

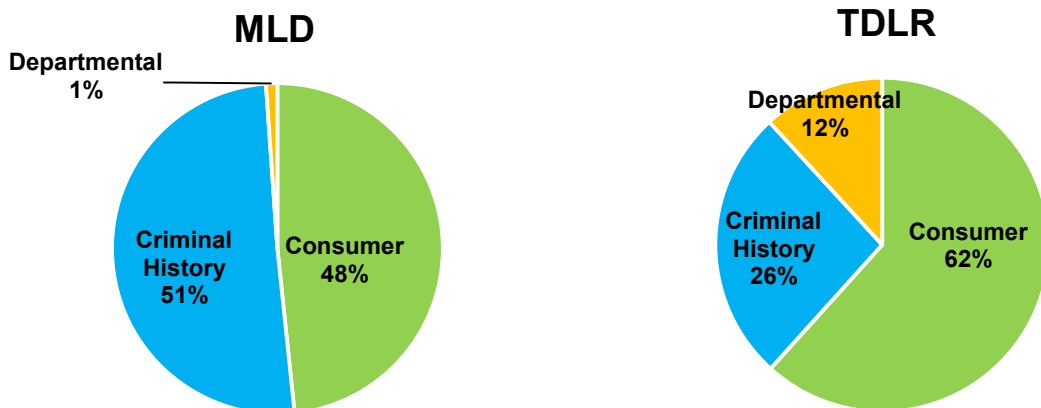


**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Mold Assessors and Remediators (MLD)**

Key Statistics	MLD Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	5,171	848,268
Complaints Received	697	32,655
Cases Opened	91	10,121
Cases Closed	103	9,335
Average Time to Close (days)	210.72	209.86
% of Cases Resolved Within 6 Months	65.05%	60.00%
% of Cases Resulting in Disciplinary Action	1.94%	13.41%
Open Cases Pending at End of Fiscal Year	42	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	MLD Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	1	455
Agreed Orders	1	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)	1	240
Cases Heard in District Court	0	1
Informal Case Actions	MLD Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	9	1,768
Other Informal Resolutions	92	6,208
Cease & Desist Orders	0	19

**Source of Cases Opened Fiscal Year 2021**





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**MLD Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	46
Unlicensed	27
Did not give a mold assessment report	6
Violated code of ethics	6
Failed to post required signage	5
Failed complete remediation protocol	4
Failed to prepare remediation protocol	4
Failed maintain proper containment	4
Failed to maintain records	1
Work plan violation	1
Obtained license by fraud	1
Employed unregistered remediation	1
Expired license	1
Data collection and maintenance	1

**MLD Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2021</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Criminal History	1
Lacks qualifications for licensure	1