



**Tailte
Éireann**

Clárúchán, Luacháil,
Suirbhéireacht
Registration, Valuation,
Surveying

Tailte Éireann

Customer Charter

& Action Plan

2024 - 2026

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Introduction

Tailte Éireann is a Civil Service body which operates under the aegis of the Department of Housing, Local Government and Heritage. We provide a system of registration of ownership of land in Ireland, deliver accurate, up-to-date valuations of commercial and industrial properties, and create and maintain the definitive mapping records of the State.

Our Mission is to provide trusted land registration, valuation and surveying services that benefit Irish society and the economy.

Our Vision is to be the authoritative provider of world-class digital-first land and property services.

Our Values are Integrity, Professionalism, Innovation, Respect, Accountability and Transparency.

Read more about our vision and organisational goals in our Statement of Strategy, available on our website, www.tailte.ie.

This Customer Charter shares our commitment to providing an excellent service, which is easily accessible through a range of channels in line with the principles of the Quality Customer Service Initiative.¹ Our Customer Action Plan, which forms part of this document, outlines how we intend to meet our commitments under the initiative.

We also want to hear from you, our service users and customers, on the steps we can take to improve service delivery. Details on how you can contact us with compliments, comments or complaints are provided in this document.

Our Customers

In delivering our services, we engage with surveyors, legal professionals, Government Departments, Local Authorities and state agencies, financial institutions, utilities and private sector businesses, as well as hill walkers, community groups and members of the general public.

We also deliver quality services to a wide audience who may be searching for information from within our archive collections. This includes academics, family historians, genealogists and State organisations.

We are fully committed to providing a professional, efficient and courteous service to all of our stakeholders, customers and service users. This Customer Charter and Action Plan sets out

¹ The QCS initiative: <https://www.gov.ie/en/policy-information/3274fd-quality-customer-service-initiative/>

our commitments and the strategies and actions we will undertake to enhance the services we provide.

Online Services

We are committed to making our products and services available online, where possible, and have significantly invested in electronic solutions to enhance the customer experience. Some of our most used digital services are listed below. For the full range of products and services available, please visit our website.

Tailte Éireann website: www.tailte.ie

Our website contains a broad range of content, including information on our services, publications and how you can contact us. The website should be your first contact point when you wish to access information on our products or application requirements, or to find further information on all our digital and self-service options.

Landdirect: www.landdirect.ie

Landdirect offers easy access to many Land Registry services. Search the map to identify property details and view or download documents (Folios) that provide information relating to the ownership of registered properties. Register for Property Alerts to be notified of certain activity on a property so you can take appropriate action.

For business account holders, we provide additional services, including tracking pending applications, fee management, electronic application forms including copy instrument requests.

eRegistration: www.eregistration.ie

eRegistration offers a range of services that facilitate the electronic registration of transactions affecting the Land Register. Some of the benefits include the secure circulation of draft and finalised deeds, electronic correspondence and notices and the payment of applicable fees.

Valuation Map: maps.tailte.ie

You can search our Valuation Map using the property number, address, or Eircode. Alternatively, you can select the County and local authority and narrow your search through other options provided.

Ratepayer Portal: occupierportal.tailte.ie

This portal is a secure, easy-to-use, self-serve website that allows occupiers and their agents to learn more about how their property was assessed.

Surveying Online Store: store.osi.ie

Our map store provides a one-stop, self-service shop for all our map products, including planning packs, licenses, copyrights and paper maps.

GeoHive Hub: www.geohive.ie

The GeoHive allows customers to search, view and access a range of our digital services and resources, such as our mapviewer, data catalogue and more. Explore our interactive story maps and historical maps, including the National Townland and Irish Historical Map Viewer and the National Aerial Imagery Dashboard.

Feedback and Engagement

We are committed to seeking engagement with our customers, service users and other stakeholders, including our parent Department and other public service bodies, on how we are performing as a service provider and identify ways we can improve.

From time to time, we will host public events, attend public and private sector events and conferences, and conduct focus group discussions with our customers to ensure we receive relevant user feedback on our level of service and product innovation. You will find details of such events on our website and social media channels.

In addition, we will seek the views of our customers and stakeholders through Customer Surveys. The aim of the survey will be to measure satisfaction with the services provided by Tailte Éireann and to evaluate ongoing customer needs and requirements.

Commitment to our Statutory Obligations

Data Privacy

Tailte Éireann is committed to treating personal data with respect, in line with Data Protection legislation and its own Data Protection policies. For further details on our Data Privacy obligations please refer to our website.

Public Sector Equality and Human Rights Duty

Tailte Éireann is also committed to fulfilling its statutory obligation under the Public Sector Equality and Human Rights Duty². This duty seeks to eliminate all forms of discrimination, promote equality and protect the human rights of employees, customers and service users.

² Section 42 of the Irish Human Rights and Equality Commission Act 2011



Tailte Éireann

Customer Charter 2024-2026

Service Delivery Commitments

We are dedicated to delivering an excellent service to all customers and have set out our service delivery commitments to you in this document.

Our Customer Service Teams will be polite, friendly and fair when dealing with you. No matter how we are contacted, your query will be dealt with promptly, efficiently and to the best of our ability.

Our Commitments: When you contact us

1. We endeavour to acknowledge and respond to all emails received by our support teams relating to general enquiries in a timely manner.
2. All team email addresses will display an 'out of office' message when the team member is unavailable to assist you, advising you of an alternative contact point.
3. We will be available to answer your calls to Customer Support during the times provided on our website, Monday to Friday, excluding public holidays.
4. We will answer calls to Customer Support promptly and we will be courteous and helpful in dealing with your enquiry.
5. We will advise callers who must be transferred of the reason for the transfer and the area or individual to whom we are transferring them.

Our Commitments: When you visit us

1. We will maintain safe, accessible* public offices and comply with Health and Safety standards.
2. We will ensure that our public offices are fit for purpose and enable our customers to conduct their business effectively and securely.
3. If you have made an appointment with us, we will ensure to have an appropriate team member with you to deal with your specific query more efficiently.

* Because of their age and design, our offices in Chancery Street and Henrietta Street have limited physical access. If you have accessibility requirements and wish to attend these offices, please contact our Access Officer on 01-8048146 in advance of your visit and we will do our best to accommodate you.

Customer Preparation – Help us to help you

Before contacting us there are steps that you can take which will help us to provide a quick and helpful response to your query.

Have all relevant details to hand

Before contacting our support team, please ensure you have any relevant reference numbers, such as the Folio number, Property number, Map Reference or Order number to hand. These details will greatly assist in the efficient processing and response to your query.

Review our website, you may find the answer you need

While we are always happy to assist you with your query, you may find that the information you are looking for is available on our website.

We also provide a range of online services, some of which have been outlined in this Charter, where you may find what you need. The website also contains guidance and information on all of our services which may be of help to you.

Choose the best way to contact us

The best way to contact us for any query is by emailing info@tailte.ie. Your email will be acknowledged immediately on receipt and a response will be provided by the appropriate team member as soon as possible.

If you know the team member that can best assist you with your query, you may also contact them directly by submitting a query from our website, www.tailte.ie.

Alternatively, you can make an appointment to speak to the team at one of our public offices, at a time that suits you and to ensure that the right team member is available to speak with you based on your query. You can find details on how to book an appointment on our website.

Dissatisfied with the service provided - How to make a complaint

If you are unhappy with the service provided by any team member, please bring it to their attention and they will try to resolve the issue as soon as possible.

We are committed to:

- Dealing with complaints in a courteous, prompt and efficient manner.
- Resolving complaints, where possible, at the first point of contact.
- Learning from our mistakes to ensure we don't repeat any errors that may occur.

If you wish to escalate your complaint, you may contact complaints@tailte.ie. More information on the details you should provide in your email and the steps we will take to find a resolution for you is available on our website.

Office of the Ombudsman

Any member of the public who feels they have been unfairly treated by a public service provider in Ireland can contact the Ombudsman. If you feel that Tailte Éireann does not satisfactorily resolve your complaint, you may refer your complaint to:

Office of the Ombudsman
6 Earlsfort Terrace
Dublin 2
D02 W773

Tel: 01 6395600

Email: ombudsman@ombudsman.ie

We will co-operate with any request from the Ombudsman to assist them in their investigation, including sharing all reports or correspondence on the matter, as required.

Unreasonable or Unacceptable Behaviour

Under the Public Sector Human rights and Equality Duty, Tailte Éireann is committed to protecting the rights of both employees and those who use its services. Tailte Éireann takes seriously its statutory obligations to protect the welfare, dignity and safety of every member of staff, none of whom will be required, or feel obliged, to deal with any customer or service user who is exhibiting threatening, abusive or offensive behaviour.

In addition, handling unreasonable behaviour can absorb a disproportionate amount of time and resources, which could be better used in the public interest. Our Policy on Complaints and Unreasonable Behaviour is available to view on our website.



Tailte Éireann

Customer Action Plan 2024-2026

Our Customer Action Plan sets out in detail how the commitments and standards of quality customer service will be delivered and evaluated by Tailte Éireann. We are committed to providing the best possible service to all our customers in line with the 12 Guiding Principles of Quality Customer Service³.

Customer Feedback and Engagement

We welcome our customers' comments, compliments or complaints at any time and would be happy to hear from you by email at info@tailte.ie.

From time to time, we will engage with stakeholders through targeted surveys to understand the changing needs of our customers.

Collaboration with Partners

We will continue to engage with our public service partners, including our parent department and other stakeholders to identify opportunities for improved and integrated delivery of our services. This will include:

1. Engaging in discussions with representative bodies through our groups and networks, including external groups.
2. Acting on our commitment to Public Service Reform in alignment with Better Public Services: A transformation strategy.⁴
3. Instigating and driving other consultation and collaboration on specific issues, as required.

Provision of Information

We will take a proactive approach to providing information that is accurate, in plain English and accessible to all customers.

We will ensure that our website is continuously reviewed to maintain the accuracy of information so that all customers can access the information. We will keep it updated regarding the various services provided by the functions within Tailte Éireann.

³ <https://www.gov.ie/en/policy-information/89dbad-guiding-principles-of-quality-customer-service/>

⁴ <https://www.gov.ie/en/publication/80247-better-public-services-public-service-transformation-2030-strategy/>

Freedom of Information & Access to Information on the Environment

The Freedom of Information (FOI) Act 2014 gives applicants the right to access records held by public bodies, which includes Tailte Éireann. Under FOI, you may ask for any records we hold relating to you personally (whenever created) or other records created after 21 April 2008.

Under the AIE Regulations⁵, information relating to the environment held by, or for, a public authority must be made available on request; subject to certain exceptions. The AIE regulations also oblige public authorities to proactively disseminate environmental information to the public.

Service through the Irish language

Tailte Éireann is committed to providing quality services in both Irish and English. We will endeavour to comply, where practicable and over time with the Official Languages Acts 2003 and 2021⁶ and any Regulations made under the Act. We will make every effort to accommodate customers who wish to conduct their business through Irish.

- We will respond in Irish to correspondence received in the Irish language.
- All major publications, such as our Annual Report and Statement of Strategy, will be available in Irish and English on our website.
- We will adhere to any new standards introduced under the 2021 Act and update this Charter accordingly.

Strategies and Actions 2024-2026

Tailte Éireann has identified specific strategies and actions to improve service delivery and to meet our commitments to our customers. Tailte Éireann commits to:

1. Publish this Customer Charter and Action Plan on our website and display, or make available, in all public offices.
2. Report on our customer service commitments and achievements on an annual basis as part of the Tailte Éireann annual report.
3. Provide clean, accessible public offices that comply with occupational and safety standards and facilitate access for people with disabilities.
4. Ensure that all complaints in regard to the delivery of customer service made are investigated promptly, fairly and with impartiality.
5. Maintain open channels for engagement with customers and stakeholders and act on the feedback and opportunities received, where practical.
6. Review existing services provided in the Irish language and comply over time with new standards or obligations introduced under the Official Languages (Amendment) Act 2021.

⁵ The European Communities (Access to Information on the Environment) Regulations 2007 (S.I. 133 of 2007)

⁶ <https://www.irishstatutebook.ie/eli/2021/act/49/enacted/en/print>

Evaluation and Reporting - How we will measure success

Our level of customer service will be monitored and measured against the 12 Guiding Principles of Quality Customer Service, our commitments as set out in our Action Plan and the number of complaints we receive.

The impact of the initiatives outlined in this action plan will be measured by:

- High levels of customer satisfaction, based on feedback and customer surveys and the number of complaints received.
- Level of achievement of and implementation of our action plan.
- Delivery over time of services as required in the Irish language in line with statutory requirements.
- Sustained provision of information to our customers through a broad range of channels.
- Feedback following attendance of Tailte Éireann at appropriate national and regional events.
- Increased percentage of the range of information available online in plain English.
- Increased and more diverse usage of our collective data and archives on land, property and surveying infrastructure of the state.

Tailte Éireann will report on performance against the commitments set out in this Charter and progress made on improving service delivery in its Annual Report.

Contact Us

General Queries

info@tailte.ie

Media Enquiries

communications@tailte.ie

Customer support phone lines

Registration Customer Service

Tel: 051 303000

Email: info@tailte.ie

Valuation Customer Service

Tel: 01 817 1000

Email: valinfo@tailte.ie

Surveying Customer Service

Tel: 01 802 5300

Email: customer.services@tailte.ie

Our postal address

Registration

Chancery Street, Dublin 7, D07 T652

Cork Road, Waterford, X91 FP98

Golf Links Road, Roscommon, F42 NC84

Valuation

Block 2, Irish Life Centre,

Abbey Street Lower, Dublin 1, D01E9X0

Surveying

Phoenix Park, Dublin 8, D08 F6E4

Make an Appointment

Land Registry:

[Make an appointment with Land Registry](#)

Registry of Deeds:

[Make an appointment with Registry of Deeds](#)

Valuation Archives:

[Make an appointment with Valuation Archives](#)

Surveying:

[Make an appointment with Surveying](#)

Additional contacts

Customer Experience Manager

Tailte Éireann, Golf Links Road,
Roscommon, F42 NC84

+353 (0)90 663 2721

CustomerExperienceManager@Tailte.ie

Disability Access Officer

Tailte Éireann, Corporate Services
Chancery St, Dublin 7, D07 T652

+353 (0)1 804 8154

DisabilityLiaisonOfficer@tailte.ie

FOI & AIE Officer

Tailte Éireann, Corporate Services
Chancery St, Dublin 7, D07 T652

+353 (0)1 804 8154

foi@tailte.ie

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