



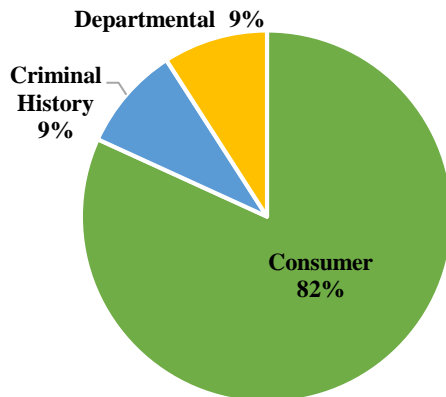
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

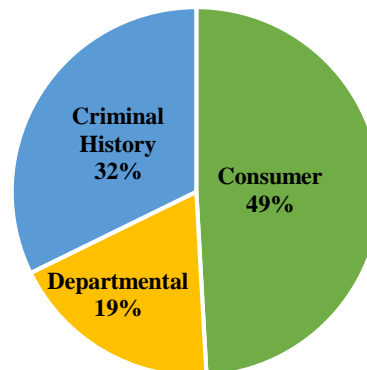
### Property Tax Consultants (PTC)

Key Statistics	PTC Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	1,842	832,593
Complaints Received	34	37,043
Cases Opened	11	10,902
Cases Closed	21	10,113
Average Time to Close (days)	434.38	151.96
% of Cases Resolved Within 6 Months	19.05%	68.52%
% of Cases Resulting in Disciplinary Action	9%	21%
Open Cases Pending at End of Fiscal Year	15	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	PTC Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	2	614
Agreed Orders	0	1,254
Average Penalty Assessed on Orders	\$4,000.00	\$2,092.92
Total Penalties Assessed	\$4,000.00	\$3,452,750
Licenses Revoked (Disciplinary)	1	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	PTC Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	7	1,500
Other Informal Resolutions	12	6,434
Cease & Desist Orders	0	38

**Source of PTC Cases Opened  
Fiscal Year 2019**



**Source of All Cases Opened  
Fiscal Year 2019**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top PTC Alleged Violations at Opening**

<b>Fiscal Year 2019</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
No certificate of registration	6
Ethics violation	3
Criminal History	1
Services not performed	1
Appraisals/no uniform standards	1

**PTC Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2019</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
No certificate of registration	1
Failed to comply with an order	1