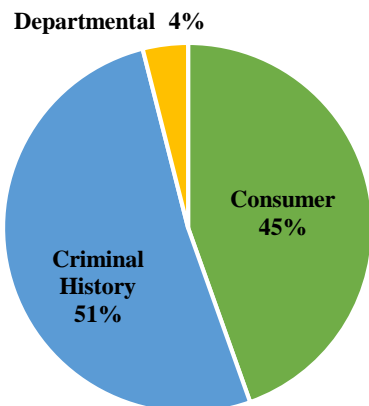# TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

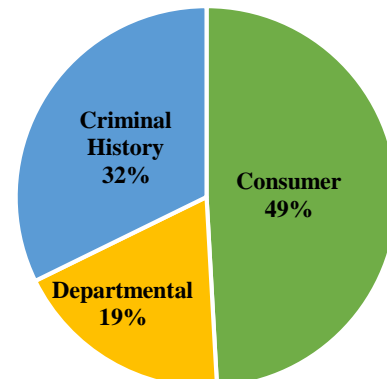## Mold Assessors and Remediators (MLD)

Key Statistics	MLD Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	5,100	832,593
Complaints Received	858	37,043
Cases Opened	102	10,902
Cases Closed	118	10,113
Average Time to Close (days)	135.36	151.96
% of Cases Resolved Within 6 Months	70.34%	68.52%
% of Cases Resulting in Disciplinary Action	11%	21%
Open Cases Pending at End of Fiscal Year	53	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	3	204
Number of Contested Cases Heard at SOAH	2	92
Formal Case Outcomes	MLD Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	3	614
Agreed Orders	14	1,254
Average Penalty Assessed on Orders	$1,979.17	$2,092.92
Total Penalties Assessed	$11,875.00	$3,452,750
Licenses Revoked (Disciplinary)	1	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	1	358
Cases Heard in District Court	0	1
Informal Case Actions	MLD Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	0	$324,299
Warning Letters	14	1,500
Other Informal Resolutions	90	6,434
Cease & Desist Orders	0	38

Source of MLD Cases Opened Fiscal Year 2019

Departmental 4%
Consumer 45%
Criminal History 51%

Source of All Cases Opened Fiscal Year 2019

Criminal History 32%
Consumer 49%
Departmental 19%

TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

Top 10 MLD Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	**Count**
Criminal History	52
Unlicensed activity	28
Employed unlicensed remediation worker	7
Failed to complete remediation protocol	4
Failed to maintain proper containment	4
Code of ethics violation	4
Data Collection and Maintenance	3
Failed to maintain records	3
Expired License	2
Work plan violation	2

Top MLD Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	**Count**
Unlicensed Activity	4
Criminal History	2
Employed unlicensed remediation worker	2
Obtained license by fraud	1
Failed to provide mold assessment report	1