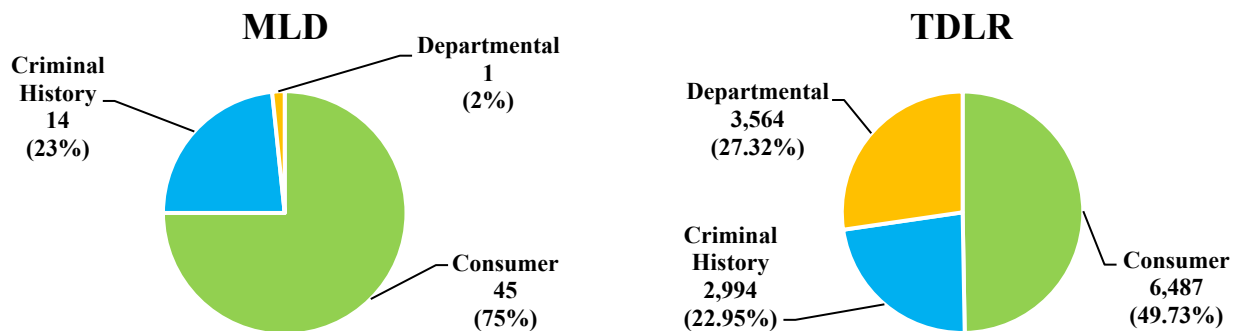


Mold Assessors and Remediators (MLD)

Key Statistics	MLD Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	947	111,084
<i>Consumer complaints</i>	111	14,240
<i>Department initiated complaints</i>	3	3,535
<i>Criminal History Records reviewed for licensure</i>	833	93,309
Cases Opened	60	13,045
<i>Consumer</i>	45	6,487
<i>Departmental</i>	1	3,564
<i>Criminal History</i>	14	2,994
Cases Closed	79	11,284
Average Time to Close (days)	293.65	215.01
% of Cases Resolved Within 6 Months	41.77%	55.52%
% of Cases Resulting in Disciplinary Action	8.86%	12.46%
Open Cases Pending at End of Fiscal Year	57	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	MLD Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	6	1,329
<i>Agreed Orders</i>	1	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	5	472
Average Penalty Assessed on Orders	\$2,500.00	\$2,217.58
Total Penalties Assessed	\$15,000.00	\$2,947,160.00
Total Penalties Collected	\$3,000.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	3	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	1	145
Cases Heard in District Court	0	2
Informal Case Actions	MLD Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	21	2,757
Other Informal Resolutions	51	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



Top 10 MLD Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Unlicensed	24
Criminal history	14
Violated code of ethics	8
Data collection and maintenance	5
Did not give a mold assessment report	3
Failed to provide supervision	2
Lacked qualifications for licensure	2
Failed maintain proper containment	2
Failed complete remediation protocol	2
Employed unregistered remediation	2

MLD Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Unlicensed	2
Failed to pay dishonored check	2
Violated code of ethics	1
Criminal history	1
Lacked qualifications for licensure	1