



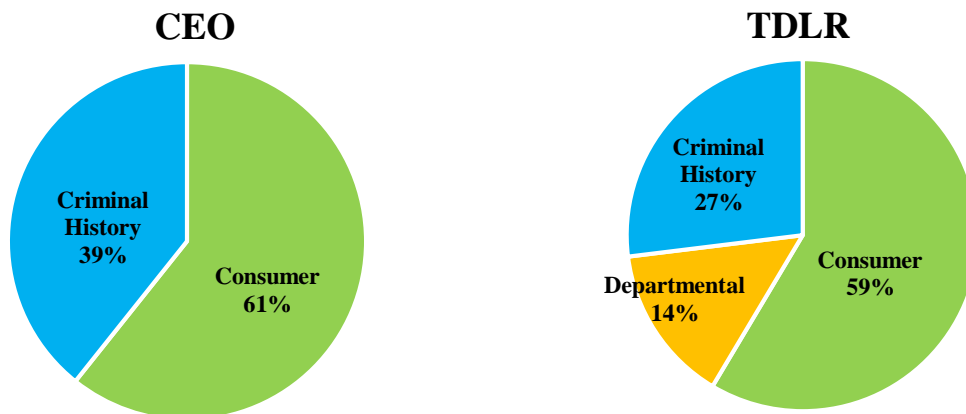
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Code Enforcement Officers (CEO)

Key Statistics	CEO Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	2,515	823,189
Complaints Received	322	32,683
Cases Opened	28	10,465
Cases Closed	17	9,763
Average Time to Close (days)	116.82	157.58
% of Cases Resolved Within 6 Months	76.47%	68.64%
% of Cases Resulting in Disciplinary Action	0.00%	13.48%
Open Cases Pending at End of Fiscal Year	15	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	CEO Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	0	853
Average Penalty Assessed on Orders	\$0.00	\$2,199.86
Total Penalties Assessed	\$0.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	CEO Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	0	1,615
Other Informal Resolutions	17	6,749
Cease & Desist Orders	0	46

### Source of Cases Opened Fiscal Year 2020





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

**CEO Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	10
Fraud, deceit or misleading statement	9
Unlicensed Activity	6
Gross negligence	5

**CEO Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action for Fiscal Year 2020 for the CEO program	N/A