Brian Curtis.

Committee member	Meetings attended
Meetings held	**9**
Paul Dunne – Board (Appointed 12 January 2023)	8
Colin Potts – Board (Appointed 16 May 2024)	7
Gemma Barrett – Board (Appointed 19 December 2024)	8
Yvonne Harris – Board (Appointed 19 December 2024)	6
Mihai Bilauca – (External)	5
Brian Curtis – External (External)	7
**Owen Keegan	7

**Attended the ICT Governance Committee as a guest.

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 2025.

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 RTB Section 189 Committee did not meet in 2025.

Schedule of Board members' fees, attendance and expenses

During 2025 Board members were paid €132,773 (2024: €106,558) 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, Infrastructure, Public Service Reform and Digitalisation 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 2025 and Board members' attendance at meetings during the year.

Board member fees and expenses 2025

Board member	Board work	Travel and subsistence	Total (Fees & expenses)
Owen Keegan	€16,678	€0	€16,678
Paul Dunne	€11,235	€221	€11,456
Paddy Gray	€11,235	€1,733	€12,968
Julia Carmichael	€5,618	€0	€5,618
Audry Deane	€11,235	€57	€11,292
James Doorley	€5,618	€0	€5,618
Patricia O'Sullivan Lacy	€11,235	€149	€11,384
Colin Potts	€11,235	€0	€11,235
Sheila O'Riordan	€11,235	€2,191	€13,426
Yvonne Harris	€11,235	€0	€11,235
Gemma Barrett	€11,235	€18	€11,253
Brendan Foster	€11,235	€0	€11,235
Mark McManus	€3,744	€0	€3,744
Total	**€132,773**	**€4,369**	**€137,142**

In addition to the Board fees and travel & subsistence above, Gemma Barrett was reimbursed €196 for a training course she attended. In compliance with Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation guidelines, Board members were reimbursed a total of €4,369 for travel and subsistence incurred for attendance at meetings and training.

Board members' meeting attendance in 2025

Board Member	Board Meeting	Board Disputes Meeting	Audit & Risk Committee	Research Legislation Strategy and Performance Committee	ICT Governance Committee
Meetings Held	**12**	**11**	**11**	**3**	**9**
Owen Keegan	12	11	*11	*3	*7
Paul Dunne	10	9	10		8
Paddy Gray	9	10		3	
Julia Carmichael	10	5		1	
Audry Deane	11	8	1	2	
James Doorley*	3	3		0	
Patricia O'Sullivan Lacy	10	10		3	
Colin Potts	9	8	8		7
Sheila O'Riordan	11	10		2	
Yvonne Harris	11	10			6
Gemma Barrett*	11	10		*1	8
Brendan Foster	11	10	11		
Mark McManus	4	3			

* Asterisk indicates Board member was a member of one or more Committees for only part of the year or attended as a guest of the committee

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 716 Tribunal Appeals heard in 2025. 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 went ahead, was adjourned, or was withdrawn. The table below shows payments to Tribunal members for 2025.

Tribunal member fees 2025

Name	Fees	Training	Total
Andrew Nugent	€39,660	€392	€40,052
Anne Leech	€42,198	€588	€42,786
Brian Murray	€35,402	€392	€35,794
Ciara Doyle	€57,055	€588	€57,643
Dairine Mac Fadden	€53,812	€588	€54,400
Dervla Quinn	€67,223	€392	€67,615
Eoin Byrne	€57,375	€392	€57,767
Finian Matthews	€55,011	€588	€55,599
Fintan McNamara	€32,490	€196	€32,686
Healy Hynes	€76,680	€588	€77,268
Helen Claire O'Hanlon	€56,511	€196	€56,707
Hugh Markey	€44,755	€588	€45,343
James Egan	€45,811	€588	€46,399
John Keane	€34,585	€588	€35,173
John Keaney	€53,941	€392	€54,333
Karen Ruddy	€62,492	€588	€63,080
Louise Moloney	€48,668	€392	€49,060
Mary Doyle	€41,559	€588	€42,147
Maureen Cronin	€51,750	€784	€52,534
Michael Vallely	€47,927	€588	€48,515
Michelle O'Gorman	€99,188	€784	€99,972
Nesta Kelly	€0	€196	€196
Peter Shanley	€47,013	€392	€47,505
Rosemary Healy Rae	€36,985	€392	€37,377
Suzy Quirke	€56,636	€588	€57,224
Total	**€1,244,727**	**€12,348**	**€1,257,075**

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 independently, 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/Mediators for 2025.

Adjudicator and mediator fees 2025

Name	Fees	Training	Total
Anne Marie Giblin	€46,200	€588	€46,788
Avril O'Meara	€15,400	€196	€15,596
Brian Whelan	€616	€0	€616
Cathrina Keville	€24,024	€588	€24,612
Ciaran Joyce	€60,984	€588	€61,572
David Duncan	€44,352	€588	€44,940
David McParland	€40,656	€392	€41,048
Donald Menzies	€57,288	€588	€57,876
Emma Barry	€33,880	€588	€34,468
Emma Foley	€3,080	€196	€3,276
Emma Slattery	€0	€196	€196
Fiona Walsh	€33,264	€392	€33,656
Frank Brady	€41,888	€588	€42,476
Georgina Farren	€31,416	€588	€32,004
Grainne Quinn	€616	€392	€1,008
John Noonan	€46,200	€196	€46,396
Louise Beirne	€1,848	€196	€2,044
Mark Kane	€74,536	€588	€75,124
Mema Byrne	€0	€196	€196
Michael MacNamee	€19,096	€588	€19,684
Niamh O'Doherty	€53,822	€784	€54,606
Sarah Brophy	€18,480	€392	€18,872
Shaun Smyth	€44,968	€588	€45,556
Sinéad Fitzpatrick	€25,256	€588	€25,844
Steven Dixon	€46,200	€588	€46,788
Susan Appelbe	€49,280	€392	€49,672
Thomas Dowling	€0	€392	€392
Una Ni Chathain	€43,736	€588	€44,324
Ursula Condon Flynn	€36,960	€392	€37,352
Total	**€894,046**	**€12,936**	**€906,982**

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 2025 are set out below.

Decision Maker Fees 2025

Name	Fees	Training	Total
Angela Becker	€12,580	€0	€12,580
Cynthia Lennon	€6,460	€0	€6,460
Margaret Browne	€12,920	€0	€12,920
Susan Ahern	€9,520	€0	€9,520
Total	**€41,480**	**€0**	**€41,480**

Key personnel changes

Pádraig McGoldrick commenced his role as interim Deputy Director on 6th August 2024 until 9th January 2026 and Claire Diggin commenced her role as interim Deputy Director on 19th August 2024 until 18th February 2025. Paul Naughton was appointed Deputy Director of Data Services and Technology and took up his role on 11th November 2025. Saragh Fitzpatrick was appointed Deputy Director of Corporate Affairs & Governance and took up her role on 12th January 2026.

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, Infrastructure, Public Service Reform and Digitalisation. The following disclosures are required by the 2016 Code:

Employee short-term benefits breakdown

38 staff members were paid short-term benefits in excess of €60,000 each during 2025. These payments are analysed in Note 5a of the RTB's 2025 Financial Statements. For the purpose of this disclosure, employee short-term benefits during 2025 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	2025	2025
Legal Advice	€87,672	€207,583
Procurement	€144,527	€54,381
Financial	€73,324	€0
PR and Marketing	€173,253	€0
Other	€126,296	€938
Total	**€605,072**	**€262,902**

No consultancy costs were capitalised during 2025 or 2024.

Legal costs and settlements

The table below provides a breakdown of amounts categorised in the 2016 Code as legal costs and settlements in 2025. 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*	2025	2024
Judicial review	€22,289	€0
Enforcement	€823,379	€838,042
Legal settlements	€483,301	€40,917
Court appeals	€280,297	€194,869
General Administration	€215,239	€312,147
Other legal support	€290,724	€386,257
Total	**€2,115,229**	**€1,772,232**

*the figures in the above table relate to legal costs in the year and cover both accruals and payments

Travel and subsistence expenditure

Travel and subsistence expenditure is set out below.

Travel and subsistence	2025	2024
RTB staff	€16,246	€4,467
Board members	€4,369	€4,322
Tribunal members	€1,464	€2,985
Total	**€22,079**	**€11,774**

Of the current year travel and subsistence amount for RTB staff, none relates to foreign travel (2024: €0). 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, Infrastructure, Public Service Reform and Digitalisation guidelines.

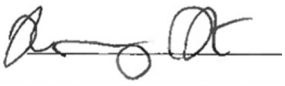
Hospitality expenditure

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.

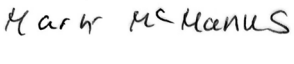
Hospitality expenditure	2025	2024
Staff	€4,342	€18,432
Stakeholder education and awareness events	€504	€6,436
Total	**€4,846**	**€24,868**

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 2025 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 2025.



Rosemary Steen
Director
Date: 16 July 2026



Mark McManus
Interim Chairperson
Date: 16 July 2026

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, Infrastructure, Public Service Reform and Digitalisation, has been in place in the RTB for the year ended 31 December 2025 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 2025, 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 eleven times during 2025.

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 2025 during its meeting on 21 November 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 nine times over the course of 2025 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's Risk Management Policy outlines the principles, practices, and procedures that guide risk management within the organisation, including its 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.

RTB Risk Appetite Statement

The RTB approved an updated Risk Appetite Statement in May 2025. The RTB's Risk Appetite Statement provides clear guidance for decision-making and risk management across all levels of the organisation, supporting a culture of accountability, transparency, and resilience. It is reviewed to ensure it reflects changes in our operating environment, strategic priorities, and stakeholder expectations, enabling the organisation to remain agile and responsive to emerging challenges and opportunities.

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 five times and Risk Management was included on the Board's agenda five times in 2025.

Divisional Risk Register

During 2025, the RTB developed a Divisional Risk Register for each business unit of the organisation, identifying the key risks within each area and the associated metrics aligned to the RTB's Risk Appetite Statement. Workshops were held with our external risk consultant, together with members of the ELT (Deputy Directors) and SMT (Head of Business Units), to support this work.

Each head of business unit is responsible for maintaining their Divisional Risk Register. To ensure new or emerging risks are captured promptly, staff must report any such risks to the head of the business unit so they can be added to the relevant register and appropriately managed. The Divisional Risk Registers are reviewed and monitored by both the ELT and the ARC.

Risk Management System

Throughout 2025, 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.

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 are two permanent Deputy Directors 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 & Engagement
- Finance and payroll
- Vendor Management and Procurement
- Corporate Governance
- Risk Management
- Information Governance
- Research and Policy
- Data & analytics
- Office of the Director.

The Target Operating Model

The Transformation Project to implement the Target Operating Model (TOM) commenced in 2024 and remains a key strategic initiative for the RTB. While recruitment for certain TOM roles was paused towards the end of 2024, the 2025 Workforce Plan prioritised a number of roles identified within the TOM, including Procurement and Vendor Management functions. Two Deputy Director vacancies were also filled with commencement dates in late 2025 and early 2026, namely, Deputy Director for Data Services, Technology and Digital Transformation and Deputy Director for Corporate Affairs and Governance, together with a dedicated TOM Manager role to support delivery of the Transformation Programme.

During 2025, the RTB continued to progress a number of initiatives aligned with the implementation of the TOM.

2025 TOM Initiatives

- Implementation of the first module of a Human Resources Information System to support workforce planning, reporting and people management processes.
- Recruitment of two Deputy Director roles, Deputy Director for Data Services, Technology and Digital Transformation and Deputy Director for Corporate Affairs and Governance to strengthen digital transformation, governance capability and senior leadership oversight of the Transformation Programme.
- Recruitment of key roles including Procurement, Vendor Management and Content Editor roles to support organisational capability.
- Introduction of 12 new HR policies and staff training initiatives, including Diversity, Equity and Inclusion and Dignity at Work training.
- Introduction of the HSA Work Positive Survey to support employee engagement, wellbeing and organisational culture.
- Updating of Candidate Information Booklets to strengthen recruitment processes.
- Establishment of a wellness room within the office to support staff wellbeing.
- Progression of work to assess alternative office accommodation options to address the current office configuration across multiple floors and support improved collaboration.
- Staff engagement on the Transformation Programme, including an update presented by the TOM Manager at the All-Staff Meeting in July 2025.

These initiatives support the continued implementation of the Target Operating Model and the organisation's objective of strengthening governance, organisational capability and service delivery.

Operations

In 2025 the RTB completed a number of major strategic operational projects:-

- Transition in July 2025 to a new business processing office to provide high quality customer facing operations including phone, email, webchat and other business processing services
- In July 2025 the RTB launched a new online Dispute Resolution Centre. The new system has changed how landlords, tenants and third parties can apply for RTB dispute resolution services and manage their cases. Through one online portal, it is now easier for RTB customers to:
  - Apply and pay for dispute resolution
  - Submit evidence
  - Check the status of a case
  - See when a hearing is scheduled
  - Get in touch with a case officer
- The RTB commenced preparation for the Residential Tenancies (Miscellaneous Provisions) Act 2026 which represents the biggest change in rental law regulation since the establishment of the RTB. This included the procurement and appointment of an external Project Management Office with internal Project Sponsor to ensure that the RTB had the capacity and capability to deliver Government policy.
- The RTB went live with a new website in June 2025:
  - The site has a new navigation menu designed to make it easier to find key information.
  - the site has been designed with accessibility in mind and the content has been re-written in plain English.

- In the backend, the website benefits from a significantly easier to use Content Management System (CMS) providing improved tools for the RTB to make updates and changes to the site as required.
- Customers can access both the disputes resolution centre and the registration portal from the website. (This has been further updated from 1st March 2026 to reflect new legislation).

- The RTB also held 4 quarterly updates for the media and stakeholders to inform them of key development in the RTB and with regard to data provided by the RTB.

Research & Policy

Over the course of 2025, the RTB made progress in strengthening its research and policy function. Key outputs included the publication of the quarterly RTB Profile of the Register data series, the quarterly RTB/ESRI Rent Index, and a peer reviewed research report entitled 'Understanding Trends in Property Level Rental Inflation'.

The Profile of the Register analysis provided detailed information on all private and AHB tenancies registered with the RTB at the end of each quarter from Q2 2023 to Q4 2025. The series offered a comprehensive breakdown of tenancies by county, Local Authority, Local Electoral Area, dwelling type, dwelling size, and landlord size. These data releases delivered important insights on the evolving size and shape of the rental sector in Ireland.

The research report Understanding Trends in Property Level Rental Inflation examined changes in rent for individual properties that appeared at least twice in RTB registration data between Q2 2022 and Q1 2025, resulting in approximately 375,000 matched property pairs. Nationally, the findings showed that property level rents grew moderately, by an average of 2.15% per annum in the latest year (Q2 2024–Q1 2025), down from 2.7% one year earlier. This analysis strengthened understanding of real rent movements for sitting tenants and also enabled the RTB to undertake targeted RPZ compliance campaigns, focusing initially on 3,000 cases where rent increases appeared to exceed RPZ limits.

Ongoing monitoring and review

2025 was the third 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 have been 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 2025. 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 2025:

- Appointment of one Board member by the Minister.
- On going governance training and development for Board members.
- Ongoing monitoring and management of risks by the Executive, Audit and Risk Committee and Board.
- The review of the Board committee membership and a broader restructuring of the committees' framework.
- Procurement of a new board papers application to streamline the preparation, circulation, and review of board documents and to deliver improved security controls.

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 leadership 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 2025 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 material internal control issues.

Internal control issues

Procurement

I confirm that the RTB ensures that there is an appropriate focus on good procurement practice in the award of all contracts and that procedures are in place to ensure compliance with all relevant guidelines.

In 2025, the RTB complied with these guidelines with the exception of 3 contracts, with expenditure of €4,943,847 (incl. VAT) as set out below:

- Business Process Outsourcing (BPO): The RTB incurred expenditure of €3,702,421 in 2025 relating to a Business Process Outsourcing contract which had been extended during 2024 to ensure continuity of critical services. During 2024 and early 2025, the RTB conducted and completed a competitive procurement process for the provision of BPO services.
- Managed Services Provider (Interim Arrangement): The RTB incurred expenditure of €1,032,670 in 2025 relating to an interim contract for managed ICT support services awarded for an initial 12-month term, approved by the Board to ensure continuity of critical ICT operations pending completion of a competitive Managed Service Provider procurement.
- Legacy ICT System Support: In 2025, the RTB incurred expenditure of €208,756 relating to the continued operation and maintenance of a legacy ICT system supporting the RTB's dispute resolution and case management processes. The supplier was the sole provider of ICT support for the proprietary legacy platform.

By the end of 2025, all three of the above had been regularised through competitive procurement processes.

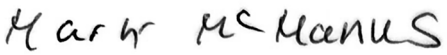
Registration income

An Internal Audit review of registration income concluded with an unsatisfactory rating. The audit highlighted system limitations within RTB360, undocumented or inconsistent income recognition processes, delays and control weaknesses in refund processing, and a high level of manual activity across the income cycle. Management has committed to enhancing the control environment through implementation of specific actions to address these findings.

There were no further material internal control weaknesses identified during 2025 other than those disclosed above.

Conclusion

During 2025 the RTB continued its transition with a strong focus on stakeholder and customers while strengthening governance arrangements across the organisation. We would like to thank all the RTB team, the Board and landlords, tenants and third parties who used our services during 2025. We hope that our new digital service enhancements and website alongside enhanced customer care and more external opportunities to engage with the RTB brought benefits. In particular, we would like to thank Minister James Browne and all his team at the Department of Housing, Local Government and Heritage for their support as well as all the members of the Oireachtas we engaged with through 2025. We look forward to building on the achievements on 2025 as we work towards a new strategy for the RTB in 2026.



Mark McManus

Interim Chairperson

Date: 16 July 2026

Ard Reachtaire 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 2025 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 2025 and of its income and expenditure for 2025 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.

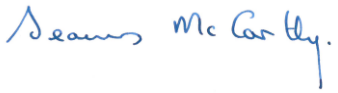
I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

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 the Residential Tenancies Board incurred a material level of expenditure in respect of three contracts that operated in 2025 that were not in compliance with relevant procurement rules. The three contracts were regularised by year-end 2025 through competitive procurement processes.



Seamus McCarthy
Comptroller and Auditor General

23 July 2026

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

	Notes	Year Ended 31 December 2025 €	Year Ended 31 December 2024 €
Income			
Registration fees	2	**14,889,245**	12,519,996
Disputes fees	2	**130,213**	162,340
Other income	4	**22,447**	19,365
Exchequer funding	3	**17,776,546**	12,190,635
Deferred pension funding	13c	**834,000**	812,000
Transfer from capital account	11	**1,234,193**	1,798,897
Sub-total		**34,886,644**	27,503,233
Expenditure			
Staff costs	5a	**7,597,844**	7,280,306
Board and panel member costs	5b	**2,360,409**	3,790,697
Administrative costs	5c	**19,022,661**	18,113,355
Pension costs	13a	**1,190,000**	1,222,000
Depreciation	6	**2,027,388**	1,942,443
Sub-total		**32,198,302**	32,348,801
Surplus / (deficit) for the year		**2,688,342**	(4,845,567)
Accumulated Surplus 1 January		**1,121,252**	5,966,819
Accumulated Surplus 31 December		**3,809,594**	1,121,252

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

Rosemary Steen
Director
Date: 16 July 2026

Mark McManus
Interim Chairperson
Date: 16 July 2026

Statement of Comprehensive Income

	Notes	Year Ended 31 December 2025 €	Year Ended 31 December 2024 €
Surplus/(deficit) for the year		**2,688,342**	(4,845,567)
Experience gain/(loss) on pension scheme liabilities		**(52,000)**	2,761,000
Changes in assumptions underlying the present value of pension scheme liabilities		**1,982,000**	1,253,000
Actuarial gain/(loss) & past service cost recognised	13d,e	**1,930,000**	4,014,000
Adjustment to deferred pension funding		**(1,930,000)**	(4,014,000)
Total recognised (deficit) for the year		**2,688,342**	(4,845,567)

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

Rosemary Steen
Director
Date: 16 July 2026

Mark McManus
Interim Chairperson
Date: 16 July 2026

Statement of Financial Position

	Notes	Year Ended 31 December 2025 €	Year Ended 31 December 2024 €
Fixed Assets			
Property, plant and equipment and intangible assets	6	**3,307,983**	4,542,176
Current Assets			
Receivables	7	**1,110,852**	823,280
Cash and cash equivalents	8	**8,889,413**	4,674,025
		10,000,265	5,497,305
Payables			
Amounts falling due within one year	9	**(6,190,671)**	(4,376,053)
Net Current Assets		**3,809,594**	1,121,252
Total Net Assets Before Pensions		**7,117,577**	5,663,428
Deferred pension funding	13b,c	**17,497,000**	17,956,000
Pension scheme liabilities	13b	**(17,497,000)**	(17,956,000)
Total Net Assets		**7,117,577**	5,663,428
Representing			
Accumulated surplus	10	**3,809,594**	1,121,252
Capital account	11	**3,307,983**	4,542,176
		7,117,577	5,663,428

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

Rosemary Steen
Director
Date: 16 July 2026

Mark McManus
Interim Chairperson
Date: 16 July 2026

Statement of Cash Flows

	Notes	Year Ended 31 December 2025 €	Year Ended 31 December 2024 €
Reconciliation of Operating Surplus to Net Cash inflow from Operating Activities			
Operating surplus/(deficit) for year		**2,688,342**	(4,845,567)
Depreciation	6	**2,027,388**	1,942,443
Loss on disposal of equipment		**-**	1,553
Transfer from capital account	11	**(1,234,193)**	(1,798,897)
(Increase) in receivables		**(287,571)**	(166,973)
Increase / (decrease) in payables		**1,814,617**	(633,279)
Net cash inflow / (outflow) from operating activities		**5,008,583**	(5,500,720)
Cash Flow Statement			
Net cash inflow / (outflow) from operating activities		**5,008,583**	(5,500,720)
Net Capital Expenditure			
Cash paid for property, plant and equipment and intangible assets	6	**(793,195)**	(145,671)
Cash received for property, plant and equipment and intangible assets		**-**	572
Increase/(Decrease) in Cash and Cash Equivalents		**4,215,388**	(5,645,819)
Opening Cash Balance		**4,674,025**	10,319,844
Closing Cash Balance		**8,889,413**	4,674,025

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.

Certain prior year figures have been re-analysed and/or re-presented on the same basis as the current 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 2025 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.

1 Accounting policies *(cont'd)*

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

f) Property, plant and equipment and intangible assets

Property, plant, & 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 of 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.

1 Accounting policies *(cont'd)*

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, Infrastructure, Public Service Reform and Digitalisation.

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, & 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, & 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, & 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.

1 Accounting policies *(cont'd)*

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 he 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

	2025	2024
	€	€
Registration fees		
Private and Approved Housing Body accommodation	**13,979,445**	11,682,987
Student-specific accommodation	**909,800**	837,009
	14,889,245	12,519,996

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 2025 was higher than in 2024. In 2025, there were 270,490 private tenancy registrations. This is the highest volume of private tenancy registrations ever recorded by the RTB in a single year. Similarly, a total of 60,375 AHB tenancies were registered in 2025. This is the highest volume of AHB tenancies registered in a single year.

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 increase in SSA fees in 2025 compared to 2024 is explained by an increase in the volume of student accommodation registered during the year.

	2025	2024
	€	€
Dispute fees		
Dispute fees	**130,213**	162,340

The standard fee for the RTB's 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

	2025	2024
	€	€
Funding for operating cost	**18,117,000**	12,268,000
Funding for pensions	**100,000**	323,733
Employee pension paid to Exchequer (Note 13a)	**(440,454)**	(401,098)
	17,776,546	12,190,635

The Exchequer funding was provided to the RTB by the Department of Housing, Local Government & Heritage. Employee pension deductions paid to the Exchequer were higher in 2025 than 2024 due to salary and staffing increases.

4 Other income

	2025	2024
	€	€
Sundry income	**30**	10
Legal costs recovered	**22,417**	19,355
	22,447	19,365

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

	2025	2024
	€	€
RTB staff	**6,405,126**	5,763,458
Staff training	**98,015**	118,303
PRSI costs	**662,517**	573,827
Other staff costs	**432,186**	824,718
	7,597,844	7,280,306

Other staff costs in 2025 include recruitment costs and agency costs incurred when staff vacancies arose in the year. There were 119 staff directly employed by the RTB at year end 2025 (2024: 108). No staff members were seconded to the RTB from any other Government Department at year end (2024: 0). No termination, post-employment, or other long-term benefits were paid to any employees during the year. The cost of RTB staff pay in 2025 reflects the increased staff numbers at the RTB in 2025 and the impact of national pay awards and staff increments compared to 2024. Other staff costs in 2025 reflect decreased agency costs compared to the prior year.

5a Staff Costs *(cont'd)*

Key management personnel	2025	2024
	€	€
Short-term benefits paid	**1,248,476**	1,276,788

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 pay under Staff Costs. Key management personnel at the RTB include the Director, the Deputy directors and Assistant directors.

Paul Naughton was appointed as Deputy Director with effect from 11 November 2025.

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	2025	2024
	€	€
RTB Director's remuneration	**168,183**	156,198

The RTB Directors' remuneration for 2025 reflects Rosemary Steen's remuneration for the year. 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 2025. The RTB Directors' remuneration is included within Short-term benefits under Key management personnel.

38 staff members received gross pay in excess of €60,000 in 2025 (2024: 35). These payments are analysed in the following table.

Range of total employee benefits		**Number of employees**	
From	**To**	**2025**	**2024**
€60,000	€69,999	14	15
€70,000	€79,999	9	14
€80,000	€89,999	10	2
€90,000	€99,999	2	2
€100,000	109,999	-	2
€110,000	€119,999	2	-
€120,000	€169,999	1	-

Note: There were no employees who received in excess of €120,000 in 2024 due to the movement between the previous Director resigning in early 2024, followed by the appointment of an Interim Director until such time as the new Director was appointed in September 2024.

5b Board and panel member costs

	2025	2024
	€	€
Board members' fees	**132,773**	106,558
Disputes tribunal members' fees	**1,244,727**	2,167,994
Disputes adjudicators' & mediators' fees	**894,046**	1,473,702
Compliance & Enforcement decision-makers' fees	**41,480**	24,140
Travel and subsistence – Board	**4,369**	4,322
Travel and subsistence – panel members	**1,464**	2,985
Training – Board	**11,257**	1,000
Training – panel members	**30,293**	9,996
	2,360,409	3,790,697

The increase in Board members' fees in 2025 reflects Board vacancies during 2024 being filled by the end of 2024.

The year-on-year decline in Tribunal members' fees and in Adjudicators' & Mediators' fees is attributable to several factors including; the success of early intervention and the operational impact of the changeover to the new Disputes platform during 2025. Early intervention works by providing information to the applicant at the start of the process about possible outcomes based on their evidence submitted and has an estimated 50% success rate.

5c Administrative costs

	2025	2024
	€	€
Customer contacts[1]	**6,852,651**	6,558,433
Legal fees	**2,202,901**	1,979,815
Professional fees	**437,322**	355,569
Communications and education	**418,978**	412,015
Rent Index and research	**402,548**	381,580
Print and postage	**2,179,095**	2,032,629
Administration	**370,252**	368,334
Meeting rooms	**31,776**	27,621
Rent and insurance	**926,167**	1,007,925
Premises	**107,482**	81,568
ICT services	**3,786,927**	3,888,576
Subscriptions	**46,157**	23,440
Stenography	**98,490**	150,645
Translation	**120,926**	191,899
Initiatives and projects	**1,024,743**	591,126
Travel and subsistence	**16,246**	4,467
Loss on disposal of asset	**-**	1,553
Provision for bad debt	**-**	56,160
	19,022,661	18,113,355

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.

5c Administrative costs *(cont'd)*

Customer contact costs for 2025 reflect procurement costs in relation to the transition to a new third-party service provider during 2025, as well as additional services provided to the RTB by the provider in 2025, including additional support for Disputes.

Legal fees reflect costs associated with the level of activity within Enforcement and Disputes, together with instances where following a legal process, the RTB has an obligation to dispense costs for both plaintiff and defendant.

Translation and Stenography both reflect decreased activity as a result of the decline in hearings linked to the panel member costs at Note 5b.

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

The Provision for bad debt in 2024 is for unpaid Student Specific Accommodation (SSA) registration receivables recorded in 2021, 2022 and 2023, this is unchanged for 2025. (see also Note 7).

6 Property, plant and equipment

	Computer equipment	Software development	Leasehold improvements	Furniture and fittings	Office equipment	Total
Cost	€	€	€	€	€	
Opening balance	583,304	8,812,398	2,100,045	472,723	84,328	12,052,798
Additions	31,594	754,148	-	7,453	-	793,195
Disposals	-	-	-	-	-	-
At 31 December 2025	614,898	9,566,546	2,100,045	480,176	84,328	12,845,993
Depreciation						
Opening balance	426,749	5,045,639	1,594,736	359,170	84,328	7,510,622
Disposals	-	-	-	-	-	-
Charge for the year	65,572	1,829,699	105,002	27,115	-	2,027,388
At 31 December 2025	492,321	6,875,338	1,699,738	386,285	84,328	9,538,010
Net Book Value						
At 31 December 2024	156,555	3,766,759	505,309	113,553	-	4,542,176
At 31 December 2025	122,577	2,691,208	400,307	93,891	-	3,307,983

7 Receivables

	2025	2024
	€	€
SSA registrations receivable	**240,840**	139,880
Provision for bad debt	**(56,160)**	(56,160)
Prepaid expenses	**507,871**	415,557
Accrued income	**221,450**	316,139
Net wages	**186,310**	1,680
Tax saver / Cycle to work receivable	**10,541**	6,183
	1,110,852	823,280

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 2025 is represented by €128,300 for the academic year beginning in September 2025, and by €112,540 for the four preceding academic years respectively. A provision for bad debts in the amount of €56,160 remains, as not all of the aged balance may be collectable, although the RTB will robustly pursue the amounts legally due.

8 Cash and cash equivalents

	2025	2024
	€	€
AIB Bank	**8,889,413**	4,674,025
	8,889,413	4,674,025

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

9 Amounts falling due within one year

	2025	2024
	€	€
Creditors	**1,909,773**	1,729,079
Accruals	**3,425,130**	1,802,614
Other liabilities	**855,768**	844,360
	6,190,671	4,376,053

Included in Other liabilities are provisions of €324,631 for refunds due to customers (2024: €346,783) and a provision in respect of 1,826 incomplete registration applications with a value of €92,213 (2024: 1,583 applications, value €79,942).

10 Accumulated surplus

The accumulated surplus ("reserves") at the end of 2025 is €3,809,594 (2024: €1,121,252). 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 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).

Over 2023 and 2024, ongoing financial needs of the RTB reduced the value of its reserves and the remaining operating reserves would have been exhausted during the course of 2025 were it not for the supplementary funding of €4,917,000 received in late 2025.

During 2025 and into 2026, the RTB has continued to utilise its reserves to invest in organisational capacity to respond to increased demand for RTB services, in part due to the amendment in legislation as detailed in Note 19 below.

The Board, in consultation with the Department of Housing, Local Government, & Heritage, will keep the RTB's financial situation, in particular any surplus of funds, under review throughout the coming year.

Exchequer funding allocated by the Department of Housing, Local Government and Heritage in 2025 was €17,776,546, an increase of €5,585,911 compared to 2024 (2024: €12,190,635). As noted above, €4,917,000 of the increase in funding relates to supplementary funding received in September and December 2025 which was required to support costs primarily associated with infrastructure enhancements and upcoming legislative change which came into effect on 1st March 2026.

Registration and other non-Exchequer income in 2025 was €15,041,905, an increase of €2,340,204 compared to 2024 (2024: €12,701,701). As detailed at Note 2 Private and AHB income in 2025 was higher than in 2024, following the highest volume of private tenancy registrations ever recorded by the RTB in a single year. Similarly, AHB tenancies registrations also increased in 2025.

The combined increase in RTB Exchequer and non-Exchequer income in 2025 compared to 2024 was €7,926,115.

11 Capital Account

	2025	2024
	€	€
Opening balance	**4,542,176**	6,341,073
Transfer (to) / from Income and Expenditure Account		
Funding to acquire assets	**793,195**	145,671
Cost of asset disposal	**-**	(16,392)
Depreciation on disposals	**-**	14,267
Amortisation in line with asset depreciation	**(2,027,388)**	(1,942,443)
Total transfer (to) Income and Expenditure Account	**(1,234,193)**	(1,798,897)
Closing balance	**3,307,983**	4,542,176

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 2025 there were annual lease commitments under operating leases as follows:

	2025	2024
Expiry date:	€	€
Between 0 and 1 years	**701,247**	701,247
Between 1 and 5 years	**568,679**	1,269,926
Greater than 5 years	**-**	-
Total	**1,269,926**	1,971,173

13 Superannuation

a) Analysis of total pension costs charged to expenditure

	2025	2024
	€	€
Current service cost	**1,061,000**	1,024,000
Interest on pension scheme liabilities	**625,000**	691,000
Less employee contributions	**(295,000)**	(262,000)
Less additional superannuation contributions	**(145,000)**	(139,000)
Employer contribution – SPSPS	**581,000**	458,000
Adjustment to Deferred Funding - SPSPS	**(637,000)**	(550,000)
Pension costs charged to expenditure	**1,190,000**	1,222,000

During 2025 employee contributions to the RTB superannuation scheme in the amount of €101,489 were paid to the Department of Housing, Local Government & Heritage (2024: €108,903); employee ASC deductions in the amount of €145,252 were paid to the Department of Housing, Local Government & Heritage (2024: €139,498); and employee contributions to the single pension scheme in the amount of €193,713 were paid to the Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation (2024: €152,697).

In accordance with Circular 28/2016 RTB is required to remit employer contributions in respect of single pension scheme members. The amount payable for 2025 was €581,140 (2024: €458,090). This was remitted to Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation in April 2026.

b) Movement in net pension liability during the financial year

	2025	2024
	€	€
Net pension liability at start of year	**(17,956,000)**	(20,608,000)
Current cost	**(1,061,000)**	(1,024,000)
Benefits paid	**215,000**	353,000
Interest costs	**(625,000)**	(691,000)
Actuarial gain/(loss)	**1,930,000**	4,014,000
Pension deficit at end of year	**(17,497,000)**	(17,956,000)

c) Deferred funding for pensions

The RTB Superannuation Scheme was approved by the Minister for Environment, Community, & 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.

13 Superannuation *(cont'd)*

The Net Deferred Funding for Pensions recognised in the Income and Expenditure Account was as follows:

	2025	2024
	€	€
Funding adjustment in respect of current year pension charge	**1,686,000**	1,715,000
Less adjustment for SPSPS	**(637,000)**	(550,000)
Less pensions paid	**(215,000)**	(353,000)
	834,000	812,000

The deferred funding asset for pensions as of 31 December 2025 amounted to €17,497,000 (2024: €17,956,000).

d) History of defined benefit obligations

	2025	2024
	€	€
Defined benefit obligations	**(17,497,000)**	(17,956,000)
Experience losses/(gains) on scheme liabilities	**(52,000)**	2,761,000
Change in Actuarial Assumptions	**1,982,000**	1,253,000
Percentage of scheme liabilities	**11%**	22%

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 92 active members of the Single Scheme in 2025 (2024: 80).

The results set out above are based on an actuarial valuation of the liabilities in respect of the staff as of 31 December 2025. This valuation was carried out by a qualified independent actuary for the purposes of the accounting standard, *Financial Reporting Standard 102 – Pension Plan disclosures*.

13 Superannuation *(cont'd)*

The financial assumptions used to calculate scheme liabilities were:

	2025	2024
Discount rate	**3.90%**	3.40%
Salary increase assumption	**3.60%**	3.60%
Pension increase – Superannuation Scheme	**3.10%**	3.10%
Pension increase – Single Scheme	**2.10%**	2.10%
Price inflation (CPI)	**2.10%**	2.10%

The life expectancy assumptions underlying the calculations were:

	Life Expectancy (years) at 65	
Current Age	**Male**	**Female**
45 years	24.4	26.5
65 years	22.2	24.5

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 2025 were €0 (2024: €0).

15 Unresolved cases

The Board had 2,116 dispute resolution cases awaiting hearing on 31 December 2025 (2024: 2,031). 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 2025 is included in the Financial Statements. All costs incurred by the RTB in processing these cases up to the end of 2025 have been included in the 2025 *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, Infrastructure, Public Service Reform and Digitalisation 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, Infrastructure, Public Service Reform and Digitalisation and the Department of Housing, Local Government, & Heritage.

17 Financial sanctions imposed by Decision Makers

In 2025, RTB received €125,780 from landlords on foot of sanctions imposed by Decision Makers on them under S148X (4) (a) of the Residential Tenancies Act 2004 (as amended) (2024: €238,166). 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 €160,973 which included €47,978 owing at year end 2024, was remitted by the RTB to the Exchequer in 2025 (2024: €229,704). The balance of €12,785 to be paid to the Exchequer in 2026 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

On 24th February 2026, President Catherine Conolly signed into law the Residential Tenancies Bill (RTA 2026), which came into effect from 1st March 2026. This is expected to have a material impact on the operational needs of the organisation. Supplementary funding received in 2025 and held in reserves is primarily budgeted to cover the required significant investment in technology systems and organisational capacity during 2025 and 2026 to fulfil an expanded mandate in support of the residential tenancies sector.

The RTB will continue to engage with the Department throughout 2026 to agree plans for making the required investments to support the Government's policy measures implemented in March 2026 as well as future proofing the organisation to ensure they are able to meet the requirements of any future developments within the sector.

20 Approval of Financial Statements

The Financial Statements were approved by the Board on **16 July 2026.**

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*), 2024 - 2025

Number of tenancies registered with the RTB	2024	2025
Private rented tenancies	240,964	243,598
Cost rental tenancies	2,414**	4,739
Approved Housing Body (AHB) tenancies	50,507	55,914
Student Specific Accommodation (SSA) tenancies	36,521	39,705
Total number of tenancies registered	**327,992**	**339,217**

* Tenancy registration data is point in time, taken from the RTB Register at the end of the year. It is based on the number of tenancies that have registered and paid. The figures draw on the Profile of the Register data series that tracks private and AHB 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:

RTB Dispute Resolution Service applications received, 2022 - 2025

Application type	2022	2023	2024	2025
Applications for RTB Dispute Resolution Service	7,417	9,908	9,564	10,334

Table 3:

RTB Dispute Resolution Service hearings which took place for telephone mediation and adjudication, 2022 - 2025

	2022	2023	2024	2025
Telephone mediation and adjudication hearings which took place	3,005	3,940	5,272	3,378

Table 4:

Determination Orders issued, 2022 - 2025

	2022	2023	2024	2025
Determination Orders issued	2,656	2,977	4,207	2,423

Table 5:

Breakdown of applications for RTB dispute resolution that were withdrawn or closed before a hearing was scheduled, 2022 - 2025

Reason for withdrawal	2022	2023	2024	2025
Applications that were withdrawn/closed before a hearing was scheduled following early RTB intervention	2,307	3,582	2,967	2,116
Applications assessed as incomplete/RTB has no jurisdiction/tenancy not registered	1,458	1,144	2,082	2,367
Total	**3,765**	**4,726**	**5,049**	**4,483**

Table 6:

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

Reason for withdrawal	2022	2023	2024	2025
Hearing scheduled but case withdrawn before Determination Order issued	575	633	979	551
Total	**575**	**633**	**979**	**551**

Table 7:

Appeals (Tribunals), 2023 – 2025

	2023	2024	2025
Appeal applications received	1,218	1,439	851
Appeals approved	1,088	1,257	783
Tribunal hearings that took place	1,008	1,302	772

Table 8:

Breakdown of applications for dispute resolution received in 2025 by case parties, by frequencies and percentage

	2025	
	No.	**%**
Tenant	5,817	56%
Landlord	4,308	42%
Third party	209	2%
Total	**10,334**	**100%**

Table 9:

Appeals to tribunal by applicant type, 2025

	2025	
	No.	**%**
Tenant	454	53.3%
Landlord	387	45.5%
Third party	10	1.2%
Total	**851**	**100%**

Table 10:

Breakdown of dispute resolution applications received by dispute type, 2023 - 2025

	2023		2024		2025	
	Count	% cases*	Count	% cases*	Count	% cases*
Rent arrears/rent arrears and overholding	2,973	30%	2,621	27%	2,428	23.5%
Breach of landlord obligations	1,667	17%	1,733	18%	2,060	19.93%
Deposit retention	1,606	16%	1,811	19%	1,937	18.74%
Validity of Notice of Termination (Disputing the validity of a termination notice)	1,740	18%	1,649	17%	1,803	17.45%
Overholding	1,408	14%	1,304	14%	1,663	16.09%
Breach of tenant obligations	1,053	11%	1,193	12%	1,172	11.34%
Standard and maintenance of dwelling	983	10%	1,115	12%	1,039	10.05%
Unlawful termination of tenancy (illegal eviction)**	696	7%	653	7%	780	7.55%
Anti-social behaviour	730	7%	753	8%	769	7.44%
Damage in excess of normal wear and tear	404	4%	481	5%	459	4.44%
Validity of notice of rent review	363	4%	290	3%	294	2.84%
Rent review not in line with Rent Pressure Zone	306	3%	237	2%	286	2.76%
Breach of fixed term lease	231	2%	242	3%	285	2.76%
Termination of tenancy under false grounds***					214	2.07%
Rent more than market rate (not applicable to AHB tenancies)	236	2%	228	2%	179	1.73%
Other****	1,208	12%	462	5%	596	7.44%
Total	**15,604 (9,908 cases)**		**14,772 (9,564 cases)**		**10,334 (15,971 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.

**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.

***A new dispute reason, **Termination of tenancy under false grounds,** has been included since Q3 2025.

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

Table 11:

Average processing time (weeks) for mediation, adjudication and tribunal cases closed, 2022-2025

	2022	2023	2024	2025
Early intervention	Not available	Not available	Not available	4.31
Mediation	8.87	9.33	8.31*	10.23
Adjudication	20.45	22.66	24.17*	20.43
Tribunal	31.48	29.42	22.04*	17.21

*Following the introduction of the RTB's Dispute Improvement Programme, which can lead to closure of older cases commenced in previous years, the RTB introduced a new monitoring metric in 2024 to more accurately reflect the time an RTB customer would expect to wait for dispute resolution. This is detailed in Table 12 below.

Table 12:

Average processing time (weeks) for cases received and processed in 2025

	Processing time in weeks
Early intervention	4.2
Mediation	9.68
Adjudication	14.72
Tribunal	13.38

Table 13:

Rent tribunal activity 2025

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

Table 14:

Breakdown of case parties who requested enforcement in 2025

	2025
Landlord	267
Tenant	136
AHB	37
Third party	3
Total	**443**

Table 15:

Requests to pursue enforcement received, 2022 - 2025

	2022	2023	2024	2025
Number of requests to pursue enforcement received	440	390	485	443

Table 16:

Court Orders obtained by the RTB on behalf of case parties, 2022 – 2025

2022	2023	2024	2025
106	50	88	68

Table 17:

Requests received to pursue enforcement, approved for RTB legal assistance

	2022	2023	2024	2025
Approved	328	292	348	321
Not approved	23	67	74	78
Total	**351**	**359**	**422**	**399**

Table 18:

Cases approved for legal assistance, settled prior to a solicitor having to be engaged

	2022	2023	2024	2025
Total number of cases approved for legal assistance, settled prior to a solicitor having to be engaged	81	47	48	52

Table 19:

Reasons for enforcement case closure

	2022	2023	2024	2025
Full compliance or settlement agreements	139	81	138	124
Matters were withdrawn or not pursued following initial engagement by the RTB	28	35	25	23
Total	**167**	**116**	**163**	**147**

Table 20:

Number of enforcement cases closed per year

Cases closed per year	2022	2023	2024	2025
Total*	**536**	**534**	**672**	**707**

*This blended figure includes cases opened in previous years.

Table 21:

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

	2022	2023	2024	2025
Total	**13**	**80**	**135**	**122**

Service area 3:

Ensuring compliance

Table 22:

Sources of information on potential non-compliance, 2022 - 2025

	2022	2023	2024	2025
Referrals from members of the public	694	835	699	1,377
Department of Social Protection - Rent Supplement Allowance	1,119	786	884	650
Housing Assistance Payment (HAP)	10,862	10,345	10,449*	8,761
Local Authorities - standards inspections	573	151	704	800
Internal information	198	164	18	26
Total	**13,446**	**12,281**	**12,754**	**11,614**

*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 23:

Registration enforcement notices and letters issued, 2022 – 2025

	2022	2023	2024	2025
1st Notice	3,084	200	834	96
2nd Notice	1,615	255	320	192
Warning/Solicitor Letter	175	155	46	115
Other*	174	17,870	0	6,606
Total	**5,048**	**18,480**	**1,200**	**7,008**

*Leaflet with RTB registration information.

Table 24:

Breakdown of approved investigations into alleged improper conduct by source of investigation, 2022 - 2025

		2022	2023	2024	2025
Own volition*	Phone call or email or letter received	81	33	113	226
	RTB proactive monitoring of the market				
Complaints received		49	49	11	14
Total		**130**	**82**	**124**	**280**

*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 25:

Alleged improper conduct by type of allegation for investigations approved, 2022 - 2025

	2022	2023	2024	2025
Rent raised above the amount allowed by RPZ restrictions	87	25	13	128
Non-registration	36	45	81	161
Failure to offer a tenancy back to a tenant	3	2	1	1
False or misleading reason on a notice of termination**	4	15	2	1
Failure to notify the RTB of changes to a tenancy	6	11	3	0
Seeking a deposit in excess of one months' rent	2	3	4	8
Seeking an advance payment in excess of one month's rent	1	6	39	0
Falsely relying on an RPZ exemption		1		0
Failure to notify the RTB of an RPZ exemption		1		0
Total alleged improper conducts	**139**	**109**	**143**	**291**
Total investigations approved	**130**	**82**	**124**	**280**

Table 26:

Decisions issued to landlords, 2021 - 2025

2021	2022	2023	2024	2025
90	106	149	87	106

Table 27:

Appeals of investigation decisions

	2021	2022	2023	2024	2025
Appeals received	1	21	3	1	6

No appeals against the RTB have been successful to date.

Table 28:

Published sanctions by type of improper conduct, 2022 - 2025

Type of improper conduct	2022* *	2023	2024	2025
Breach of RPZ requirements	36	67	43	31
Failure to notify the RTB of reliance on a rent exemption	1	0	0	0
Failure to notify the RTB of changes to a tenancy	2	5	0	1
Failure to offer back	2	1	1	1
False or misleading reason knowingly cited in notice of termination				1
Seeking a higher amount to secure a tenancy than allowed				1
Failure to update the register within one month of a change in rent				2
Failure to register	10	17	29	29
Total types of improper conduct	**51**	**87**	**81**	**66**
Total instances of improper conduct sanctioned *				**116**
Total published confirmed sanctions	**47**	**85**	**75**	**58**

*A sanction may cover more than one allegation of improper conduct and an allegation of improper conduct may involve more than one instance of the same improper conduct.

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

Table 29:

Overcharged rent returned to tenants and amount paid in sanctions by landlords, 2019-2025

	2019-2022	2023	2024	2025
Overcharged rent (€) returned to tenants*	€347,000	€88,787.88	€31,205.94	€135,819.99
Amount paid (€) in sanctions by landlords**	€67,867.75	€64,360.87	€238,299.37	€127,280

*This includes all overcharged rent repayment as a result of investigations that the RTB has been informed of and for which the RTB has 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 30:

Circuit Court confirmed sanctions published, 2023 - 2025*

	2023	2024	2025**
Acknowledgements published	69	47	27
Investigations published	16	26	29
Published acknowledgements average monetary (€) sanction	€802.26	€3,241.73	€2,042.01
Published investigations average monetary sanction	€1,246.43	€3,093.70	€4,061.51
Overall average monetary amount of sanctions published (acknowledgements and investigations)	€1,042.13	€3,178.63	€3,084.34
Lowest sanction	€100	€100	€200
Highest sanction	€11,396.76	€15,786.52	€22,000

*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.

**Two cases, which involved both an acknowledgement and an investigation, are not included in these figures. As a result, the acknowledgements and the investigations published add up to 56 rather than the 58 published confirmed sanctions we reported for 2025.

Service area 4:

Providing information, research and data

Table 31:

RTB customer service contacts

Method	2022	2023	2024	2025
Phone calls received	251,865	215,582	154,085	144,070
Phone calls answered	115,063	155,470	149,452	138,626
Emails received	223,77	306,109	208,395	141,044

Table 32:

Breakdown of complaints received by complaint type, 2024 – 2025

Complaint Reason	2024 N%		2025 N%	
Registration	136	42.4%	104	42.3%
Disputes and tribunals	147	46%	129	52.4%
Compliance and enforcement	1	0.3%	3	1.2%
Data protection	5	2%	4	1.6%
Other	32	10%	6	2.4%
Order enforcement	0	0%	0	0%
Total	**321**		**246**	

Table 33:

Oireachtas member queries received, 2022 - 2025

	2022	2023	2024	2025
Oireachtas member queries received per year	543	484	265	402

Table 34:

Communications and engagement activity in 2025

Item	Total
Stakeholder events	31
Unique website visitors	770,697
Website page views	4,039,904
National advertising campaigns	4

Organisational development and governance

Table 35:

HR and facilities activity in 2025

Item	Total
Sanctioned staff at end-2025	132
Recruitment campaigns	15
New staff	31
Staff promoted	3
Access Officer requests	24

Table 36:

Finance and procurement activity

Item	Total
Interest or penalties relating to late paid invoices in 2025	0
Contracts the Director formally approved for renewal	1
New services tendered for (excluding the three-quote process)	6

Table 37:

Information governance

Item	Total
Freedom of Information (FoI) requests	114
FoI Internal Reviews	9
Cases under review by Office of the Information Commissioner (OIC)	4
Decisions published by OIC	2
Data Subject Access Requests received	61
Data breach incidences reported to Data Protection Commission	2
Access to Information on the Environment requests	0

Notes

RTB Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Residential Tenancies Board, PO BOX 12323, Dublin 2.

01-702 8100 / 0818 303037

@RTBinfo

www.rtb.ie