



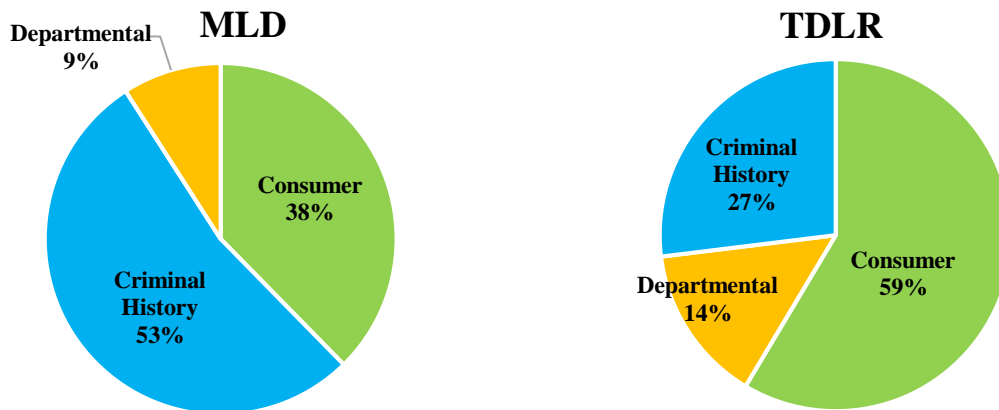
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Mold Assessors and Remediators (MLD)

Key Statistics	MLD Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	4,288	823,189
Complaints Received	770	32,683
Cases Opened	77	10,465
Cases Closed	59	9,763
Average Time to Close (days)	166.44	157.58
% of Cases Resolved Within 6 Months	71.19%	68.64%
% of Cases Resulting in Disciplinary Action	1.69%	13.48%
Open Cases Pending at End of Fiscal Year	54	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	1	140
Number of Contested Cases Heard at SOAH	1	63
Formal Case Outcomes	MLD Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	1	339
Agreed Orders	0	853
Average Penalty Assessed on Orders	\$2,000.00	\$2,199.86
Total Penalties Assessed	\$2,000.00	\$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	MLD Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	2	1,615
Other Informal Resolutions	56	6,749
Cease & Desist Orders	0	46

**Source of Cases Opened Fiscal Year 2020**





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

**MLD Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	41
Unlicensed Activity	8
Violated code of ethics	8
Failed to complete remediation protocol	3
Failed to pay dishonored check	2
Conflict of interest	2
Work plan violation	2
Lacks honesty, trustworthiness and integrity	1
Did not give a mold assessment report	1
Employed unregistered remediation worker	1
Failed to maintain proper containment	1
Failed to maintain records	1
Lacks qualifications for licensure	1

**MLD Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Unlicensed activity	1