



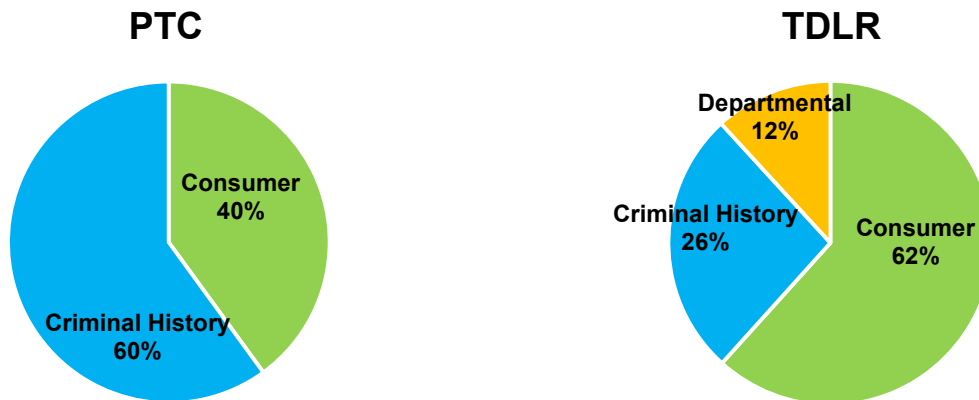
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Property Tax Consultants (PTC)

Key Statistics	PTC Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	1,968	848,268
Complaints Received	31	32,655
Cases Opened	10	10,121
Cases Closed	18	9,335
Average Time to Close (days)	180.89	209.86
% of Cases Resolved Within 6 Months	50.00%	60.00%
% of Cases Resulting in Disciplinary Action	0.00%	13.41%
Open Cases Pending at End of Fiscal Year	11	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	PTC 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	PTC Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	1	1,768
Other Informal Resolutions	17	6,208
Cease & Desist Orders	0	19

### Source of Cases Opened Fiscal Year 2021





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

**PTC Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	6
No certificate of registration	3
Services not performed	1
Ethics violations	1

**PTC 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 PTC program	N/A