



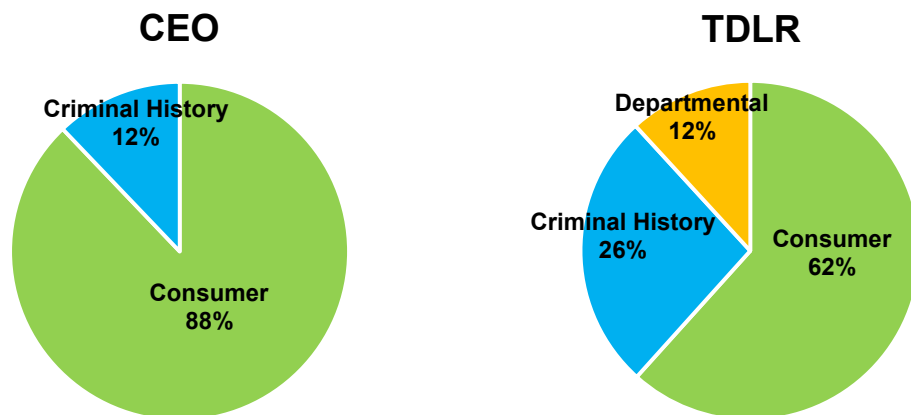
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Code Enforcement Officers (CEO)

Key Statistics	CEO Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	2,503	848,268
Complaints Received	272	32,655
Cases Opened	33	10,121
Cases Closed	31	9,335
Average Time to Close (days)	188.42	209.86
% of Cases Resolved Within 6 Months	58.06%	60.00%
% of Cases Resulting in Disciplinary Action	0.00%	13.41%
Open Cases Pending at End of Fiscal Year	17	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	CEO Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	0	455
Agreed Orders	0	711
Average Penalty Assessed on Orders	\$0.00	\$2,124.56
Total Penalties Assessed	\$0.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	CEO Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	3	1,768
Other Informal Resolutions	28	6,208
Cease & Desist Orders	0	19

### Source of Cases Opened Fiscal Year 2021





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

**CEO Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Unlicensed activity	18
Gross negligence	10
Criminal History	4
Fraud, Deceit, or misleading statement	3

**CEO Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2021</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action for Fiscal Year 2021 for the CEO program	N/A