

Strategic Plan

2018-2022



This Residential Tenancies Board Strategic Plan 2018 – 2022 sets out how we will continue to support the development of a well-functioning rental housing sector in Ireland that is fair, accessible and beneficial for all.

Strategic Priorities 2018 - 2022

For 2018 – 2022 our strategic priorities are to:

- ▶ Focus on the customer.
- ▶ Deepen our understanding of the sector.
- ▶ Empower stakeholders with information.
- ▶ Be an effective regulator for the market.
- ▶ Ensure we have the organisational supports in place to deliver for the sector.

PRIORITY - CUSTOMER FOCUS

We will prioritise our customers and potential customers and improve their interaction with us by enhancing our technology and expanding our communications channels.

PRIORITY - INFORMATION AND EDUCATION

We will expand our provision of information to tenants, landlords, people working in the sector and the wider public to improve understanding of the sector and create a culture of knowledge around rights and responsibilities in the rental sector.

PRIORITY - IMPROVED REGULATION

We will expand our regulatory services to allow for more proactive regulation of the rental sector.

PRIORITY - DISPUTE RESOLUTION AND PREVENTION

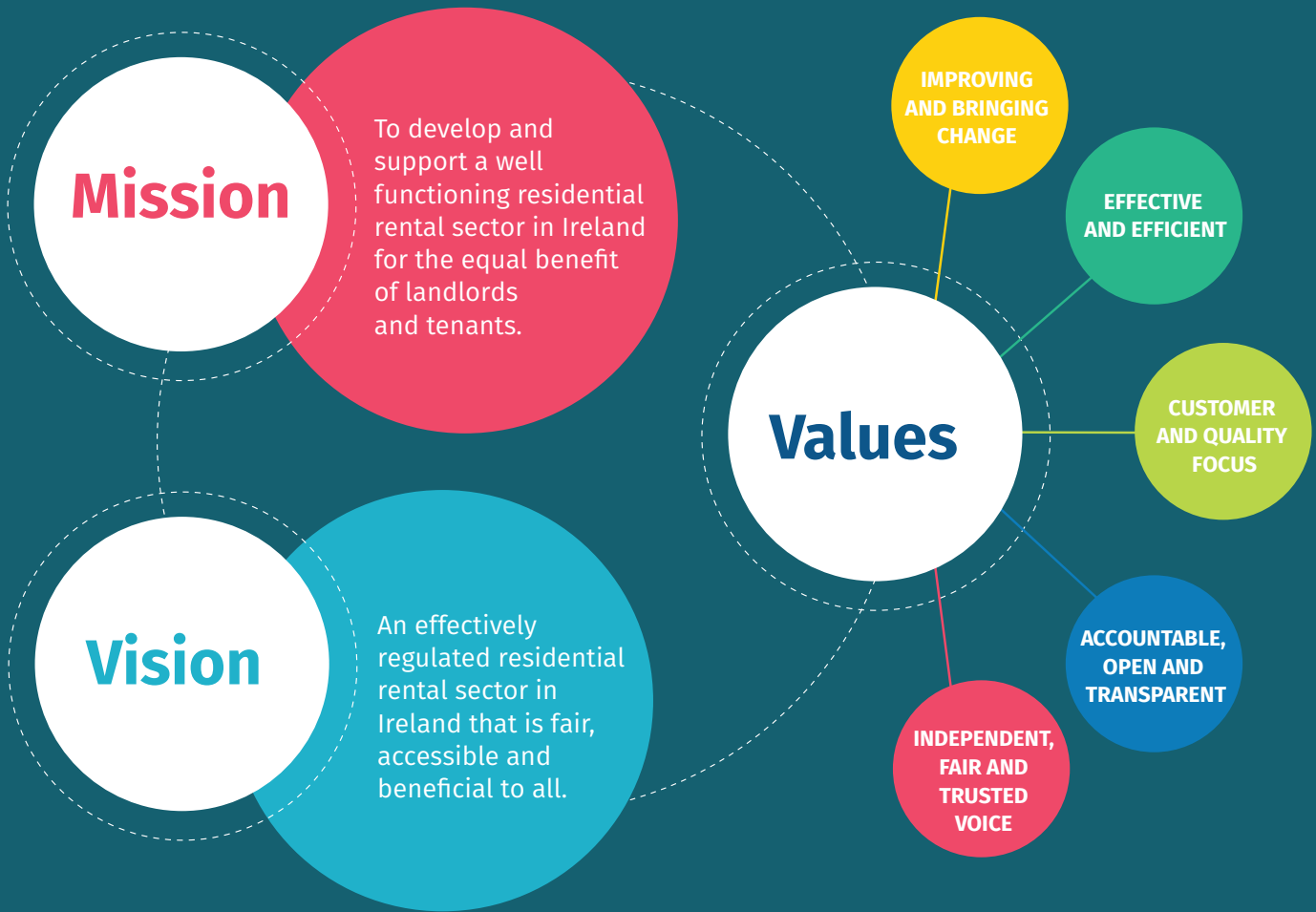
The RTB will continue to provide its key dispute resolution services and will strengthen and develop its role in the prevention and resolution of tenancy disputes.

PRIORITY - DATA AND RESEARCH

We will use data and research to promote a better understanding of the rental sector, monitor trends, assess their impacts, and influence policy and outcomes.

PRIORITY - ORGANISATIONAL SUPPORTS

We will invest in our people and structures, realign our organisation, and support the changes required of us to deliver on our enhanced role in the sector.



Our Stakeholders

